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Dear Laser User,

Recently questions have been raised regarding our commitment to ion laser support. Let me start by saying that we are still manufacturing new Innova I70C, I90C, I300C and Sabre ion lasers. If you have any of these laser models then I do not foresee support ending for many years yet. We aim to provide service support for a minimum of 3 years after we stop selling new product. Often we continue service support for significantly longer than this and many of our older ion lasers are still being actively supported over 10 years since they were last manufactured.

When we start the discontinuation of service support for a laser model we do our best, based on the mailing information we have, to give end users at least 1 year warning so that they may plan ahead. Options after discontinuation could include trading in an existing laser for a new model, which is attractive to many long term users who can then ensure many more years of laser use. At the moment the only ion laser model currently no longer manufactured and subject to a review of its support is the Enterprise series. This was a highly popular ion laser series which sold in significant numbers and can be found in many biomedical labs worldwide. It offered the ability to generate high quality UV and visible output from a modest sized package operating on single phase mains electricity and with a self-contained water cooler. It is interesting to note that we introduced our first Enterprise model in 1991 and ceased new system sales in June 2006. We are still supporting users worldwide. Some parts used in the Enterprise are becoming increasingly difficult to source and so are monitoring future support on an annual basis. At the moment we expect to continue Enterprise support until at least June 2010.

While the Enterprise series approaches end of support I would like to emphasise that we continue to actively sell and support our very broad range of Innova ion laser products. We are therefore able to clearly state that support for Coherent ion lasers is very much continuing.

I hope that my brief overview above has convinced you that we expect to support the Coherent Innova ion laser ranges for many years to come, but do not hesitate to contact me directly if you have any further concerns or questions.



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