SO-111 SERIES

Ophthalmic Microscope

SCANOPTICS

USER MANUAL

SCAN OPTICS

USER MANUAL

SO-111T
SO-111TZ

LED OPHTHALMIC MICROSCOPE

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INTRODUCTION

Please read the following information carefully before installing and using the Scan Optics ophthalmic microscope. Scan Optics is responsible for the safety, reliability and performance of the equipment only if it is used in accordance with these instructions.

This microscope is designed for use by a certified practitioner, for magnified observation of patients, and for use in an operating theatre as an observation aid during surgery. Environmental storage and packing conditions of 60-95% relative humidity and 10-40 °C, are recommended for this product.

No parts or accessories supplied with this microscope are supplied in a sterile condition.

Apart from those identified in the instructions within this manual, there are no user-serviceable parts in this microscope. Scan Optics will retain the discretion to advise whether any repairs may be taken out by external qualified technical personnel, or whether part(s) of the microscope must be returned to the manufacturer's premises for service or repairs to be carried out under warranty or otherwise. Where appropriately qualified technical personnel are identified by a user, and ratified by Scan Optics, then Scan Optics will make available on request any information which may assist in maintaining or repairing this equipment.

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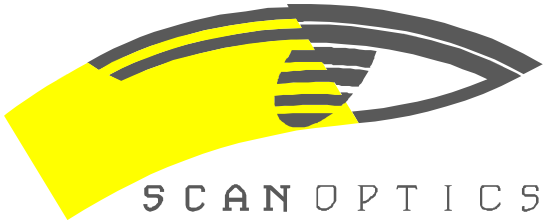

Issue number 1.5

Figure 1: SO-111T

Figure 2: SO-111 TZ

Figure 3: SO-111SZ

PART LIST

Main Assemblies

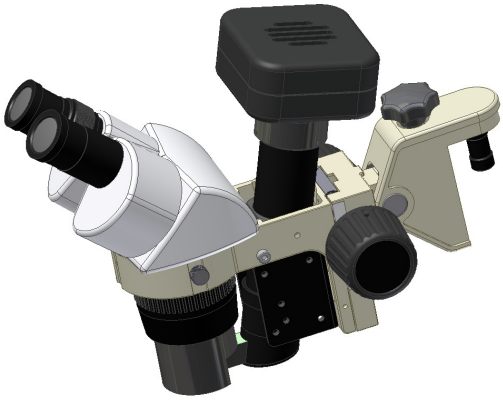

Figure 4: SO-111T Head and Bonder Arm

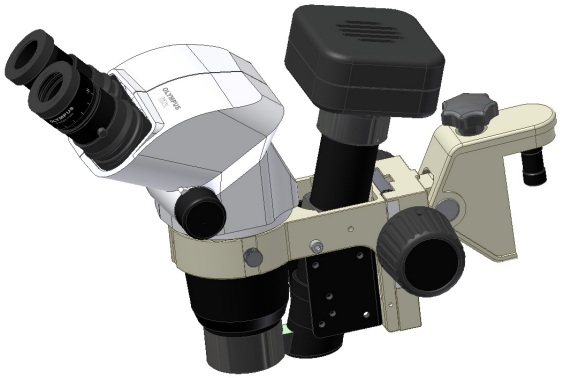

Figure 5: SO-111 TZ/SZ Head and Bonder Arm

Figure 6: Power Supply and Pillar

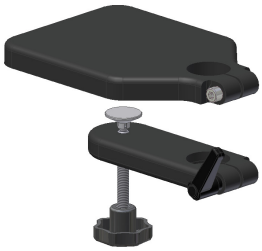

Figure 7: Clamp

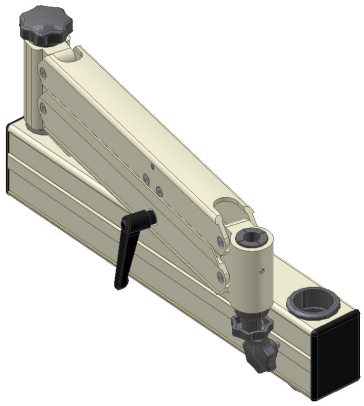

Figure 8: Pantograph Arm

Accessories

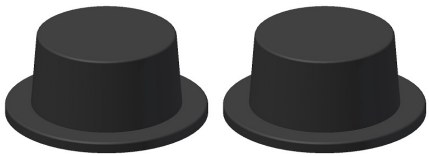

Figure 9: Sterilisable Focus Covers

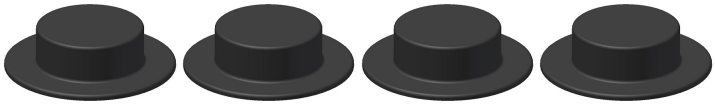

Figure 10: Sterilisable Zoom Covers (TZ/SZ)

Figure 11: Eyepieces

(SZ/TZ are supplied with two adjustable eyepieces

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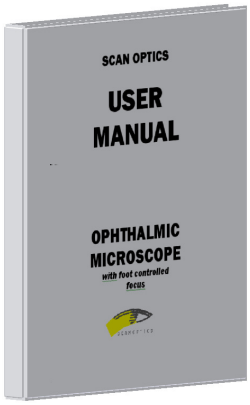


Figure 12: User Manual

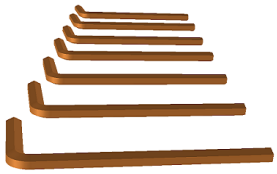


Figure 13: Hex Driver (7x)

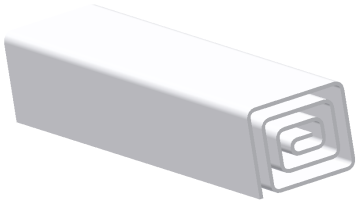


Figure 14: Dust Cover

Figure 15: Lens Cleaning Cloth

Figure 16: Pillar Cable

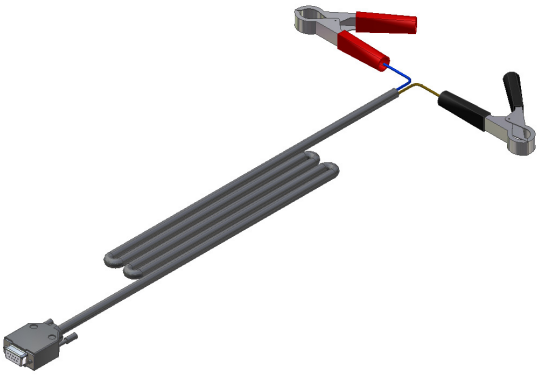


Figure 17: Battery Cable

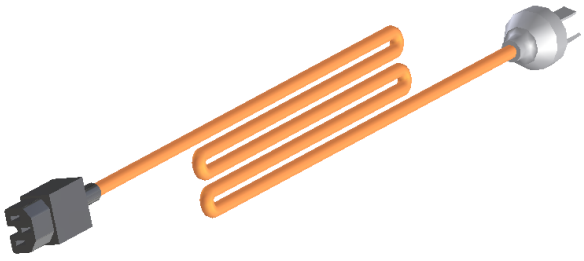


Figure 18: Power Cable

Floorstand (SO-111SZ)

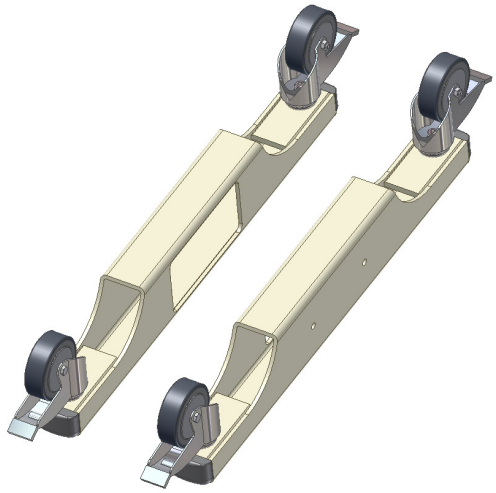


Figure 19: Floor stand legs

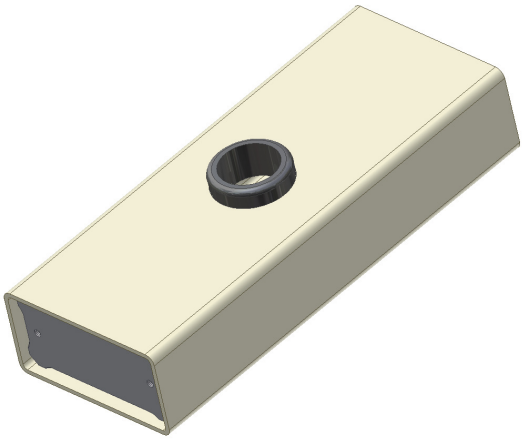


Figure 20: Floor stand cross beam

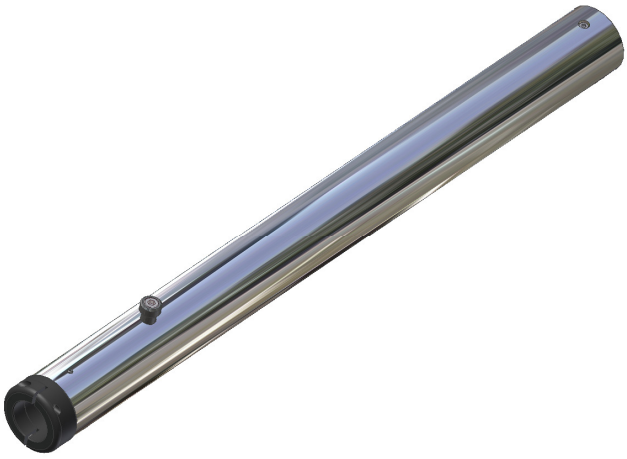


Figure 21: Floor stand post

Figure 22: M10 Button Head Screws (x5)

ASSEMBLY INSTRUCTIONS

Fixing the clamp

Table (SO-111T, SO-111TZ)

1. Insert the top plate clamp onto the bottom of the pillar. Allow 50mm between the top plate and power supply.
2. Lock the clamp securely with screw and socket keys.
3. Insert the lower clamp plate onto the pillar.
4. Position the lower clamp to approximately the width of the surface being clamped to.
5. Lock the lower clamp with the clamp locking lever.
6. Secure the clamp by rotating the clamp shaft knob.

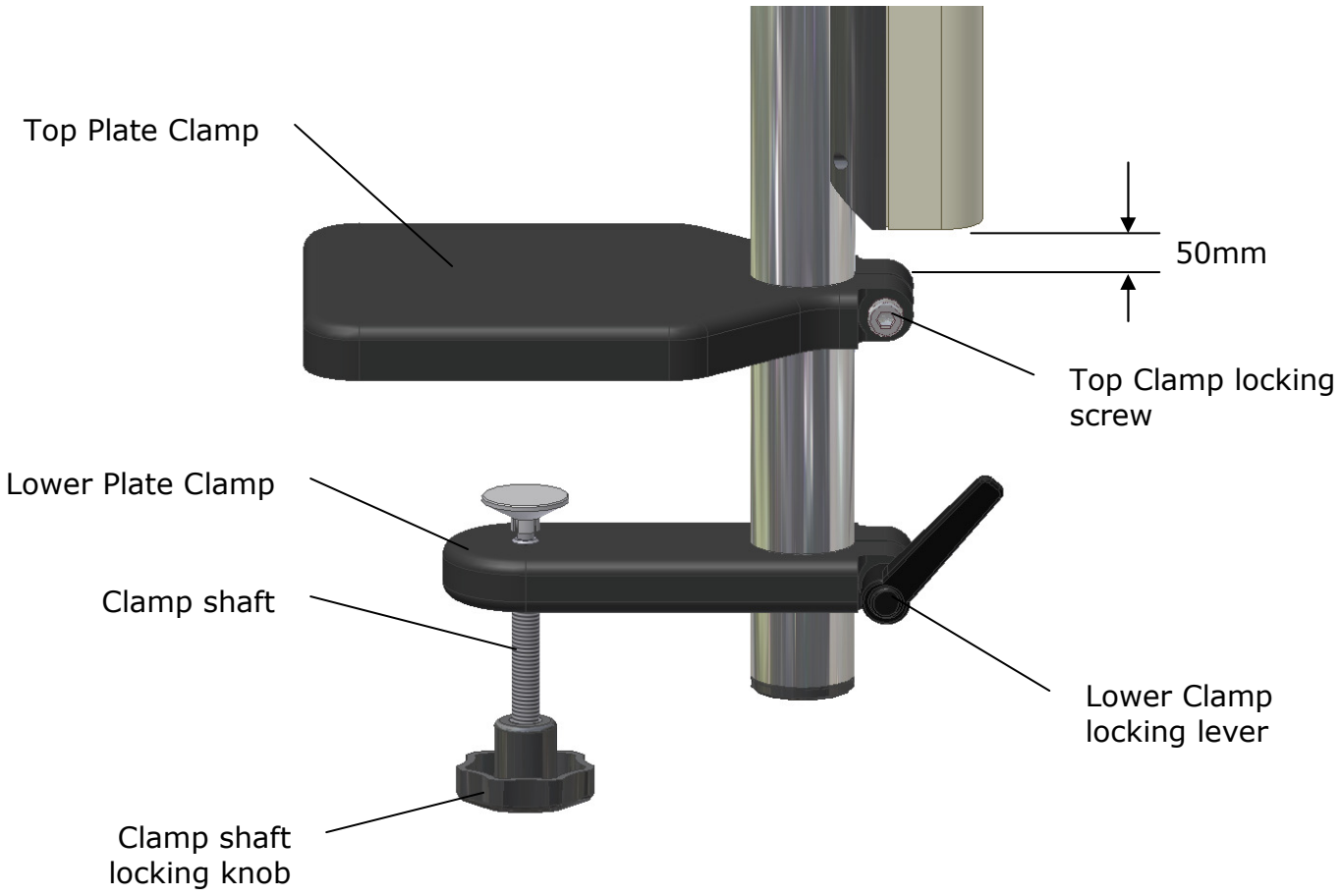


Figure 23: Table Clamping

Floor Stand (SO-111SZ)

Assembly of the Floor stand

The Floor Stand will need to be assembled in two parts.

1. Lay the Floor Stand legs upside down on a flat surface.
2. Locate the Cross Beam part into the cut-out on the legs.
3. Use the provided M10 screws to lock the legs in.

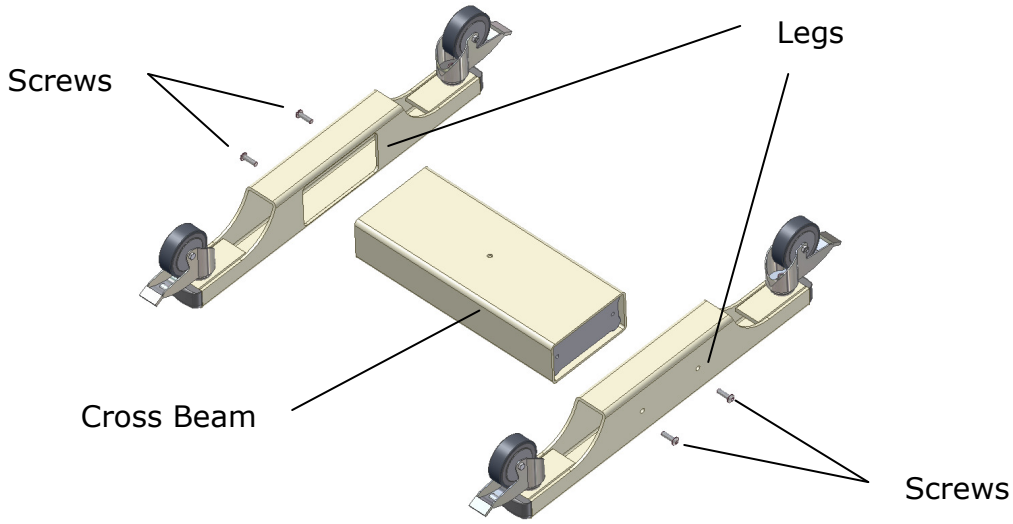


Figure 24: Floor stand base assembly

4. Lean the assembled Floor Stand base on it's side and insert the post.
5. Insert the post locking screw from the underside and lock the post securely.

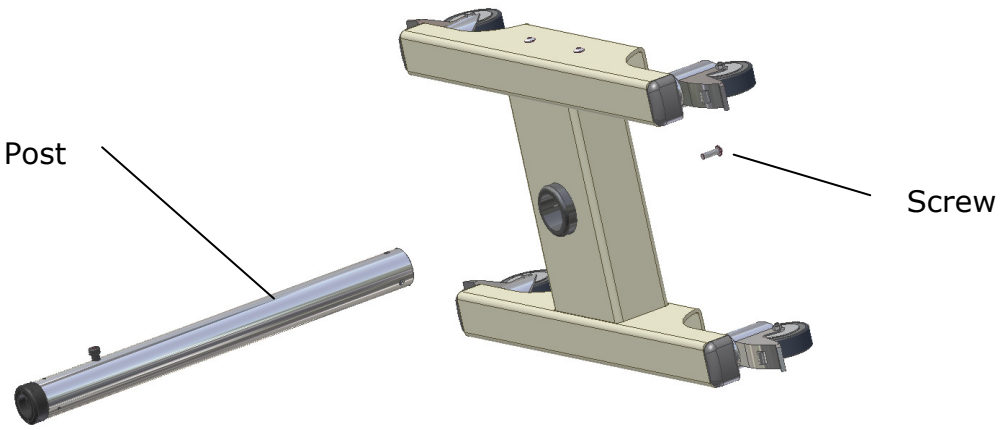


Figure 25: Floor Stand post assembly

6. Right the Floor Stand up on it's four wheels and lock the wheel using the wheel lock.
7. Insert the Pillar and Power Supply assembly into the Floor Stand Post.
8. Secure the Pillar by tightening the Pillar locking screws.

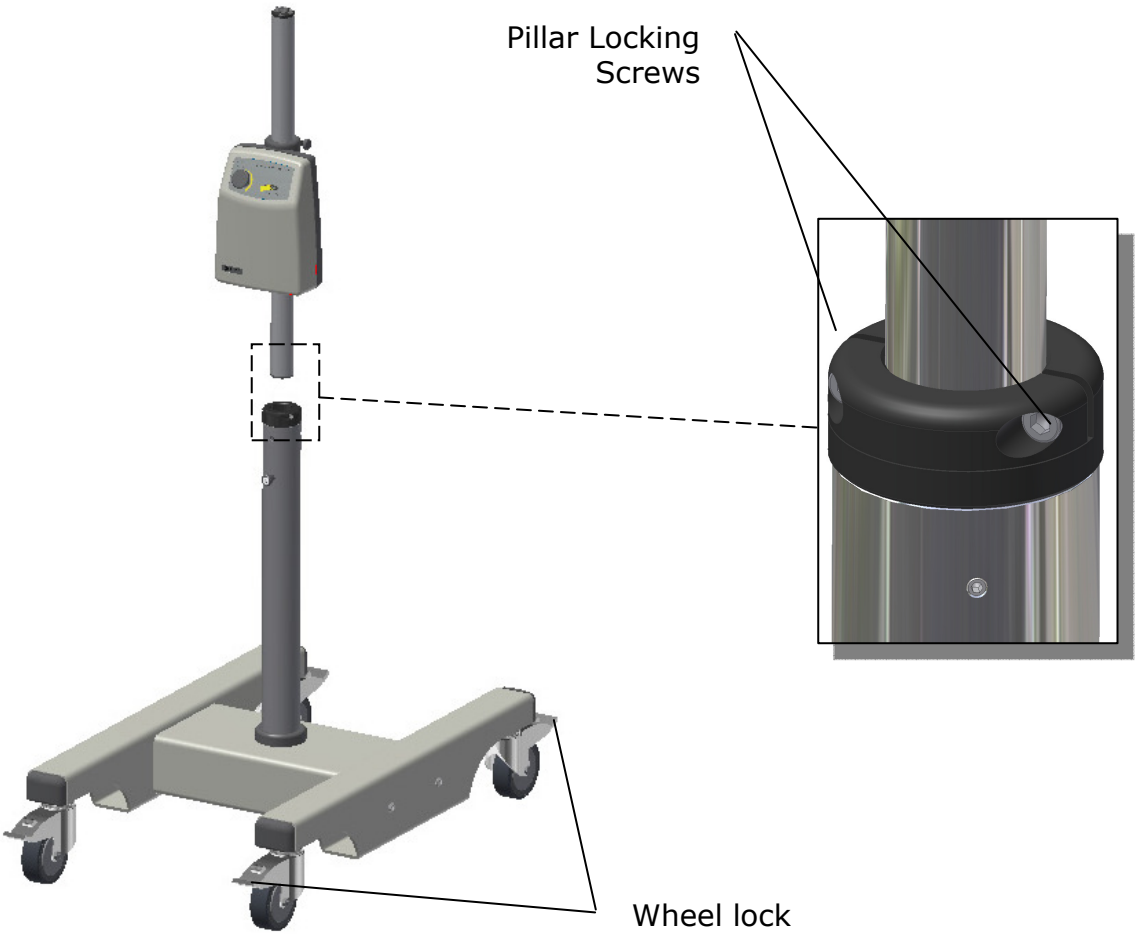


Figure 26: Floor Stand and Pillar assembly

Assembling the Arm and Head

1. Locate the pillar safety clamp and place it on the pillar if it is not there already. Tighten the pillar safety clamp at a point on the pillar.
2. Place the arm assembly on the pillar. Make sure that the arm assembly rests against the pillar safety clamp. Loosen the elbow knob to allow the pantograph arm to rotate about the elbow joint.

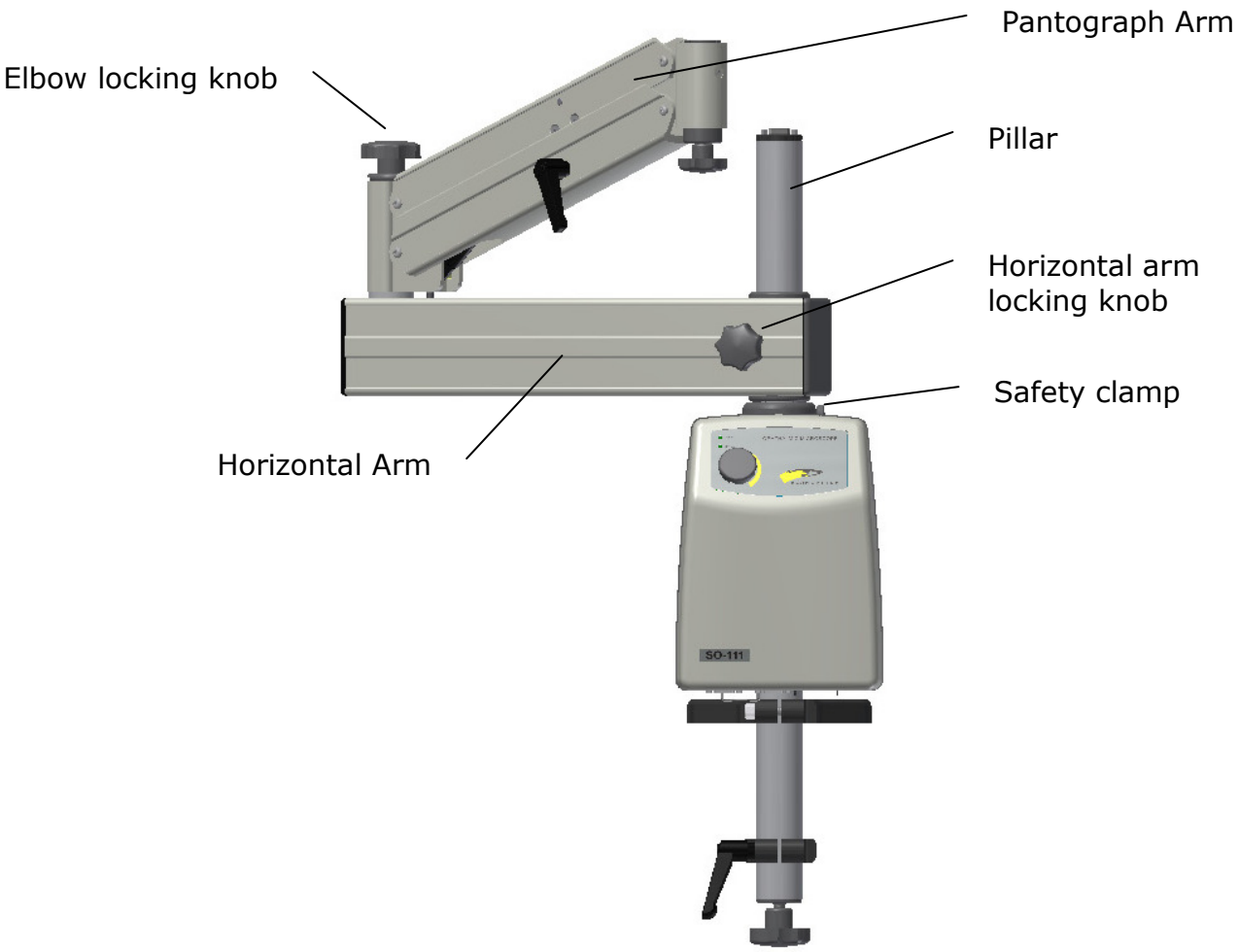


Figure 27: Arm Assembly

3. Locate the microscope head assembly in the end of the arm assembly. Make sure the microscope assembly is seated all the way down in the collet. Tighten the wrist knob underneath the end of the arm assembly to secure the microscope in the collet.
4. Connect the pillar cable plug to the socket on the top of the Pillar. Lock the Plug into place with the screw locks on the connector.
5. Connect the other end of the pillar cable to the underside of the Lamphouse. The connector is polarised, so do not force connector in if it does not fit correctly. TIP: The arrow on the plug should face outwards.

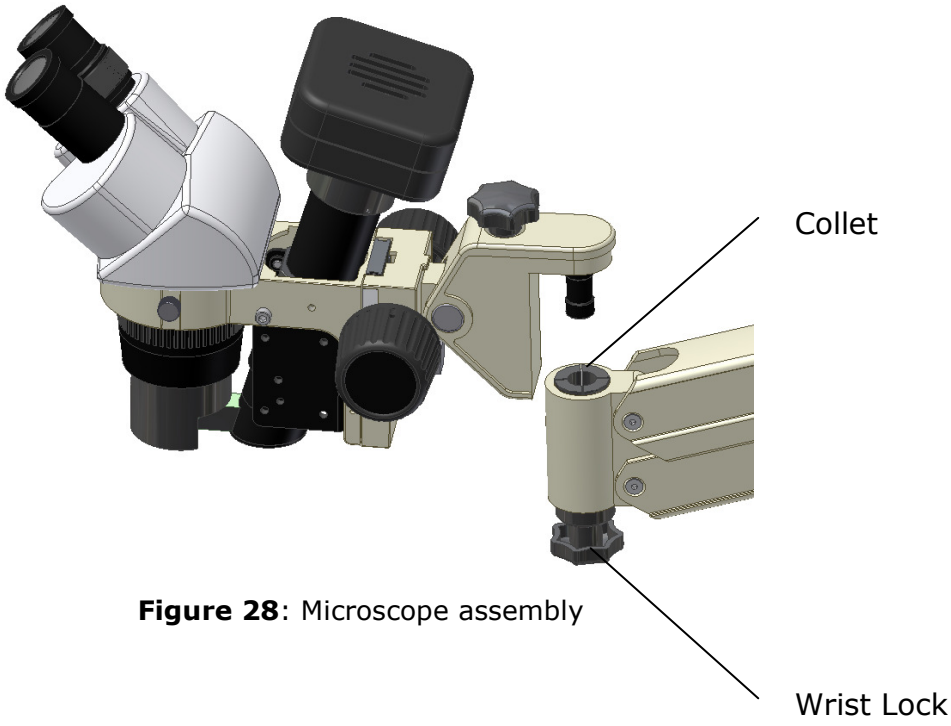


Figure 28: Microscope assembly

6. Remove the eyepiece blanks and insert the eyepieces. Insert the focusing eyepieces and rotate so that the scale marker is easily visible. Tighten the securing screws. Retain the eyepiece caps in a safe place for when storing the microscope.

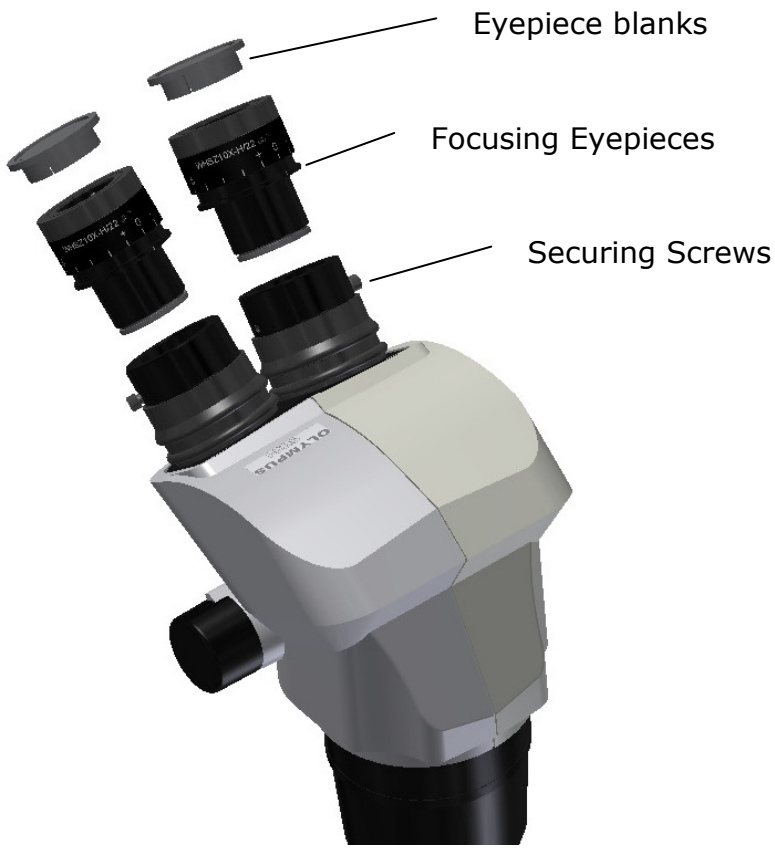


Figure 29: Inserting Eyepiece (SO-111TZ/SZ depicted)

Also see page 27, "Focussing the microscope" for more details

Connecting to a power source

The Scan Optics Ophthalmic Microscope may be connected to either an earthed mains (110-240V) ac supply, or a 12V dc supply.

If you require continuous power during operation, then it's advisable to use a UPS (Uninterruptible Power Supply).

The ability to use Battery is only an alternative if no Mains power is available.

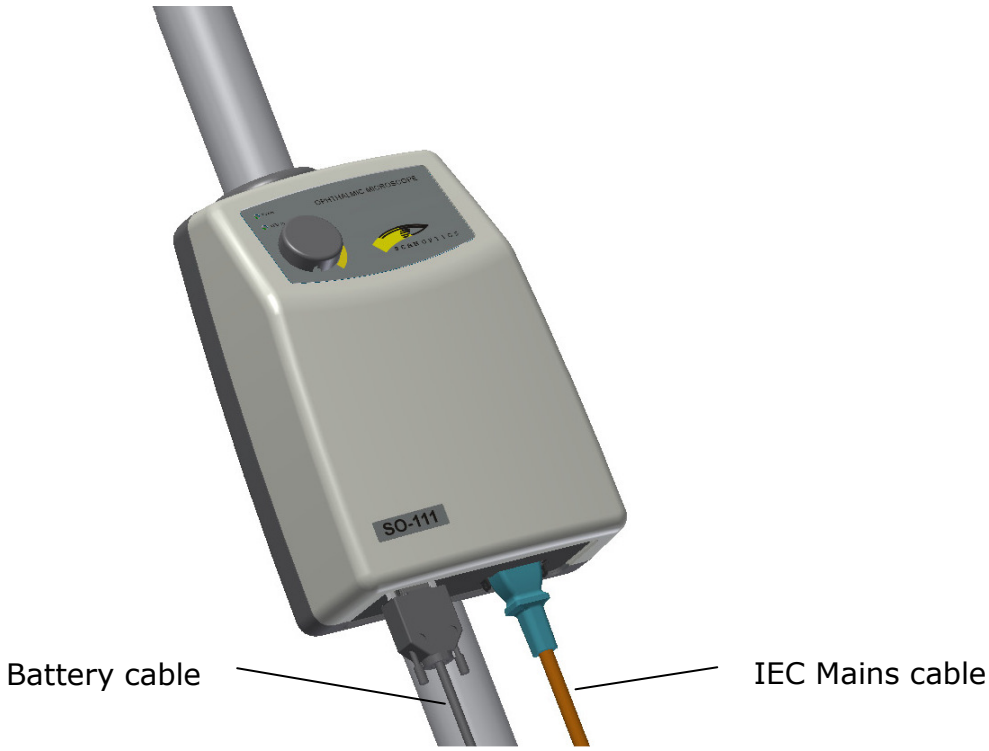


Figure 30: Power Supply Cables

Changing the light intensity (Powering ON)

To turn the microscope on, rotate the intensity knob on the right hand side until it clocks.

To increase intensity, continue to rotate the knob until desired illumination is acceptable.

To turn microscope off, rotate the intensity knob back until it clicks off.

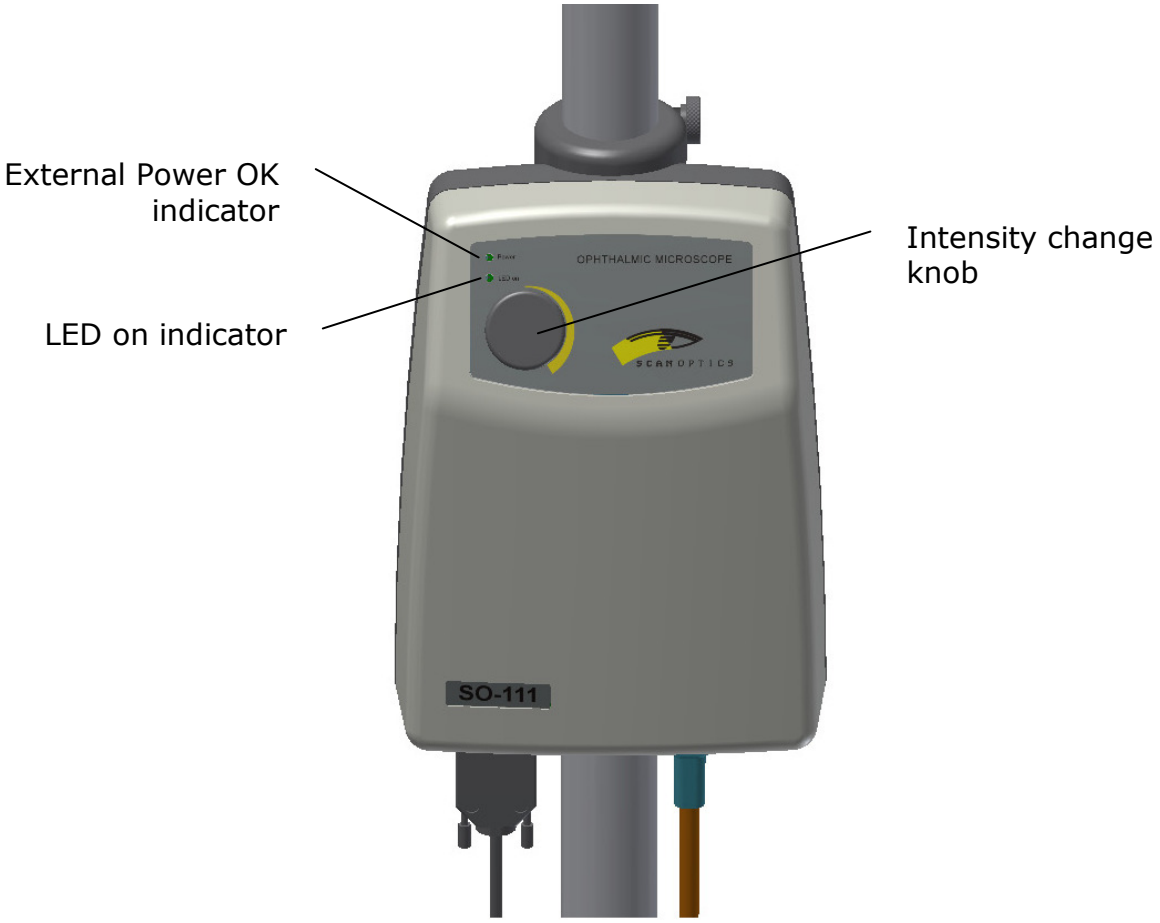


Figure 31: Power Supply Panel

Battery operation, maintenance and safety

Scan Optics recommend the use of gel cell or sealed rechargeable lead-acid 12V batteries. These batteries are maintenance-free and can be operated, charged or stored in any position without leakage.

1. If the power supply is to be connected to a 12-volt dc supply, connect the battery cable to the connector on the bottom panel on the power supply.
2. Connect the red battery clip to the positive battery terminal, and the black clip to the negative battery terminal. The power supply will not operate if the terminals are reversed.

    - The 12 volt supply must be direct current. The power supply will not operate with 12 volts alternating current.
    - Ensure batteries have adequate airflow around them before charging.
    - Avoid short-circuiting batteries.
    - Old lead-acid batteries of any type must be disposed of correctly. It is recommended that they are recycled by an appropriate establishment who recycle car batteries. Lead acid batteries should not be disposed of with ordinary waste, as lead poisoning or acid trauma may result.

Where battery backup is used, Scan Optics recommends a periodical check of the battery to ensure it is charged and functional.

Arm assembly adjustments

The arm assembly includes a number of features which enable the microscope to be adjusted in almost any position. The best combination of settings will depend on the individual user and the particular surgical environment.

The *pillar knob* allows the arm assembly to be locked in position about the pillar.
The *elbow knob* allows the shape of the arm to be locked in position; that is the position of the pantograph section relative to the horizontal section of the arm assembly.
The *friction handle* allows the vertical movement of the pantograph section of the arm assembly to be restricted or locked in position.
The *wrist knob* allows the head assembly to be locked in position relative to the pantograph section of the arm assembly. This knob should not be unlocked after the head assembly has been adjusted. This will prevent accidental dislodgement of the head assembly when attempting vertical positioning manoeuvres.

In a typical configuration; the pillar knob would be left slightly loose but the elbow and wrist knobs would be locked.

Note that the safety clamp must be in position directly under the horizontal section of the arm assembly for safe operation of the microscope; this will prevent the arm assembly sliding down the pillar.

The friction handle could be set such that when vertical adjustments of the pantograph arm are made, the arm will stay in position after being moved. This will allow the microscope to be swung out of the way about the pillar after surgery while the patient is moved. When the next patient is ready, the microscope can be swung in again and it will already be in a good approximate position.

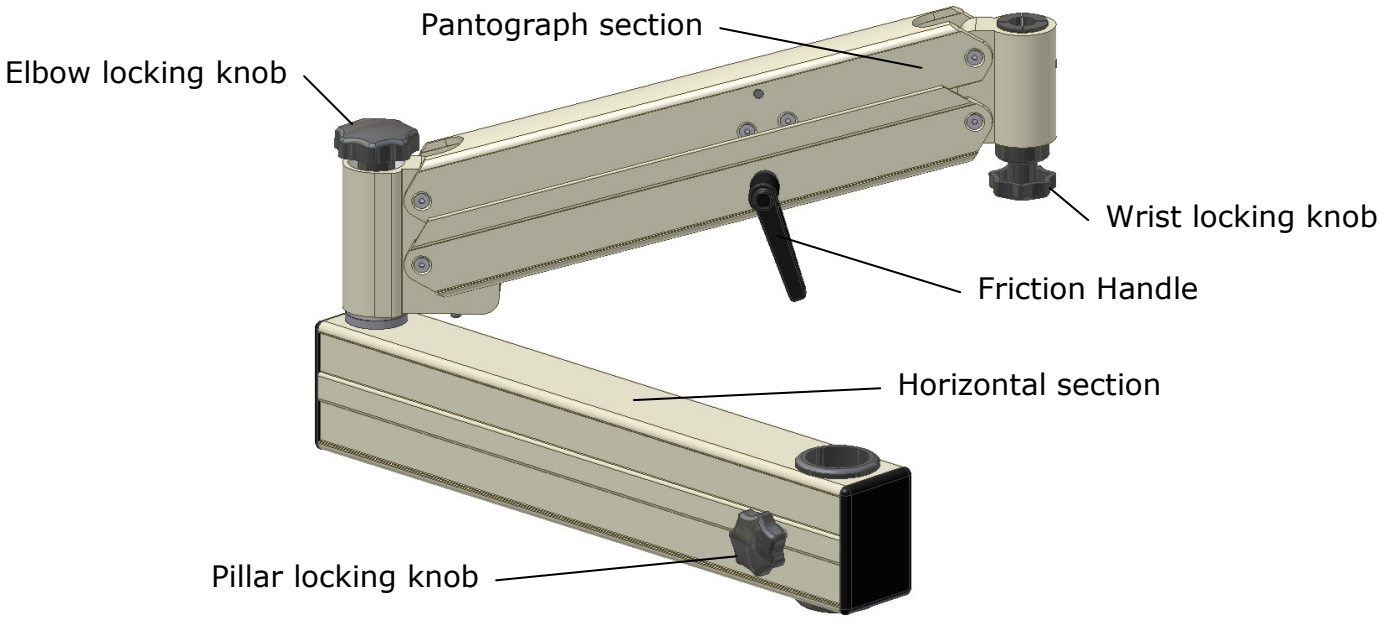


Figure 32: Pantograph Arm

Gas spring adjustment

The microscope arm is fitted with an adjustable gas spring. By adjusting the position of one end of the gas spring, the amount of upward force can be changed. Thus if accessories are added to or removed from the microscope, the force setting can be adjusted to compensate for the change in weight, thereby maintaining the same desired 'feel' of the arm movement.

To adjust the gas spring:

With one hand, push the pantograph arm down until it is in the horizontal position. This will expose the socket in the adjusting screw.

Using the 5mm socket key provided in the tool box, rotate the screw clockwise to move the adjusting nut up and decrease the arm force. Alternatively rotate the screw anti-clockwise to move the nut down and increase the arm force.

CAUTION:
Always check the arm movement over the entire up/down stroke of the arm. If the microscope is heavily loaded with accessories and the arm force is set too low, the arm may drop suddenly if it is not adequately restrained with the friction lock.

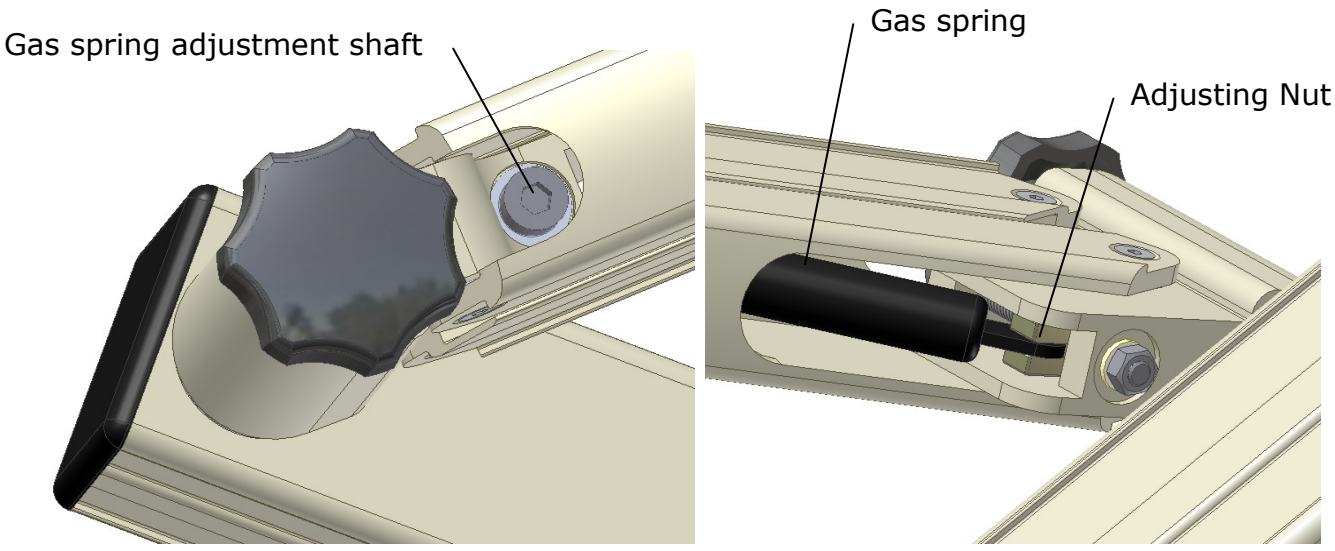


Figure 33: Gas Spring Adjustment

Microscope head assembly

A good working knowledge of the microscope head assembly will be of great assistance in achieving and maintaining optimum optical and mechanical performance.

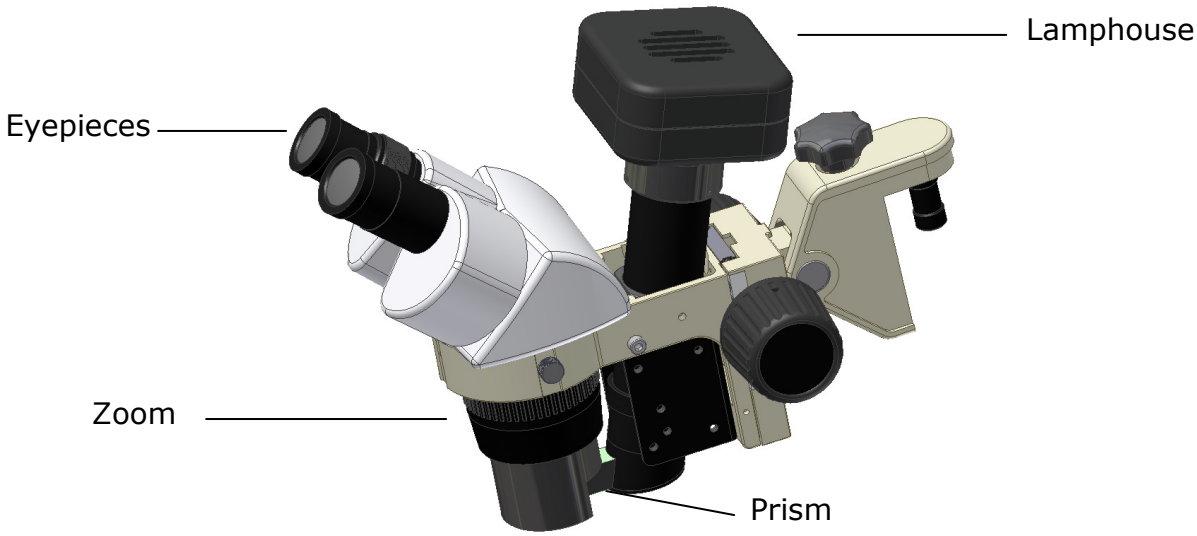


Figure 34: SO-111T Head Assembly

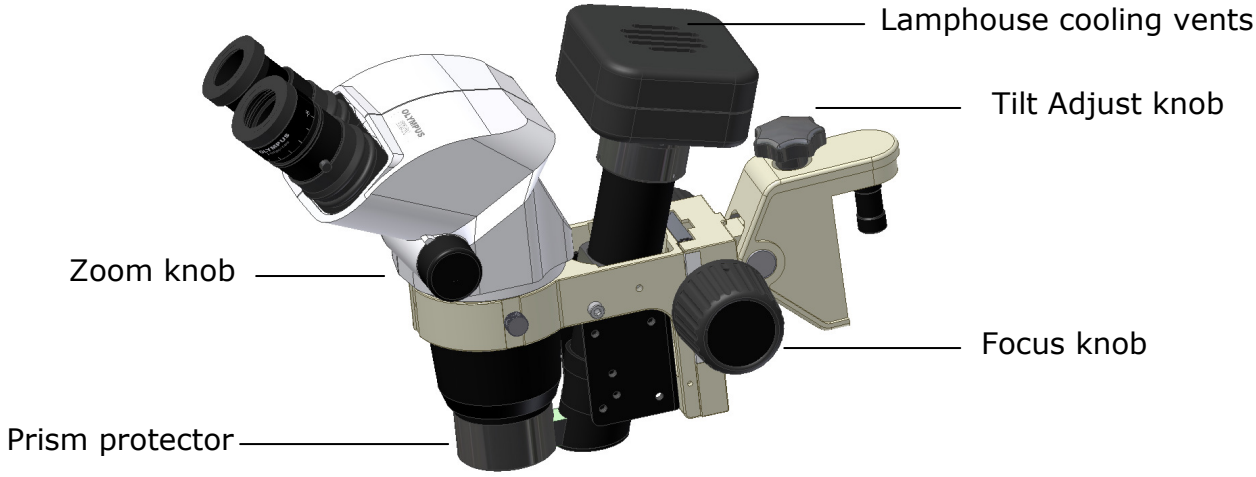


Figure 35: SO-111TZ/SZ Head Assembly

USING THE MICROSCOPE

Changing the magnification (SO-111TZ, SO-111SZ)

The SO-111TZ/SZ model has variable continuous magnification settings.
Rotate the zoom adjust knob forward to increase magnification.
Rotate the zoom adjust knob backwards to decrease magnification.

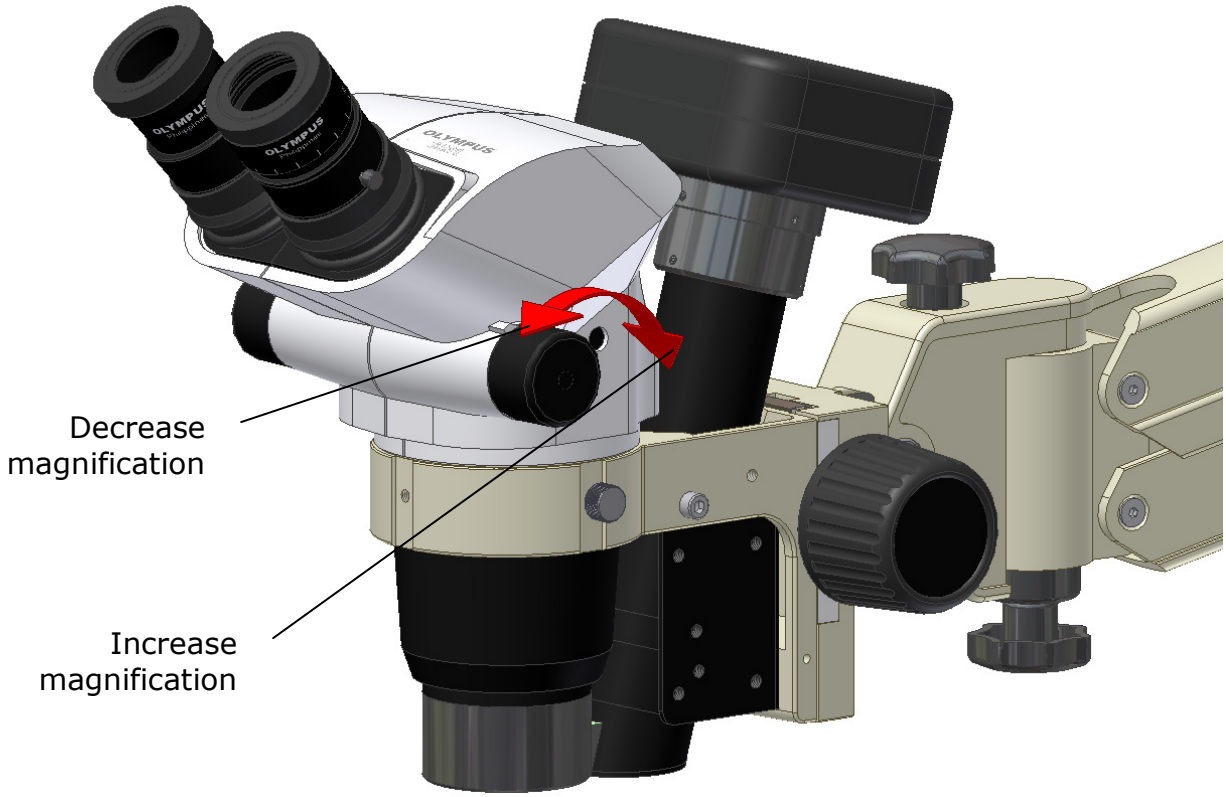


Figure 36: Changing magnification on SO-111TZ/SZ

Changing the magnification (SO-111T)

The SO-111T is a 2 step fixed magnification microscope. To increase the magnification, rotate the magnification change barrel left until the '2x' label is facing you. To decrease magnification, rotate the barrel right until the '1x' label is facing you.

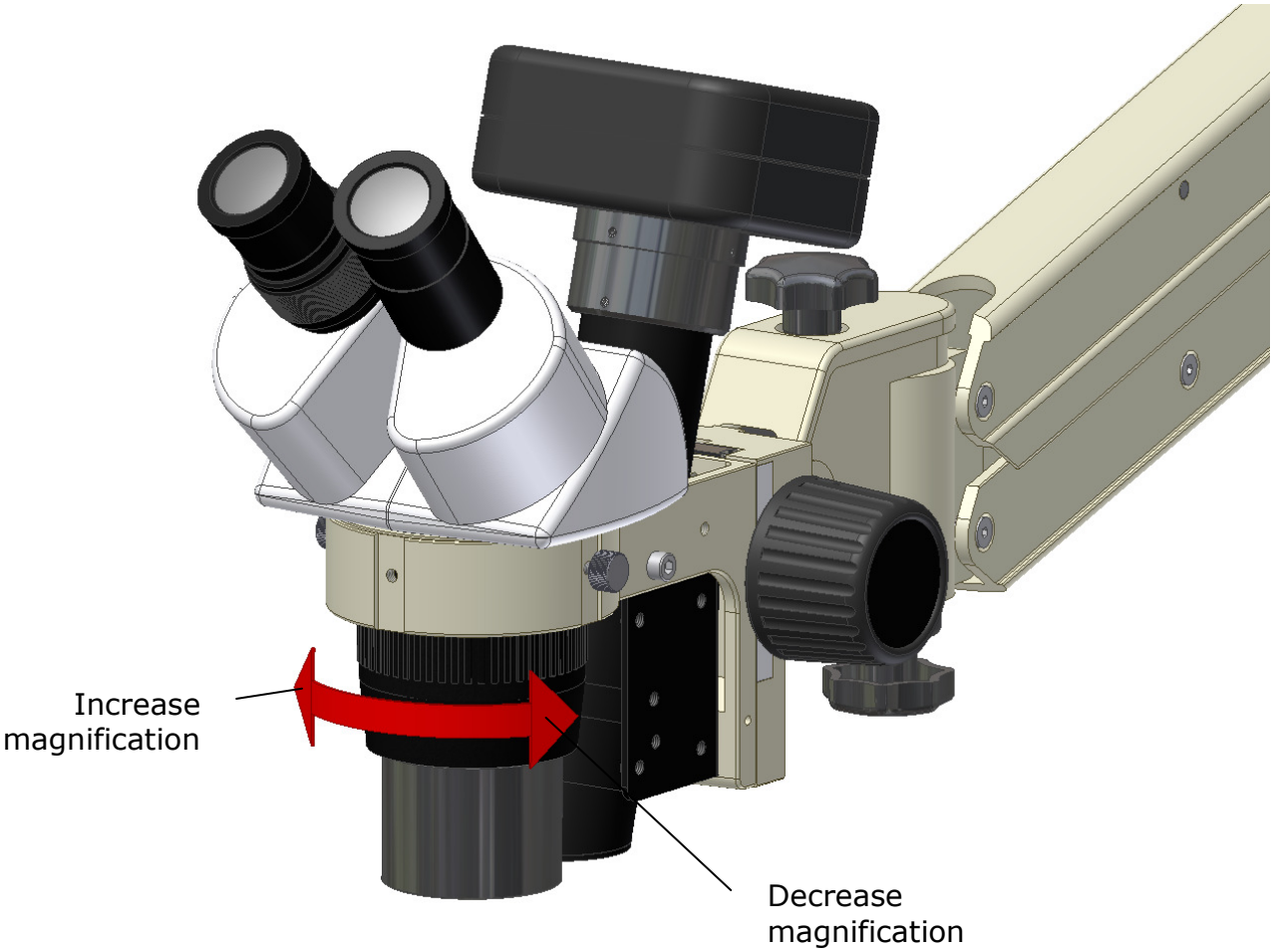


Figure 37: Changing magnification on SO-111T

Tilt function

To tilt the head assembly up or down, simply rotate the tilt knob anti-clockwise or clockwise accordingly. Note that the entire head assembly will tilt, not just the eyepieces. To ease this operation, support the weight of the microscope head with one hand while using the other hand to rotate the knob.

Zoom function

To zoom the image in or out, rotate the zoom knob(s). The total zoom range is between 4x and 25x magnification. Sterilisable covers are provided for fitting over the zoom knobs when sterile use is required.

Focus function

To focus the microscope up or down, turn the focus control knob(s) as shown below. The total focus range is 50mm. For optimum microscope use, leave the microscope head in such a position to allow approximately 25mm of focus range in each direction. Sterilisable covers are provided for fitting over the manual focus knobs when sterile use is required.

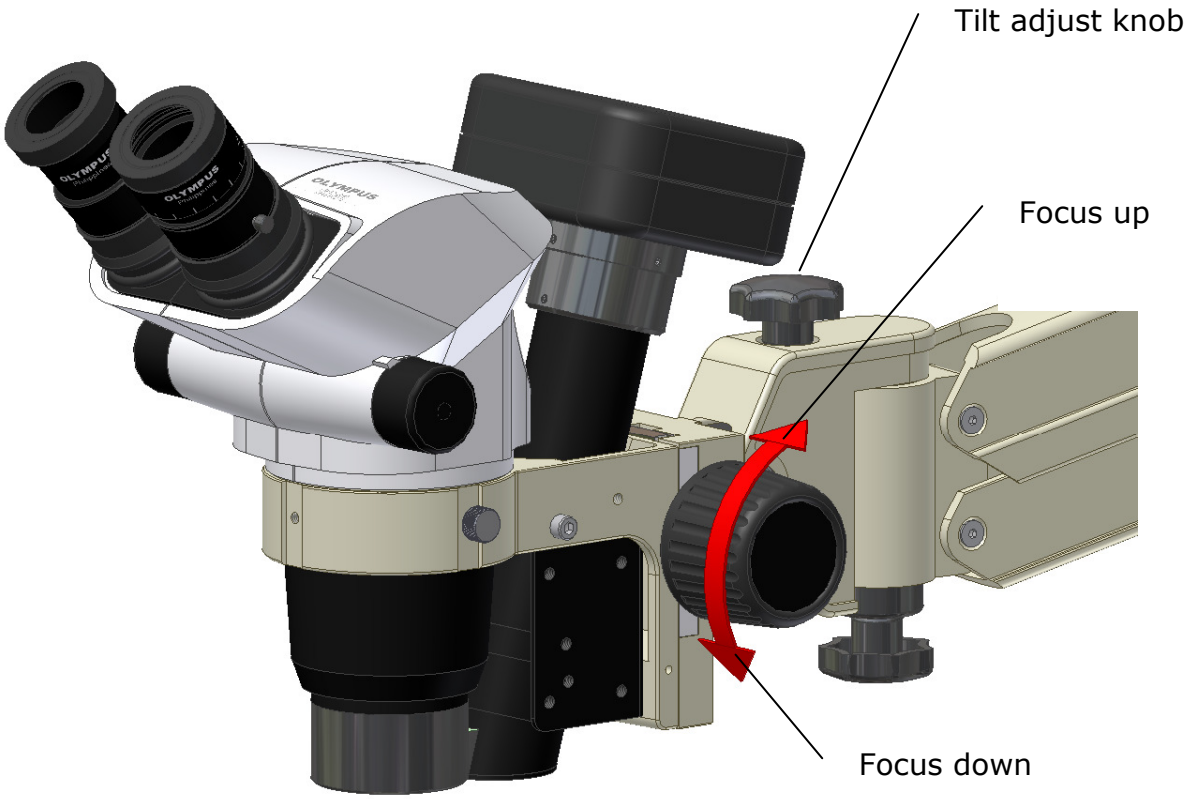


Figure 38: Focusing (SO-111SZ/TZ depicted)

Sterilisation

Scan Optics microscopes are supplied with two sets of sterilisable covers – one set may be used while the other set is undergoing sterilisation. Additional sterilisable covers may be purchased from Scan Optics in the event of loss or damage. Simply slip the covers on to the zoom or focus knobs when required.

The covers may be sterilised by:

- boiling
- autoclaving
- chemical sterilisation
- gas sterilisation

Note that national authorities may require the use of specific sterilisation or disinfection methods.

Moving the head into position

Note that sterilised covers should be applied to the manual focus and zoom knobs and the guide handle (if used) before these parts of the microscope are touched by a sterile operator.

Move the head into approximate position using the arm assembly articulations.

Move the microscope focus up to the half-way position. This should leave approximately 25mm of movement up or down from the central position.

Use the pantograph arm articulation to move the head up or down while looking through the eyepieces to roughly focus the microscope.

If the microscope eyepieces are higher than the most comfortable position for the operator and it is not possible or practical to adjust the operator's seat, rotate the tilt knob clockwise to tilt the head of the microscope down. The range of tilt adjustment is from 45° downward to 5° above the horizontal.

Focussing the microscope

1. Focussing the microscope in the correct sequence is an important step in setting up for use.
2. Set the refractive error scale to zero on both eyepieces.
3. Choose a high magnification zoom setting or one which is typically used in surgery.
4. Close the left eye and look through the right eyepiece of the microscope with the right eye only.
5. Focus the microscope slowly until the image is sharply in focus.
6. Close the right eye and look through the left eyepiece of the microscope with the left eye only.
7. Rotate the refractive error adjustment ring on the left eyepiece until the left eye is in focus. The reading on the ring will give an approximate measure of the relative refractive error between the left and right eyes.
8. Look through both eyepieces normally and check that the image is focussed and that stereopsis is achieved.

ROUTINE CARE AND MAINTENANCE

Optical Head

Cleaning the optical components

The eyepieces, objective lens and lamphouse prism should be checked for cleanliness each time the instrument is used. Surface dust should be removed with a clean, soft brush. Fingerprints, irrigation solution residue and grease may be removed by lightly wiping with a cotton cloth or lens tissue moistened with a mixture of 70% ether and 30% absolute alcohol (either ethanol or methanol). Use pure alcohol if no ether is available.

Do not use acetone as it may damage the surface coatings of the lenses.

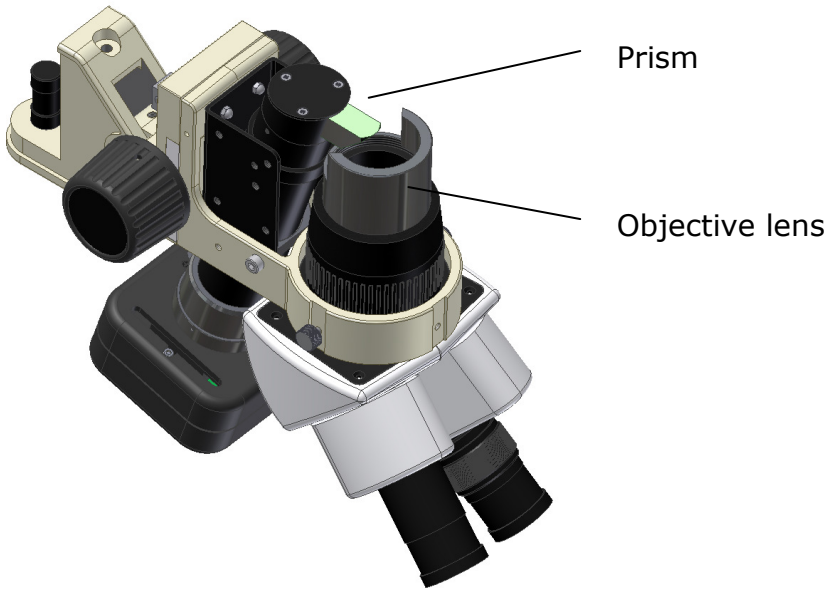


Figure 39: Underside view

Cleaning the plastic parts and paintwork

Use water based cleaners only.
Do not use any organic solvent such as alcohol, ether or xylene.

Do not dismantle

Apart from instructions specifically mentioned within this manual, no parts inside the optical head of the instrument can be serviced by the user. Attempts to dismantle the optical head or prism cover will make any warranty void.

Protection against mould

In hot and humid climates it is common for mould to grow on optical surfaces. Cleaning and repairing the damage can be expensive and inconvenient. To minimise the risk of mould forming, do not leave the instrument without either eyepieces or eyepiece blanks inserted and always store the optical head in a sealed bag containing silica gel desiccant. Scan Optics SO-111 microscopes are fitted with anti-mould protection. In tropical climates, routine checking for the presence of mould is recommended.

LIGHTING SYSTEM

Lamp life

The LED is rated for an operational life of about 10 years of normal use. No servicing is required but users should be aware that small degradation of light intensity will be noticeable over the life of the LED.

ADVANCED INSTRUCTIONS

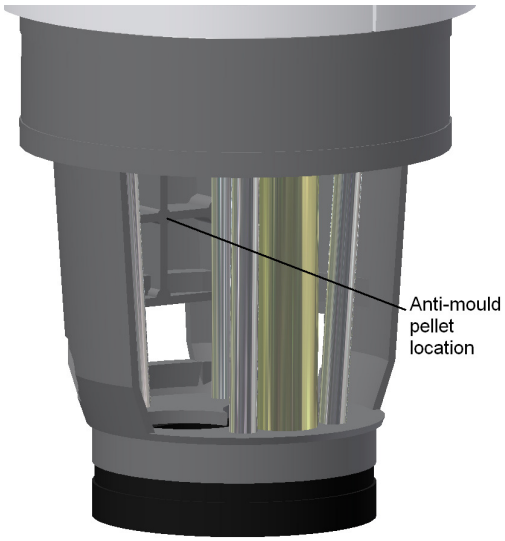
Replacing mould protection

The microscope is fitted with anti-mould protection which is effective for approximately three years. However, the effective life of this protection will depend on environmental factors such as the temperature and humidity of the place where the microscope is stored. Regular inspection of the microscope will help early identification of mould and alert the user of the need to replace the anti-mould protection.

To replace the anti-mould pellet:

1. Zoom the microscope to the lowest magnification setting
2. Loosen the retaining screws on the side of the microscope head.
3. Lift the microscope out of the mounting ring
4. Remove the prism protector from the auxiliary objective assembly by prying it apart
5. Unscrew the cover from the bottom of the microscope head. The location of the existing anti-mould pellet will be revealed from the front of the microscope head.
6. Remove the old anti-mould pellet.
7. Peel the adhesive backing from the new anti-mould pellet and place it in the same location.
8. Zoom the microscope in and out all the way to make sure the zoom optics does not dislodge the pellet.
9. Screw the cover back on.
10. Replace the prism protector on the auxiliary objective assembly, making sure that the slot lines up with the location of the lamphouse prism.
11. Replace the microscope head back in the mounting ring and re-tighten the retaining screws.
12. Update the anti-mould label on the microscope head, or replace it with a new label.


Anti-mould pellet


Anti-mould
pellet
location


Pellet shown in place

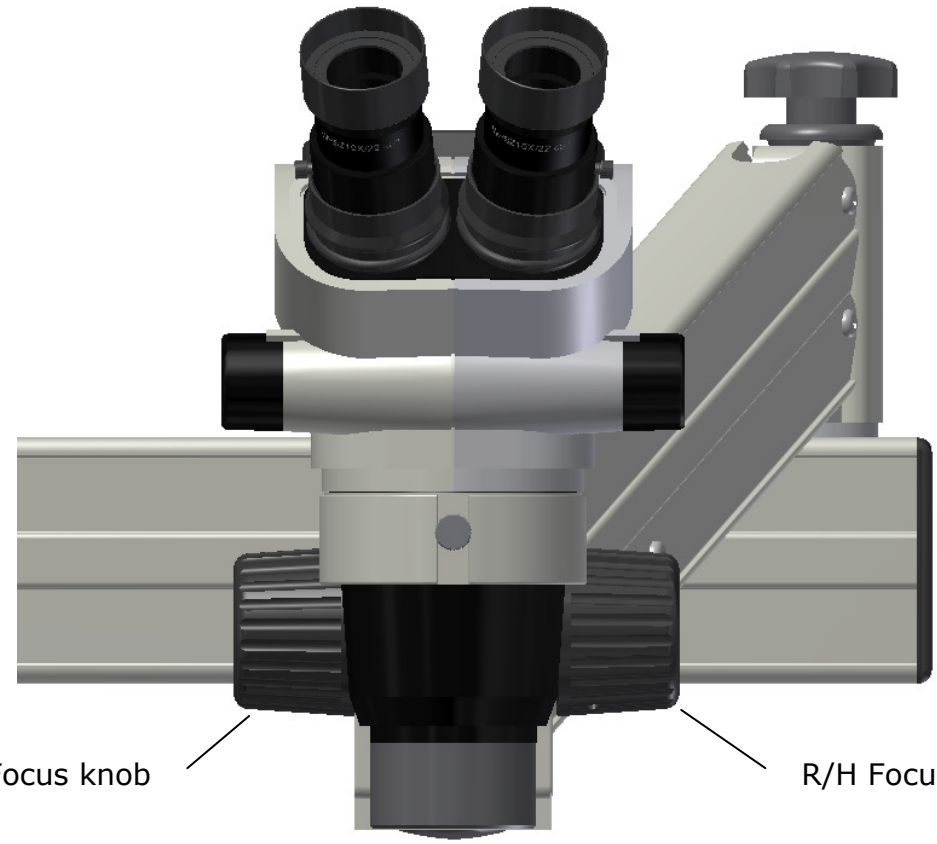
Adjusting focus friction

Over time, depending on the frequency of use, the focus friction may loosen, so that the microscope head starts to fall under its own weight. Conversely the focus knobs can be inadvertently tightened, so that they are difficult to turn.

To adjust the focus friction to a suitable level:

While viewing the microscope from the front, mounted on the pantograph arm;

1. Hold the left hand side focus knob firmly
2. Rotate the right hand side focus knob clockwise to tighten the focus friction
3. Rotate the right hand side focus knob anti-clockwise to loosen the focus friction
4. Release the LHS knob and test the 'feel' of the focus system by rotating either the LHS or RHS knob on its own. The system should allow the microscope head to be focussed up or down easily without falling under its own weight.



TROUBLESHOOTING

SYMPTOM		POSSIBLE REASON	REMEDY
VIEWING SYSTEM	The image is blurry	If the microscope or object has moved, it may no longer be in focus.	Refocus the microscope.
		A different user may require adjustment for their refractive error.	Adjust the eyepieces for refractive error – refer Focussing the microscope.
		The eyepieces may not be clean.	Carefully remove and clean the eyepieces if they are dirty, then replace them.
		The objective lens may not be clean.	Carefully clean the objective lens, taking care not to damage the lamphouse prism.
	No image is seen	The eyepieces have not been inserted.	Insert the eyepieces.
		Possible obstruction in the viewing path.	Remove the obstruction.
MOUNTING SYSTEM	The Microscope is falling under its own weight	Gas spring failed – no resistance felt when the Friction handle is loose.	If it does not then the gas spring may have failed. Contact your distributor or Scan Optics.
		Gas spring adjustment incorrectly set.	Adjust the gas spring to compensate for additional load on the end of the microscope arm - refer Gas spring adjustment.
	The Microscope is not stable	Unstable mounting surface.	Change the mounting surface to a more appropriate one.
			Use the optional Scan Optics SO-291 table plate to stiffen a thin mounting surface such as a sheet-metal table or trolley.
		Friction knobs not tight.	Refer Arm assembly adjustments.
		Microscope head not fully seated in Wrist joint.	Refer Assembling the arm and head.
FOCUS SYSTEM	The Focus is very hard to adjust	Loosen the focus friction.	Refer Adjusting focus friction.
	The Microscope head falls	Tighten the focus friction.	Refer Adjusting focus friction.

SYMPTOM		POSSIBLE REASON	REMEDY
LIGHTING SYSTEM	The light is too dim.	Check the intensity setting on the front panel. The intensity may be set low.	Increase the lamp intensity using the adjusting knob.
	There is no light.	Check if there is mains power available (green LED on the front panel).	Switch to battery power if no mains power is available.
		Check the intensity setting on the front panel. The intensity may be set to zero.	Increase the lamp intensity using the adjusting knob.
		Check if the black pillar cable is connected to the socket on the top panel of the power supply.	Connect it.
		Check cable and connections for damage.	Replace. Contact your distributor or Scan Optics.
		Check the power supply.	See below.
POWER SUPPLY	There is no power.	Check the mains power supply.	Use battery power if no mains power is available.

SPECIFICATIONS (SO-111T)

OPTICAL HEAD	
VIEWING SYSTEM	Binocular, stereoscopic (convergence angle 12°)
	Eyepiece tube inclination 45°
MAGNIFICATION	Two step, 5X and 10X
WORKING DISTANCE	Lamp house prism to object distance 165 mm
FIELD OF VIEW	40mm at 5X
REFRACTIVE ERROR	Adjustment +5D to -5D L/H and R/H eyepiece
FOCUSING	Range ± 25mm Control knobs removable for sterilisation
ILLUMINATION	
ALIGNMENT	Coaxial with viewing system, high intensity
LAMP	20W LED
FILTERS	Internal ultraviolet
LAMP LIFE	Minimum 10 years
ILLUMINATION	50,000 Lux min’
POWER SUPPLY	
MAINS POWER	110-240V.
OUTPUT	Regulated output with soft start
INTENSITY CONTROL	Continuous
EARTHING	Via earth lead of mains power cable (green/yellow)
DIRECT CURRENT	12 V dc source optional
CIRCUIT BREAKER	Internal
CABLE: Mains	Length 5 metres
CABLE: Battery	Length 3 metres
MOUNTING SYSTEM	
CLAMP	Throat 70 mm
HEAD TILT	+5° to -45°
VERTICAL TENSION	Adjustable gas spring to set lifting force
DIMENSIONS	Vertical pillar to head optical axis maximum 940 mm (37")
	Pantograph arm vertical range 320 mm (13")
MATERIALS	No ferrous metals, preventing corrosion.
CASE	
DIMENSIONS: Aluminium case	790 x 560 x 340 mm (31 x 22 x 13.5") (Including packing carton)
DIMENSIONS: Cardboard packaging	730 x 520 x 280 mm (32” x 20.5” x 11.5”)
WEIGHT: In aluminium case	30 kg (66 lbs) (Including packing carton)
WEIGHT: In standard packaging	22 kg (49 lbs)

SPECIFICATIONS (SO-111TZ/SZ)

OPTICAL HEAD	
VIEWING SYSTEM	Binocular, stereoscopic (convergence angle 10o)
	Eyepiece tube inclination 45o
MAGNIFICATION	Zoom magnification, range 4.2 x - 25x
WORKING DISTANCE	Auxiliary objective to object distance 160 mm
FIELD OF VIEW	15 - 65mm, depending on magnification
REFRACTIVE ERROR	+/- 5D left eyepiece-both eyepieces
FOCUSING	Range ± 25mm
ILLUMINATION	
ALIGNMENT	Coaxial with viewing system, high intensity
LAMP	20W LED
FILTERS	Internal ultraviolet
LAMP LIFE	Minimum 10 years
ILLUMINATION	50,000 Lux min’
POWER SUPPLY	
MAINS POWER	110-240V.
OUTPUT	Regulated output
INTENSITY CONTROL	Continuous
EARTHING	Via earth lead of mains power cable (green/yellow)
DIRECT CURRENT	12 V dc source optional
CIRCUIT BREAKER	Internal
CABLE: Mains	Length 5 metres
CABLE: Battery	Length 3 metres
MOUNTING SYSTEM	
CLAMP	Throat 70 mm
HEAD TILT	$+5^{o}$ to -45^{o}
VERTICAL TENSION	Adjustable gas spring to set lifting force
DIMENSIONS	Vertical pillar to head optical axis maximum 940mm (37")
	Pantograph arm vertical range 360 mm (14")
MATERIALS	No ferrous metals, preventing corrosion.
CASE	
DIMENSIONS: Aluminium case	790 x 560 x 340 mm (31 x 22 x 13.5") (Including packing carton)
DIMENSIONS: Cardboard packaging	730 x 520 x 290 mm (32” x 20.5” x 11.5”)
WEIGHT: In aluminium case	30 kg (66 lbs) (Including packing carton)
WEIGHT: In standard packaging	22 kg (49 lbs)

ISO 9001

Scan Optics is a Quality Endorsed Company, certified to the International Organisation for Standardisation (ISO) standard ISO 9001, *Quality Systems - Model for quality assurance in design, development, production, installation and servicing.* This certification recognises the importance placed by Scan Optics on providing the highest levels of quality in all aspects of business.

The rules for accreditation of a Quality Endorsed Company are laid down in the international standards ISO/IEC Guide 48 and EN 45012. They require a complete auditing of all company systems and procedures by an independent accredited certification body every three years. The QAS (Australia) accreditation is recognised by most of the world's major quality certification bodies including BSI(UK), UL(USA), QMI(Canada), and JQA(Japan). In addition, EQNet Quality Certification which is recognised by some twenty countries, and specific registration with any one of more than sixty national certification bodies, can be provided if required.

To achieve ISO 9001 accreditation requires quality in product design, in manufacture, in customer service and in all internal company systems.

Quality System™

Quality Endorsed Company

WARRANTY

All Scan Optics equipment has been designed and manufactured to provide reliable service and is warranted to be free from defects of material and construction at the time of purchase.

Should the instrument require repair or service due to faulty parts or labour during the period of two years from the date of purchase, this repair will be carried out by Scan Optics or its agents free of charge.

Terms and Conditions

This warranty will not apply if a defect is caused:

- during shipping or transit
- by humidity or dampness
- by operation on a supply voltage other than as specified in the instructions
- by incorrect connection to a power supply
- by alteration or repair by anyone other than a person authorised by Scan Optics, or
- by any other misuse, accident or neglect.

Service and Repair

In the case of a warranty claim Scan Optics should be immediately contacted, either directly or through the agent, distributor, donor or supplier of the equipment. You will need to provide copies of the purchase or delivery documents.

Scan Optics will then send instructions regarding the repair, replacement or return of the equipment.

When freight is arranged by Scan Optics or its agent, the cost of the freight will be accepted by Scan Optics; all other freight costs are the responsibility of the purchaser.

Fill in the following details:

Customer: _____ Model No. _____

Serial No. _____ Date of Purchase _____

OUR COMMITMENT TO YOU

We at Scan Optics are committed to the highest quality in our products and in the services we provide.

Our goal is for you to be a satisfied customer of Scan Optics.

We undertake:

- to listen carefully to what you tell us
- to be accurate and honest in telling you about our products and services
- to communicate with you professionally and in clear language
- to deal promptly with any complaints or concerns you may have with us.

WE WELCOME YOUR FEEDBACK

If you would like to comment on any matter relating to a Scan Optics product or service, you can contact us in the following ways:

- by mail, using the attached pre-addressed card if you wish
- by telephone, on 61 (8) 8234 9120
- by facsimile, on 61 (8) 8234 9417
- by e-mail, at admin@scanoptics.com.au

At Scan Optics we have a system of continuous product improvement. We welcome suggestions at any time for modifications and improvements.

If you wish to discuss a particular item of equipment, please tell us the model and serial number.

We also welcome customers and users of Scan Optics equipment to visit us. If you are able to do so, please contact us so we can make arrangements.