



Technical Support Bulletin



QUANTUM3D[®]

Technical Support Bulletin

Independence 3000 Series Image Generators

End of Service

Document Number: 051-0001-00

Date: July 12, 2010

Version: 1.0

**Quantum3D, Inc.
5400 Hellyer Avenue
San Jose CA, 95138 USA**

Telephone (408) 600-2500

General: <http://www.quantum3d.com>
Support: <http://www.quantum3d.com/support>



Technical Support Bulletin

TSB Description		TSB Number	
End of Service Announcement		TSB-20100622-01	
Product	Module	Model	
Independence 3000 Series	ALL	ALL	
Operating Systems	BIOS	Driver	
N/A	N/A	N/A	
Symptoms			
Effective 7/12/2010 the Independence 3000 image generator products and subcomponents (e.g., IGRs, MFPs, IGCs, and CCs) will no longer be accepted for RMA repairs because parts for this product have recently been end-of-life'd by our suppliers and little to no inventory of parts are now available.			
Fixes		Next Steps	
N/A		N/A	
Work-A-Rounds			
1. Recommendation: A limited number of refurbished spare parts are available for purchase, including IGRs, IGCs and CCs. These parts will be sold on a first-come-first-served basis and orders will be taken for next 60 days or until inventory is depleted. These spare parts are sold with full warranty		Contact Quantum3D sales at sales@quantum3d.com or 408-600-2500 for availability and pricing on spare parts.	
2. Recommendation: Upgrade Independence 3000 series image generators to Independence 4000 or Independence 6000 image generators. Databases used on your Independence 3000 are compatible with the Independence 4000 and 6000 series image generators.		Contact Quantum3D sales at sales@quantum3d.com or 408-600-2500 for upgrade path and pricing.	