



Product Approaching End of Service Life

For SecurXchange® (R720 product)

June 1, 2018

Dear Hologic Customer,

Hologic is committed to providing you with the highest quality customer service, product support, and technologically advanced products to transform breast and skeletal patient care.

Our records indicate that you purchased a SecurXchange® R720 product in 2013. Like any computer product five year old, it may be approaching the end of its useful life over the next twelve months. While the SecurXchange hardware is from Dell, Hologic has customized the unit to our specifications. Consequently, qualified parts may be difficult to source in the near future.

We feel it is appropriate to notify you in advance so you have ample time to consider replacement options. Please keep in mind all new SecurXChange units come with a five (5) year warranty.

For customers currently covered by a Hologic service agreement, Hologic will make every reasonable effort to get your system restored at no charge should there be a repair event.

For customers not covered by a Hologic service agreement, all repair events will be charged at current "time and materials" rates.

We apologize for any inconvenience resulting from this notification. For questions, please contact your local Account Manager or Customer Support at 1.877.371.4372.

Sincerely,

Karl Geffken
Marketing Director