

Carl Zeiss Limited

509 Coldhams Lane
Cambridge
CB1 3JS

Phone: +44 (0)1223 401450
Fax: +44 (0)1223 403756
E-mail: quality-control.uk@zeiss.com

[insert customer address]

Dear **[insert correct greeting]**,

Field Safety Notice
Your ZEISS [insert instrument]
Serial Number [insert serial number]

Thank you for your continued partnership with ZEISS. We are writing to you because, according to our records, you have the above mentioned imaging system.

We at ZEISS take pride in providing leading technology for your demanding research. It is especially important to us that you can rely 100% on our promise of reliability and safety of operation. Today we need to inform you that in very rare circumstances the laser safety shutter of your imaging system may not fully function correctly due to years of active use. This means that a portion of the laser excitation light may leave your microscope system through the eyepieces or the objective, even though the system shows it is laser safe.

We have already instructed our service engineers to take care of all potentially affected systems, and a member of our service team will contact you shortly to plan a service visit at your convenience. This will be free of charge, can be done at your location and will not take more than one day. In the meantime, we recommend that users **do not** use the eyepieces and **do not** tilt back the transmitted light arm when the laser is switched on in the software. In case of a TIRF System **do not** open the reflected light cover or laser safety incubator if the laser lines are switched on.

We apologize for any inconvenience this may cause you. If you have further questions, please feel free to contact us directly: <mailto:critical-incidents.microscopy@zeiss.com>.

Yours sincerely,

Andrew Lindsay
Group Quality Manager

Laser Safety Check

What can I do to find out if my system is affected?

Replace your sample AND the eye pieces with a thin sheet of paper, then switch on your system and laser and direct the light path to the eye pieces position. If you **do not** see laser light on the paper, your system is not affected and therefore safe to use.

After performing the above test, please complete the Customer Reply Form Attached.

CARL ZEISS MICROSCOPY CUSTOMER REPLY FORM

Please complete and return immediately **EVEN IF YOU HAVE NONE OF THE SPECIFIED INSTRUMENTS**

Please return this form via fax to: +44 (0)1223 403756 or email to: quality-control.uk@zeiss.com

Place an "X" in one of the boxes below:

- We have none of the instrument(s) listed or have sold instruments to 3rd Party
(Please provide contact information of 3rd Party)
- We have the instrument(s) listed but they are no longer active/used
(We will provide you with an instrument decommissioning form by return and then update customer database with details. Please note that we would have no responsibility for product safety going forward)
- We have the instrument(s) listed and they are actively used

Please **complete** the table below if you have any of the instruments specified.

Instrument Type	Serial Number if Known	Cell Observer SD / Laser TIRF 3 / DirectFRAP / LSM system		
		(Please check one (1) box for each Instrument)		
		Instrument Active	Instrument No Longer Used	Laser Safety Check Done
[insert instrument]	[insert serial number]			

Person completing this form acknowledges the receipt and understanding of the actions, as stated in the Field Safety Notice.

Customer Account Number _____
 Customer Account Name _____
 Equipment Address _____
 City _____
 County _____ Postcode _____

Signed _____ Dated _____
 Print Name _____
 Title/Position _____

