



FOWLER SERVICE BULLETIN

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Date: February 23, 2016
To: All Sylvac Scan (Formerly Tesa Scan) Customers
From: Greg Poulin, Service Manager Fowler Precision Tools
Re: US Service for TESA Scan Products

In 2015 Sylvac, SA purchased TESA Scan from Hexagon Metrology. Fowler Precision Tools has been the agent for Sylvac products in the U.S. for over 30 years. Fowler has been providing service, repairs and support in the U.S. for Sylvac products for the same 30 years.

Over the past four months, since the introduction of Sylvac Scan, Fowler has been working and training with Sylvac. We have received training on applications, calibration and preventative maintenance for the new Sylvac Scan. Fowler can now fully support, repair and calibrate new Sylvac Scan products.

Over this same "ramp-up" period Fowler service has been contacted by numerous TESA and Hexagon customers with older TESA Scan units. Many of these units are now more than ten years old. Nevertheless, Fowler has attempted to assist wherever and whenever possible to service and support TESA Scan customers, regardless of the age or condition of their equipment.

Starting immediately, these are Fowler's new service and support guidelines for TESA Scan equipment:

1. Fowler will calibrate and provide basic cleaning and PM on any fully operational TESA Scan units.
2. Fowler will attempt to provide parts and service for any units manufactured after Jan 2006.
3. Fowler will not quote parts and service on TESA Scan equipment manufactured before January 2006. Service manuals, parts lists, design schematics, and replacement parts are no longer available.

If your equipment was manufactured **before January 2006**, Fowler can only offer the following options:

1. Purchase new replacement Sylvac Scan units with a new full service and support package. Fowler and Sylvac have special pricing and delivery options for replacement equipment.
2. Find a 3rd party service mechanic. **Note:** If anyone does find a competent 3rd party company that has knowledge and experience on older TESA Scan units, please contact us and we will refer customers.