



varian
A Siemens Healthineers Company

Varian Medical Systems

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June 06, 2023

Dear **Customer**,

Over the past several decades, Clinac® radiotherapy systems have served the radiotherapy community well, earning a reputation for quality and reliability. However, due to component obsolescence and accelerating advances in technology, it has become necessary to discontinue support on devices installed on or before December 31, 2013. End of Support will be effective on May 1, 2025. This affects your Clinac **H295140**

This decision was driven by several factors including:

- Cybersecurity threats, which have become one of the top 5 trends in medical devices. Microsoft issued End of Life (EOL) notices for several operating systems. Because clinacs were built on these operating systems, they are more vulnerable to intrusions.
- Microsoft security patches and upgrades from other 3rd party vendors will no longer be compatible with Clinac infrastructure.
- Component obsolescence from sub-vendors impacts the ability to provide ongoing service.

Standard support for your Clinac will continue to be available through May 1, 2025, subject to replacement part availability. Prior to May 1, 2025, your local service manager will contact you to discuss a transition to a Limited Support program.

Limited Support contracts will have no guarantee of renewal and are conditional on parts availability. Renewal potential will be determined annually, based on availability of parts and feasibility of continued support. While the precise scope and cost of a Limited Support program is determined based on individual customer circumstances and equipment, these programs have the following conditions:

- Commercially reasonable efforts will be used to maintain existing systems, given the global limited supply on replacement parts.
- No uptime guarantees will be offered.
- Varian will seek to continue, but cannot guarantee, onsite, remote, Help Desk, and training support.
- There will be no software or hardware upgrades, excluding mandatory safety actions. As a result, there will be no guarantees of linear accelerator compatibility or interoperability with other software programs including OIS and treatment planning system.

The window between the End of Support announcement and the effective End of Support date is designed to give your institution the opportunity to create a thoughtful replacement plan for their existing systems. Over the coming months, your local Varian representative Rob Ascoli will

continue to work with you and your team to help create a fleet replacement plan to ensure minimum disruption to your clinic.

By signing the attached Return Response form, your institution acknowledges that you understand that your Clinac **H295140** will reach End of Support on May 1, 2025.

Thank you for your commitment to and trust in Varian. We look forward to continuing to collaborate with you as we work together to create a world without fear of cancer.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Bilsky', written over a blue horizontal line.

Daniel Bilsky (May 2, 2023 08:34 PDT)

Daniel Bilsky
Sr. Product Manager, Foundation Products