

January 28, 2000  
Product End of Life

Dear QDR Customer,

As a valued Hologic customer, you have our commitment to provide you with the highest quality customer service, product support and technologically advanced products. We pride ourselves in being the leading manufacturer of osteoporosis assessment products, a goal that could not be achieved without customers like you. Unfortunately, the increasing scarcity of replacement parts for older densitometers makes it difficult for us to support older models. After a thorough review and careful consideration, it has become necessary to discontinue service and support of some older model bone densitometers.

Our records indicate that your facility purchased a **QDR 2000**, **QDR 2000plus**, **QDR 1500**, **QDR 1000W**, or **QDR 1000 Classic** densitometer, models discontinued over five years ago. It is necessary to inform you that on April 1, 2001, Hologic will no longer be able to provide Contract Services, Supplies, or unlimited Telephone Technical Support for the system identified above. Billable, on-site time and material service, and technical support may be available after that date, provided we have the appropriate parts in stock.

For customers wanting to update to the latest QDR technology, Hologic has established a special upgrade offer for facilities receiving this notification. This limited time offer combines special pricing and service incentives for customers upgrading their DXA scanner. In addition, all data from older optical cartridges will be converted to newer storage media to ensure uninterrupted DXA service. A Hologic representative will contact you sometime in the next 30 days to discuss this offer.

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 that this may cause, however we believe you will find our new product offerings very attractive. If there are any questions, please contact the Customer Services department at 1-800-321-4659.

Sincerely,

Graham D. McCabe  
Director, Customer Services