

Media Conditioner Upgrade Offer

OYO Instruments, Inc. has recently introduced a new hardware upgrade to our line-up of wide format imagesetters and film plotters. This product enhancement consists of a precision aligned cleaning bar installed along the media transport path of the imager. A high grade, removable cloth sock (a material commonly used to clean optics) is fitted around the bar and the media is transported underneath. The Media Conditioning Upgrade has been designed to provide the following benefits:

- *Removal of contaminants introduced into the imager*
- *Better imaging quality on film*
- *Reduction of film waste*
- *Improved reliability of the product*

We are pleased to offer the following upgrade offers to our installed base:

Warranty Upgrades:

Owners of imagesetters and film plotters that are still covered by warranty are offered the following upgrade option:

1. OYO will install the Media Conditioner free of charge to any unit that is under warranty.*
2. This is a factory-installed upgrade, which requires the return of the plotter or imagesetter.
3. The customer is responsible for all expenses incurred by shipping the product to and from OYO Instruments, Inc.
4. A Returned Merchandise Authorization number (RMA) must be obtained from OYO Instruments, Inc. before the unit is shipped. Please see the attached RMA Procedure and Packaging Procedure.

Non-Warranty Upgrades:

Owners of imagesetters and film plotters purchased later than June 1, 1999 are offered the following upgrade option:

1. OYO will install the Media Conditioner for a fee of \$500 (includes parts and labor).*
2. This is a factory-installed upgrade, which requires the return of the plotter or imagesetter.
3. The customer is responsible for all expenses incurred by shipping the product to and from OYO Instruments, Inc.
4. A Returned Merchandise Authorization number (RMA) must be obtained from OYO Instruments, Inc. before the unit is shipped. Please see the attached RMA Procedure and Packaging Procedure.

**Offer expires June 1, 2001*