

IMPORTANT INFORMATION REGARDING YOUR INVIA™ CONFOCAL RAMAN MICROSCOPE

Dear Customer,

This letter is to notify you that several key components in inVia Raman microscopes manufactured before April 2016 will no longer be available for repair or replacement if they become faulty.

Why is this necessary?

Firstly, the components we supply must be reliable, regulated and compliant. Renishaw has an obligation to responsibly source and supply products in line with RoHS and REACH Directives. Many parts of older inVia microscopes are no longer commercially available because of technology advancements and restrictions on the use of hazardous materials.

Secondly, Renishaw is committed to providing its customers with reliable components that use the latest technologies and give a good service life. Several components in older inVia microscopes have reached a point in their lifecycle where performance, reliability and service life do not meet our high standards.

What is changing?

From 1 May 2025, systems manufactured before the 1 April 2016 will be affected as follows.

What we can no longer offer:

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

- RenCam CCD detectors
 - Associated rack electronics
 - Associated spectrometer optics
- Leica D2500 microscopes
- Integrated ancillaries and Specials manufactured by Renishaw
- Platinum and Gold level service. Where a Gold or Platinum service contract is currently in place for an affected system, the agreed term will be fulfilled with a labour only service plan offered at renewal.

The following services are still available:

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

- As part of a one-off service call
- Under a labour only service plan
- For technical, applications or collegial support

Hardware

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

- Repair kits
- Lasers
- Rayleigh filters
- Computers and support for updating Windows® operating systems

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

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Registered number

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- 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 a number of your lasers, Rayleigh filters and other key components may be brought forward to the new system, thereby mitigating costs.

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

Sincerely,

Matt Macaulay-Lowe

International Service Manager

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