

To our valued customers,

September 2022
Canon Machinery Inc.
FA Solution Business Headquarters

Official Announcement on Support and Inquiry Discontinuation

◀Target product : Die Bonder/Chip Sorter - CPS/CAP Series▶

Dear Sir/Madam,

We thank you for your unwavering support. We would also like to express our deepest gratitude for your continued patronage of our products.

Without further ado, we would like to state that while the warranty period for maintenance part supply have been set at 『7 years after the machine delivery』, we were able to uphold the supplying of parts and providing repairs for as long as possible after the warranty period has passed,.

However, concerning the CPS/CAP series, more than 30 years have passed since the initial model was shipped and certain main parts such as motors, drivers, and controllers have since been discontinued and are no longer available for purchase. Furthermore, there are also repair requests that can no longer be accepted.

We have implemented various countermeasures to ensure the prolonged extension of our services such as replacing obsolete parts with replacement parts and securing soon-to-be obsolete parts at our company. However, these countermeasures too, are nearing its limit.

As such, it is with deepest regret we inform you that we are planning to end the maintenance support services and inquiries for the above series by the end of December 2022. (In exclusion to purchase of processed parts)

In regards to other models that have exceeded the 7 years period, we will co-operate with the repairing supports as much as possible but would like to ask for your kind understanding that there is a high possibility that the number of cases where we may not be able to meet your expectations could increase in the future.

We sincerely apologize for any inconvenience that this may have caused due to our company's circumstances and wish to offer great appreciation for your utmost generous understanding.

On that note, we would like to thank you for your patronage over the years. We look forward to your continued patronage of our company's services and products.

Best regards.

- Target model: • CPS series, CAP series (In exception to CPS-6800N)
 • Other special models manufactured based on the above series.

- Deadline for the end of maintenance and inquiry support: End of December 2022

For further inquiries regarding this matter, please refer to the following contact details:

【Inquiries】

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