



January 16, 2004

Dear Olympus Customer,

The following information is provided in response to recent inquiries concerning the length of time Olympus will continue to provide repair parts and services for the 100 Series Endoscopes.

As the original manufacturer, we support the longevity of our products by offering a very liberal service and repair policy that states we will continue to manufacture replacement parts and service items for a minimum of eight (8) years after the product has been last sold, officially designated discontinued and/or replaced by the next generation product. After the eight (8) year time period, the product normally becomes designated "obsolete/out-of-service" and repair parts availability is limited to our remaining in-stock inventory, as our manufacturing facilities will no longer produce those items in such small quantities. This policy covers Endoscopes, Video Processors, Light Sources and related support equipment manufactured by Olympus.

The 100 Series Endoscopes, including, but not limited to the following models:

CF-100L	CF-100I	CF-100S	CF-100TI	CF-100TL
CF-1T100L	CF-1T100I	GIF-100	GIF-1T100	JF-100
TJF-100	PCF-100	SIF-100	SIF-100L	

have been, over time, replaced by the 130, 140 and 160 Series Endoscopes. In May 2000, Olympus introduced the latest generation *EXERA*[™] 160 Series Endoscopes, which encompass even more features, functionality and superior image quality enhancements than its predecessors. As more and more customers replace their 100 Series Endoscopes with the latest 160 Series technology, it becomes increasingly more expensive to continue manufacturing replacement parts for the few remaining units in the market. Although no official date has been set for the discontinuation of 100 Series replacement parts, we expect that decision will be made within the next 18 months as we approach the 10 year mark since the discontinuation of most 100 Series endoscope models.

To assist with your transition in upgrading to the *EXERA*[™] 160 Series technology, Olympus has developed a number of promotional trade-in programs that offer you flexibility in selecting scope models that best meet your needs, at very attractive prices.

Contact your local Olympus Sales Representative or our Customer Service Center at 1-800-848-9024 to discuss the trade-in program, as well as other promotional programs that are available to you.

If you have not had an opportunity to see first hand the dramatic improvement in image quality, resolution, and clarity that the *EXERA*[™] 160 Series Video Endoscopy system can deliver, please set up an appointment with your Olympus Sales Representative who will be happy to conduct a complete in-service demonstration at your convenience.

Thank you for being a valued Olympus customer, we appreciate your support and will continue to bring you the absolute best in GI Endoscopic products and services.

Best regards,



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Robert Reinhart
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