

## Dear customer

Dear Sir or Madam, we are pleased to hear of your company's increasing prosperity. We would like to thank you for your continued support.

We would like to inform you of the following after-sales service for our old products (products that have been delivered for more than 10 years), which you have been using for many years.

The relevant products are divided into the following two categories, depending on when they were manufactured.

1. **category A: All after-sales services are no longer supported.**
2. **category B: End of support for some after-sales services.**

\*Please contact us for information on available services.

Please refer to the detailed description below to determine which category your product is compatible with.

<1. **category A: products for which 15 years or more have elapsed since the date of delivery.**

[e.g., RT-7, RT-8, RT-8A, RT-9, RT-1000, HA-6100, RT-80, RT-70, NC series, as well as measuring instruments and systems including the products listed left].

- Repair work, calibration, inspection work, modification support, etc,  
In principle, all after-sales services are no longer supported.  
(as many of the main components used have become obsolete and their replacement parts are difficult to procure).
- Overhaul is possible for some models. Please contact us.

Product accessories (PCs, printers, monitors, etc.) that are not manufactured by us depend on the support system of the respective manufacturer (please contact the manufacturer).

**<2. category B: products for which more than 10 years have elapsed since the date of delivery.**

[e.g. RT-70, RT-3000, CRESBOX, NC series, EC-series, or measuring instruments and systems including the products listed on the left].

- Calibration and inspection work is available. Please contact us.  
Repair and modification work involving the replacement of parts is no longer supported.  
(as many of the main components used have become obsolete and their replacement parts are difficult to procure).
- Product accessories (PCs, printers, monitors, etc.) that are not manufactured by us depend on the support system of the respective manufacturer (please contact the manufacturer).

\*Please check the serial number on the back of the device for the date of delivery. The serial number is displayed as (1) a seven-digit number or (2) a seven-digit alphabet + number. (e.g., 9001-123 or AAA0000).

In the case of ①, the first two digits indicate the year of manufacture. (In case of (ii), please contact us)

For any other enquiries about old products, please contact us.

<Inquiries about products>

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We would like to thank you for your understanding as we continue to develop new products and improve our services.