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IMPORTANT INFORMATION REGARDING YOUR INVIA™ RAMAN MICROSCOPE

Dear Valued Customer,

This letter is to notify you that several key components in inVia Raman microscopes manufactured before 2009 will no longer be available for repair or replacement if they become faulty.

Why is this necessary?

New and replacement components we supply must be compliant with current laws and regulations. Specifically, Renishaw has an obligation to responsibly source and supply products in line with RoHS and REACH directives. As a consequence, many parts in the early inVia systems are no longer commercially available because of new restrictions on the control and use of certain chemicals.

What is changing?

From 1 January 2021, systems manufactured before the 31 December 2008 will be affected as follows.

No repair or replacement of core components including, but not limited to:

- CCD Detectors
- Rack Electronics
- Spectrometer Optics
- DMLM Microscopes
- Integrated ancillaries and Specials manufactured by Renishaw
- Platinum and Gold level service agreements

The following services are still available:

Service and support will continue to be offered on all inVia systems, either:

- As part of a one-off service call
- Under a Silver level service agreement
- for technical, applications or collegial support

Hardware

Consumables to support your existing inVia are still available in the form of:

- Repair kits
- Lasers
- Rayleigh filters
- Computers and support for updating Microsoft Windows

Your Options:

There are three ongoing options available:

1. Continue current operation, understanding that when an obsolete component becomes defective, a replacement or repair may not be available
2. Purchase a new system
 - a. Much has changed since you purchased your system. [See what's new](#) and how the current models can improve your application and efficiency.
3. Replace the spectrometer box
 - a. The spectrometer box can be replaced with the latest version, complete with current components. This may also necessitate the replacement of the microscope, XYZ stage, WiRE™ software and PC
 - b. It is possible that your lasers, Rayleigh filters and other key components may be brought forward to the new system, thereby mitigating costs.

Registered office

Registered number

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We understand that the obsolescence of components can be problematic and are committed to working with you to minimise any disruption. Your Renishaw sales representative is available as a resource to develop the most appropriate path to ensuring many more years of reliable service from your Renishaw Raman system

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