HOLOGIC®

May 2021

Dear Hologic Customer:

As a valued Hologic customer, you have our commitment to provide you the highest quality customer service, product support and technologically advanced products. We pride ourselves in being the leading manufacturer of Mini C-arms, a goal that could not be achieved without customers like you. Unfortunately, an increasing scarcity of replacement components for older equipment makes it difficult for us to support certain components indefinitely.

After careful consideration, it is necessary to announce the **discontinuation of service and support for Windows 7 computers used with our Fluoroscan® InSight® 2 Mini C-arm systems in the United States**. Microsoft announced end of support for Windows 7 as of January 14, 2020, indicating that security updates and technical support were no longer available. At that time, Microsoft's hardware and software partners invested resources towards supporting more recent technologies and as a result, Hologic is unable to obtain replacement parts for Windows 7 computers. Hologic will continue to honor all existing service agreements.

According to our records, your facility has a InSight 2 with a Windows 7 computer. Trade-in options to InSight FD are available and will range in cost due to system age and service agreements.

Hologic wants to continue its relationship with you into the future. We remain committed to providing our customers with the highest-quality products and service. We regret any inconvenience this end of life notification may cause. Please reach out to your local sales representative with any questions or one of the numbers below:

If you do not know who your local sales representative is, please contact **Sales Support** at +1.508.263.2471 or SalesSupport@hologic.com. If you have technical question related to your system, please contact **Customer Service** at +1.800.321.4659 or SkeletalHealth.Support@hologic.com.

Sincerely,

Lawrence Manuel

Lawrence (J.R.) Manuel
Senior Director, Global Marketing
Skeletal Health Solutions