



End of Support Notice
IDS 5000 Series E-Beam Prober

May 23, 2011

Dear DCG Systems Customer,

This letter is to notify you that DCG Systems will discontinue support of the IDS 5000 series of E-Beam Probers effective May 31, 2012.

Starting June 1, 2011, all support including new support contracts will be best effort only.

Current service contracts will be honored; but starting immediately, no new contracts will be made. For active systems not currently under service contract, DCG will provide best effort support at current time and material rates through the end of 2011.

Background:

The IDS 5000 series E beam prober was first shipped in February 1987 and the last system was manufactured in January 1997.

During the past fifteen years DCG Systems has made every reasonable effort to provide efficient and cost effective support of these products but now we find that many of the original sub-system manufacturers have ceased business or will no longer support repair or replacement of old parts. Therefore DCG has no choice but to begin ending support of these products.

It is our intention to make this transition with minimal disruption to your business so If you have any questions, concerns or comments, please contact your Regional DCG Systems Customer Support Manager.

For information about other DCG Systems products please visit our web site at:
<http://www.dcgsystems.com>

Best Regards,



Ron Stevens
Director, Customer Support
DCG Systems
45900 Northport Loop E.
Fremont, CA 94538
480-225-3089

Support Contacts

Please use the following contacts to request further information or call DCG Customer Support at 1-510-897-6883 or 1-877-623-8497 and request a call-back regarding BEAMS upgrade and end of support.

- Asia
 - Tony Chen, Regional Customer Service Manager;
 - tony_chen@dcgsystems.com
- NAM East including TX, NM, AZ and Canada:
 - Brian Pollock, Regional Customer Service Manager;
 - brian_pollock@dcgsystems.com
- NAM-West including CO:
 - John Page, Regional Customer Service Manager;
 - john_page@dcgsystems.com
- Europe:
 - Yvan Pfefer, SECTOR Technologies
 - yvan.pfefer@sector-technologies.com