



## SERVICE ADVISORY

We would like to thank all Nikon customers for their continued support and trust that you obtain a truly excellent experience in product performance and customer care.

It has come to our attention that in our Digital Microscope COOLSCOPE product an electronic component may, in some instances, fail affecting your COOLSCOPE's image capture performance and/or operability.

While not all COOLSCOPE products may be affected with this specific image capture electronic component failure identified by this advisory, we are offering as a preventative measure, repair and replacement of the affective component. Your COOLSCOPE may now or in the future present symptoms that can include;

- 1) images with a strong color tint
- 2) images that are totally black and/or
- 3) images with visible distorted line artifacts or defects.

**Nikon will service your COOLSCOPE and repair the affected component free of charge to you even if the warranty period has expired.**

To obtain complimentary service for COOLSCOPEs affected by this advisory, please read below and print the official Nikon Service Return Form. The Service Return Form provides detailed return instructions.

The Frequently Asked Questions button at the bottom of this page offers more information about this advisory and, should you have more questions, also provides information about how to contact Nikon.

We sincerely apologize for any inconvenience you may experience.

**SERVICE ADVISORY PRODUCT RETURN FORM**

**Instructions:**

- 1 Please send only the COOLSCOPE digital microscope as listed in this Service Advisory. Do not send any other accessory or product through this Service Advisory.
- 2 Include a completed copy of the attached form inside the shipping carton and please write clearly to ensure proper handling. Retain a copy of this form for your records.
- 3 Enclose your product in a plastic bag and pack it in the original COOLSCOPE shipping box with several inches of a quality packing material on all sides so that your microscope does not shift in the box during shipment. Please make sure the shipping locking bolts have been secured per the transport instructions. If you do not have the original COOLSCOPE shipping carton, please call the Nikon Service Department at 631-845-7788 to order a COOLSCOPE shipping carton.
- 4 We recommend shipping the product insured via a carrier like UPS that provides you with a tracking number.

**Please complete the label below to ship your COOLSCOPE to Nikon.**

**Send only the COOLSCOPE digital microscope to Nikon as listed in this Service Advisory. Please do not send any other accessories with your return.**

From: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Nikon Instruments Inc. Operations Center  
 Repair Code: COOLSCOPE  
 336 South Service Road  
 Melville, NY 11747-3064**



Customer Information and Return Shipping Address (please return this portion with your microscope)

Nikon Instruments Inc. Repair Code: <b>COOLSCOPE</b>		COOLSCOPE digital microscope serial no.:
Customer Name		
Company		
Street Address (cannot accept PO Box or APO)		
City	State	Zip Code
Telephone	Email address	

## COOLSCOPE Service Advisory FAQs

Q: My COOLSCOPE has not presented the symptoms described in this service advisory. Have the pictures I have taken been affected in any way by the issues of this advisory?

A: No.

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Q: My COOLSCOPE has not presented any of the symptoms identified in this service advisory. May I send it to Nikon for evaluation?

A: YES, Nikon will perform preventive service to the affected electrical component so there will be no future chance of this issue occurring. There are a number of variables that can affect when and to what extent the actual operation of potentially affected COOLSCOPES may become noticeable. **If your COOLSCOPE has not shown signs of being affected or of inoperability, you may continue using it, but we highly recommend you take advantage of this free service advisory repair.**

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Q: If I send my COOLSCOPE to Nikon for service, when will it be returned to me?

A: Nikon will require approximately 7 to 10 working days to evaluate and complete the repair on your COOLSCOPE. This does not include the time required for return shipping.

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Q: Can I take my COOLSCOPE to my authorized Nikon Instrument Inc. Dealer for their service facility to have this work performed?

A: No. The work related to this advisory must be performed by Nikon Instrument Inc. Service Department. Please refer to the Service Advisory Return Form for return instructions and the Nikon Instruments Inc. service location.

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Q: I have already experienced problems identified in this advisory and sent my COOLSCOPE to Nikon Instruments Inc. for repair. Because my COOLSCOPE's standard warranty had expired, I was charged for the repairs. Am I entitled to a refund for those charges?

A: Yes, please provide Nikon with a copy of the Nikon Instruments Inc. repair receipt associated with the previous repair. Your repair receipt copy must include your COOLSCOPE's model and serial number. Send it to:

Nikon Instrument Inc.  
Operations Center  
336 S. Service Road  
Melville, NY 11747

Be sure to include a filled out copy of the Service Return Form that provides us with your return address, phone and email contact information.

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Q: If I have additional questions or concerns about this advisory, how can I contact Nikon?

A: For assistance with additional questions or concerns about this advisory, please call Nikon Instrument Service Department at 631-845-7788 or toll-free at 1-800-52-NIKON during business hours M-F Eastern time zone. To send Nikon an email about this advisory, address your email message to [microscopy.service@nikon.net](mailto:microscopy.service@nikon.net) and be sure to include your contact information including your address, phone and fax contacts and COOLSCOPE model and serial number.

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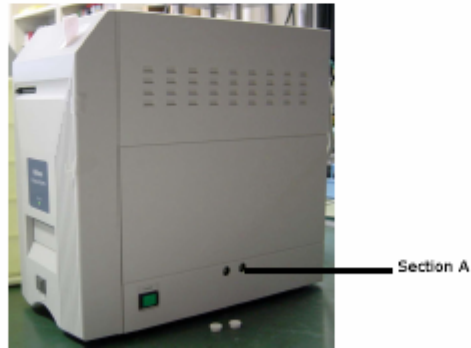
## Unpacking and Unclamping the COOLSCOPE:

- 1) Check the contents to ensure that the package contains the following:
  - COOLSCOPE
  - Hex wrench
  - Power cord
  - User's manual
  - Compact flash card

- 2) Unclamp the movable sections of the power cord before connecting the cord.  
The power cord is clamped at three locations: A, B, and C.

### **Section A**

Remove the cap from the right-hand side and turn the two internal bolts counterclockwise with the supplied hex wrench until they are completely loosened. These bolts will not come off even when fully loosened. Reattach the cap to its original position once the bolts are loosened.



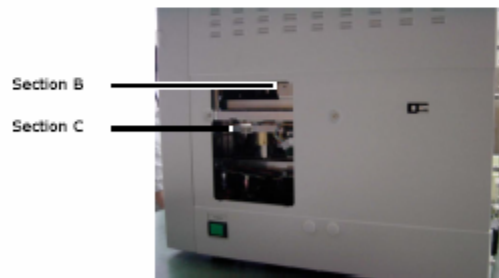
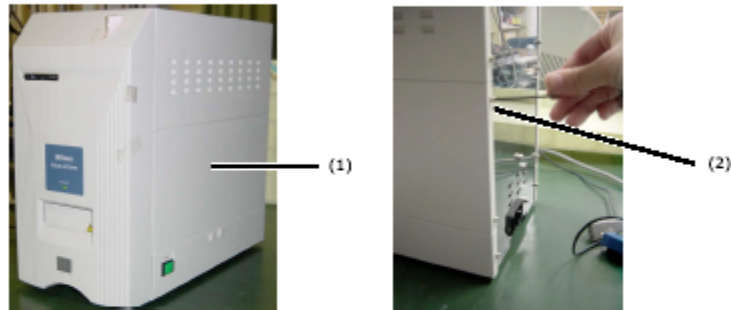
### **Sections B and C**

Detach the cover (1) on the right side with the supplied hex wrench. To do this, loosen the two hexagon head bolts (2) at the rear of the COOLSCOPE and slide the cover backward.

Turn the shiny metallic bolts in sections B and section C (one bolt in each) counterclockwise until they become loose (the bolts are not fully removed). Keep the removed bolts in a safe location, along with the hex wrench, as these will be reused for future transportation of the COOLSCOPE.

Reattach the cover. If the cover is not properly reattached, a safety mechanism will prevent the COOLSCOPE from functioning.

Place the hex wrench in the hex-wrench holder (3) at the rear of the COOLSCOPE.



The cover (1) on the right side is detached.

- 3) Do not discard the packing case, as it will need to be reused for future transportation.

## SHUTDOWN PROCEDURE FOR TRANSPORT AND SHIPMENT OF COOLSCOPE

It is very important to make sure all of the motorized and mechanical components of the COOLSCOPE are properly secured prior to transport or shipment. The instruction manual is a little confusing as to the proper sequence to shut down the unit to ensure that all the components realign themselves to properly secure the FOUR transport screws. Below is a sequence that works in all cases.

1. Shutdown the unit after removing the glass slide, using the shutdown and slide tray buttons on the panel. You will be prompted to remove the slide when clicking on the POWER OFF button and prompted again when you close the slide tray following slide removal. The unit will then shut down.
2. Turn OFF the main power switch at the rear of the Coolscope main unit.
3. Turn ON the main power switch at the rear of the unit.
4. Turn ON the unit by pressing the GREEN BUTTON on the lower right side of the Coolscope. Wait until the unit boots, which takes about 10 seconds. During this process the mechanical components will line up to the shipping bolts.
5. Then finally turn OFF the Main power switch on the rear of the Coolscope. DO NOT touch any other controls.
6. Remove the power cord and the panel on the right side of the main unit. Retighten the FOUR shipping screws. Do not over tighten the two screws on the bottom of the case behind the two plastic caps, but they do need to be secure. See page 7 and 8 of the instruction manual for the location of these bolts.