

## END OF SERVICE NOTICE – ASIA PACIFIC CUSTOMERS

### For Selenia<sup>®</sup> Mammography system

1 August 2022

Dear Customer,

As a valued Hologic user, you have our commitment to provide you the highest-quality products and customer service. We thank you for your business.

After carefully considering future availability and requirement for certain parts and our commitment to providing quality service, Hologic will discontinue service on Selenia systems for customers without current service agreements after 31 December 2023. After 31 December 2023, customers without service agreements will receive “Time & Materials” service on a reasonable effort basis.

You are receiving this letter as your facility has purchased a Selenia Mammography system that is subject to this end of service notification.

#### **For customers without a service agreement as of 31 December 2023**

Service agreements will not be available. Your service will be on a “Time & Materials” reasonable effort basis after 31 December 2023. There is no guarantee that parts will be available. Limited phone support and preventive maintenance will be available after 31 December 2023 for Selenia systems; however, it may end at any time.

We are here to support any questions that may arise from this notification and to provide information regarding our replacement programs for Dimensions mammography systems. Your local Hologic Account Manager or Hologic Service representative will be in contact with more details and to support your next steps or alternatively, please do feel free to contact your local representatives at your convenience.

We trust you understand our commitment to quality service, and we thank you for your ongoing support and commitment to the breast health of the women we all serve.

Sincerely,

**Ian Eggs**

VP, Service & Sales Enablement EMEAC

**Tanja Brycker**

VP, Strategic Development BSH &  
Surgical - International