



May 1, 2021

Dear Valued Customer,

Mortara Instrument discontinued the sale and manufacturing of the XScribe™ 3 cardiac stress testing system in December 2016. Since that time, Mortara Instrument was acquired by Hillrom, and has continued to provide service and support for continued use of the XScribe 3 cardiac stress testing system. Due to the design life and availability of parts, we are no longer able to maintain service support activities.

This letter is to inform you that effective June 31, 2021, Hillrom will discontinue all technical phone, repair and service, calibration, and parts support activities for XScribe™ 3 for customers who do not hold a current service contract. For customers that currently hold a service contract, service will continue until September 31, 2021. For customers, whose contracts extend beyond September 2021, there are some options available to you. When a contract customer moves from their current XScribe™ 3 to an XScribe or Q-Stress® version 6.3.0 system, you may transfer your existing contract to your new system. Alternatively, you may request a refund for your current contract. Please reach out to your Hillrom representative for a quote to determine the system that will work best for you.

We appreciate your understanding in this matter and will continue to help provide the best possible support we can. Please contact our customer service department at 1-800-535-6663 or your Hillrom representative if you have further questions.

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

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Donlon'.

Ryan Donlon
Sr. Manager, Global Marketing
Diagnostic Cardiology
Hillrom