



GE Medical Systems *Information Technologies*

gemedicalsystems.com

Date: March 27, 2002
Subject: Product Service Discontinuance Notification

Dear Valued Customer:

At GE Medical Systems *Information Technologies* – *GEMS IT* (formerly GE Marquette), it is our pledge to meet our customers' needs for high quality, efficient service support for all our medical equipment. As part of this commitment, we are continuously monitoring the serviceability standards and product age of our installed equipment.

Our records indicate that your facility currently owns or has purchased one or more of the following GE / Marquette Medical products:

- MAC® 12 Resting ECG System
- CASE® 12 Exercise Testing System
- T1800 Treadmill
- MAC® 15 Resting ECG System
- CASE® 15 Exercise Testing System
- T1900 Treadmill

Due to the age of these units, several vendor-supplied parts are getting scarce and are increasingly difficult to obtain. GE Medical Systems *Information Technologies* will continue to support the aforementioned pieces of equipment using existing on hand balances of inventory until **December 27, 2002**, but strongly recommend you begin planning for a suitable replacement of these systems immediately.

Attention Service Agreement Holders: GEMS IT will continue to support your current service agreement for the remaining duration of the contract. However, service contracts will not be renewed for these products.

GEMS IT not only offers new versions of our discontinued Resting ECG Systems, Exercise Testing Systems and Treadmills, but also is currently providing exciting promotions for the trade-in of your existing systems. For details on these promotions, please call 1-866-664-8677 to talk to an Inside Sales Representative or visit our website at www.gemedical.com/cardiologycatalog.

If you have any questions regarding this product service announcement, please contact Technical Support at 1-800-558-7044 and reference this letter.

We value you as a customer and appreciate the continued opportunity to support you in your medical equipment and service needs.

Sincerely,

Rick Messler
Cardiology Technical Support Manager

Richard Wehrhahn
Marketing Manager, Non-Invasive Cardiology

