

Vire, on 20/06/2024

CAMEO MEMORIALS S. HARRIS & SONS
1122 SYDNEY ROAD FAWKNER
VICTORIA 3060
Australie

Subject: Important Information Regarding the Potential Evolution of After-Sales Service Support for Your Machine GB505 , Serial Number 65

Dear Sir/Madam,

We are contacting you as a Thibaut customer, using the machine GB505, serial number 65.

We wish to inform you that, due to technological advancements and the obsolescence of materials from suppliers (production cessation...), **troubleshooting certain machine components may pose challenges. Our technicians will need to assess on a case-by-case basis whether a retrofit can be proposed to you. If this alternative does not suit your needs, we may be compelled to discontinue technical support for these components. However, please note that your machine remains functional in its current state.**

The designation of the affected hardware components is: electrical equipment, retrofit possible passing the TSX27-47 in Proface

If you have any questions, please do not hesitate to reach out to us via our Thibaut Web portal.

We sincerely thank you for your loyalty and regret this situation, which is beyond our control.

We remain committed to providing you with innovative and quality solutions.

Best regards,

Thibaut Customer Service

PS: If you no longer own the machine GB505, we would appreciate it if you could inform us via our Thibaut Web portal , specifying, if applicable, the name of the acquiring company.

Vire, on 20/06/2024

HERITAGE STONE TASMANIA
HISTORICAL MONUMENTS, BUILDING
COUNTERTOPS
CAMBRIDGE 7170
Australie

Subject: Important Information Regarding the Potential Evolution of After-Sales Service Support for Your Machine T108 V4.1 S , Serial Number 763

Dear Sir/Madam,

We are contacting you as a Thibaut customer, using the machine T108 V4.1 S, serial number 763.

We wish to inform you that, due to technological advancements and the obsolescence of materials from suppliers (production cessation...), **troubleshooting certain machine components may pose challenges. Our technicians will need to assess on a case-by-case basis whether a retrofit can be proposed to you. If this alternative does not suit your needs, we may be compelled to discontinue technical support for these components. However, please note that your machine remains functional in its current state.**

The designation of the affected hardware components is: BR automatism that could be retrofitted in KEB

If you have any questions, please do not hesitate to reach out to us via our Thibaut Web portal.

We sincerely thank you for your loyalty and regret this situation, which is beyond our control.

We remain committed to providing you with innovative and quality solutions.

Best regards,

Thibaut Customer Service

PS: If you no longer own the machine T108 V4.1 S, we would appreciate it if you could inform us via our Thibaut Web portal , specifying, if applicable, the name of the acquiring company.

Vire, on 20/06/2024

CENTRAL WEST GRANITE SUPPLIES
MONUMENTAL MASONS
NAMINA ST
EUGOWRA 2806
Australie

Subject: Important Information Regarding the Potential Evolution of After-Sales Service Support for Your Machine T612 , Serial Number 133

Dear Sir/Madam,

We are contacting you as a Thibaut customer, using the machine T612, serial number 133.

We wish to inform you that, due to technological advancements and the obsolescence of materials from suppliers (production cessation...), **troubleshooting certain machine components may pose challenges. Our technicians will need to assess on a case-by-case basis whether a retrofit can be proposed to you. If this alternative does not suit your needs, we may be compelled to discontinue technical support for these components. However, please note that your machine remains functional in its current state.**

The designation of the affected hardware components is: material; Retrofit without edging system

If you have any questions, please do not hesitate to reach out to us via our Thibaut Web portal.

We sincerely thank you for your loyalty and regret this situation, which is beyond our control.

We remain committed to providing you with innovative and quality solutions.

Best regards,

Thibaut Customer Service

PS: If you no longer own the machine T612, we would appreciate it if you could inform us via our Thibaut Web portal , specifying, if applicable, the name of the acquiring company.

Vire, on 20/06/2024

LAYTON STONE
36/40 MARKET RD
SUNSHINE 3020
Australie

Subject: Important Information Regarding the Potential Evolution of After-Sales Service Support for Your Machine T612 , Serial Number 134

Dear Sir/Madam,

We are contacting you as a Thibaut customer, using the machine T612, serial number 134.

We wish to inform you that, due to technological advancements and the obsolescence of materials from suppliers (production cessation...), **troubleshooting certain machine components may pose challenges. Our technicians will need to assess on a case-by-case basis whether a retrofit can be proposed to you. If this alternative does not suit your needs, we may be compelled to discontinue technical support for these components. However, please note that your machine remains functional in its current state.**

The designation of the affected hardware components is: material; Retrofit without edging system

If you have any questions, please do not hesitate to reach out to us via our Thibaut Web portal.

We sincerely thank you for your loyalty and regret this situation, which is beyond our control.

We remain committed to providing you with innovative and quality solutions.

Best regards,

Thibaut Customer Service

PS: If you no longer own the machine T612, we would appreciate it if you could inform us via our Thibaut Web portal , specifying, if applicable, the name of the acquiring company.

Vire, on 20/06/2024

LAYTON STONE
36/40 MARKET RD
SUNSHINE 3020
Australie

Subject: Important Information Regarding the Potential Evolution of After-Sales Service Support for Your Machine T612 , Serial Number 144

Dear Sir/Madam,

We are contacting you as a Thibaut customer, using the machine T612, serial number 144.

We wish to inform you that, due to technological advancements and the obsolescence of materials from suppliers (production cessation...), **troubleshooting certain machine components may pose challenges. Our technicians will need to assess on a case-by-case basis whether a retrofit can be proposed to you. If this alternative does not suit your needs, we may be compelled to discontinue technical support for these components. However, please note that your machine remains functional in its current state.**

The designation of the affected hardware components is: material; Retrofit without edging system

If you have any questions, please do not hesitate to reach out to us via our Thibaut Web portal.

We sincerely thank you for your loyalty and regret this situation, which is beyond our control.

We remain committed to providing you with innovative and quality solutions.

Best regards,

Thibaut Customer Service

PS: If you no longer own the machine T612, we would appreciate it if you could inform us via our Thibaut Web portal , specifying, if applicable, the name of the acquiring company.