

Customer Service Bulletin # 10002

Termination of Repair Service on Obsolete Product Models

IMRA America is dedicated to meeting the needs of our customers. We continually strive to provide the highest quality laser products and the best customer service, and we are committed to supporting our products for as long as possible. Unfortunately, it is becoming increasingly difficult, and in many cases impossible, for IMRA to continue to provide replacement parts for some of our oldest products. For several products, all of which we stopped manufacturing at least 5 years ago, we can no longer guarantee the availability of parts. Repair service for the following obsolete product models has been discontinued as of July 31, 2010.

A-10	A-40	B-4-STD	B-60	B-200	C-20-TS
A-10-SP	A-50	B-30	B-60-AD	C-10	C-25
A-15	A-50-DP	B-30-SC	B-60-FC	C-10-CL	C-50
A-20	A-60	B-35	B-60-MD	C-10-SP	C-60
A-20-HS	A-80	B-50	B-S-FC	C-15	C-80
A-20-SP	B-4-FC	B-50-KS	B-150	C-20	C-80-AS
A-20-TS	B-4-MD	B-50V-FC	B-150-AS	C-20-SP	D-200
A-25					D-350- LP

Note that all of the products listed above have been out of warranty for a significant amount of time. Service requests for affected products may be accepted in exceptional circumstances, to the extent that stock repair components remain available. Some types of repairs may still be possible in cases where obsolete replacement components are not needed. IMRA may complete such repairs on a case-by-case basis, at IMRA's sole discretion.

For information, contact:

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