



December 15, 2003

Dear Olympus Customer,

The following information concerns the length of time Olympus will continue to provide repair parts and services for the CV-100 Video Processor.

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 CV-100 Video Processor was last manufactured and sold in May 1996 and at that time was replaced by the CV-140. In May 2000 we introduced the latest generation, the *EXERA* CV-160 Video Processor, with even more features, functionality and image enhancements than its two predecessors. As more and more customers replace their CV-100's with the latest CV-160 video processor technology, due to manufacturing constraints, it becomes increasingly difficult and more expensive to continue manufacturing replacement parts for the few remaining CV-100 units in the market. For this reason, a portion of the repair parts increase will be passed on to our customers as of April 1, 2004.

As of December 31, 2004, Olympus America Inc. will retain a limited inventory of replacement parts and service items for the CV-100 Video Processor as we approach the official discontinued date of March 21, 2005.

If you have not had an opportunity to see first hand the dramatic improvement in image quality, resolution, and clarity that the *EXERA* CV-160 Video Processor can deliver, or if you would like to discuss pricing programs available to you, contact your local Olympus Sales Representative or our Customer Service Center at 1-800-848-9024 for assistance.

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

Best regards,

A handwritten signature in black ink, appearing to read 'Ken Yoshimasu', with a stylized flourish at the end.

Ken Yoshimasu  
VP, Endoscopy Service  
Medical Systems Group

A handwritten signature in black ink, appearing to read 'Robert Reinhart', with a long horizontal flourish extending to the right.

Robert Reinhart  
Executive Director, GI Products  
Medical Systems Group