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From: Tim Callahan  
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Subject: Transonic HD03 End of Service Life Notification

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Effective October 1, 2023, Transonic will only provide repair support for HD03 monitors for a period of ten (10) years from the purchase date. If the monitor has been in operation for more than ten (10) years, calibration service will continue to be provided but not repair service. The expected lifespan of the Transonic HD03 Monitor is seven (7) years but following Transonic's maintenance and repair recommendations may extend its lifespan by up to three (3) years.

If an HD03 monitor, which is more than ten (10) years old, is submitted for calibration and deemed to require repair, it will not be fixed. In this case, the owner will be charged an examination fee of \$200 (or €180) and presented with the choice of either scrapping the monitor at Transonic or having it returned to the customer at the customer's expense.

To maintain the HD03 Monitor:

- Adhere to the cleaning instructions provided in the user manual.
- Ensure proper maintenance and avoid rough handling.
- Send the monitor back to Transonic annually for calibration and maintenance to stay up to date with any software changes, user experience improvements, and bug or cyber-security fixes.

Service for Transonic Monitors is only available at Transonic Systems Inc in Ithaca, NY (U.S.A.), Transonic Europe B.V. in Elstloo, The Netherlands, and Transonic Asia Inc. in Taiwan. Attempting repair or calibration from outside may void the warranty and compromise measurement accuracy. This is enforced as a safeguard for measurement accuracy and to protect patients from improperly repaired or calibrated equipment.