

Product Change Notice: Kimball Physics Electron and Ion Gun Power Supplies

Document Date: 5/15/2024

Date effective: Immediately and until further notice.

Dear Kimball Physics Customer,

This letter is to inform you of a change to the Kimball Physics Electron and Ion Gun Systems product line.

Affected products: All Electron Gun Power Supply (EGPS) and Ion Gun Power Supply (IGPS) models.

Description of change: New EGPS and IGPS units will now be produced without a front panel display. Kimball Physics System Control software will now be provided with all Electron and Ion Gun System purchases.

Reason for change: Critical components of the interactive front panel display are currently unavailable.

Impact on EGPS and IGPS units: All units will now only be controllable locally through the serial connector (USB, RS-232, or RS-422/285) on the rear panel by an external computer. To facilitate this change, all Electron and Ion Gun Systems will now include Kimball Physics System Control software. Remote control through the 50-pin D-sub connector on the real panel will not be affected.

Whom to contact at Kimball Physics with questions:

Kimball Physics remains committed to providing high quality and reliable Electron and Ion Gun Systems and comprehensive post-sale support. We understand this is a substantial change to our product line and welcome you to contact us with any questions by phone at +1 (603) 878-1616 or by email at info@kimphys.com to be connected with our customer service team. You may also contact Dan Taylor directly by email at dtaylor@kimphys.com either with questions or for post-sale technical support.

Existing customers, please note this may impact the feasibility of repairs to existing EGPS or IGPS in some cases. We remain committed to keeping your systems working and will continue to assess systems returned for repair on a case-by-case basis. Please contact us with any questions or concerns regarding your existing EGPS or IGPS units.

Sincerely,

Kimball Physics Team