



January 31, 2021

Dear Valued Customer,

Mortara Instrument discontinued offering the X12+ 915 Transmitter and X12+ 2500 Transmitter in November 2016. Since that time, Mortara Instrument was acquired by Hillrom, and has continued to provide service and support for continued use of X12+ 915 and X12+ 2500 transmitters. Due to the age of the product, we are no longer able to maintain service support activities.

This letter is to inform you that effective February 28, 2021, Hillrom will discontinue all technical phone, repair and service, calibration and parts support activities for X12+ 915 Transmitter and X12+ 2500 Transmitter.

We thank you for your business, partnership and loyalty, and we look forward to continuing to serve your needs with other Hillrom™ products.

We appreciate your understanding in this matter and will continue to help you provide the best possible patient care. Please contact our customer service department at 1-800-535-6663 or your Hillrom representative with questions regarding this notice.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lillian V. O'Neill', written in a cursive style.

Lillian V. O'Neill  
Product Specialist, Global Marketing  
Diagnostic Cardiology  
Hillrom