

PRIORITY	
<input type="checkbox"/> Mandatory	<input type="checkbox"/> As Required
<input type="checkbox"/> Next Visit	<input type="checkbox"/> At Installation
<input checked="" type="checkbox"/> Information	

FIELD SERVICE BULLETIN

DATE ISSUED: February 6, 2012**NUMBER: 648**

Chameleon Part Number Restructure

PRODUCT	All Chameleon Product Family including Vision and Vision-S
PURPOSE	The purpose of this Field Service Bulletin is to inform Worldwide Service and subsidiary Coherent territories of the amendments to the Chameleon Product Family to a modular part number structure. The reason for this change is to provide service-support and storage of Chameleon products within all key regions around the world.
DESCRIPTION	Currently the Chameleon Product Structure is designed in system format which does not permit shipment of the Laser Head and Power Supply only. The Chameleon Service Strategy is Field Service then Advance Replacement under warranty and service contract. Whilst this does not pose a problem within several regions, in rapidly growing markets such as China, Brazil and India Advance Replacement of an entire system is not permitted, without significant Duty & VAT obligations. Within these regions we have GLS bonded warehouses that are permitted to hold and supply 'modular' spares of several Coherent Laser Systems. A part number restructure provides a 'break-down' of the Chameleon Bill of Materials such that the Head/PSU together, the Chiller and Miniature Recirculation Unit are shipped as three separate 'modular' items. Under the current product structure we can already do this with the Chiller and MRU, but not the Chameleon Head and Power Supply.

ACTION

Attached to this FSB is an Excel spreadsheet of new and refurbished item numbers. Support in the field should now be handled at the modular level. In the event of Head or PSU failure that cannot be rectified via field support, the service engineer and order administrator should create SRs and RMA orders for the Head/PSU item only. This should be the case for ARU and Depot Repair events. There is no longer a requirement to order and ship the entire Chameleon system. Existing SR's and RMA orders do not need to be amended. The Glasgow Business Unit and GLS will now ship only Head/PSU items to RMA orders for Chameleon systems. Chillers and MRUs can be ordered in future in the same way as they are today.

PARTS

See attached spreadsheet.

PSE Initials

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