

September 14, 2001

Subject: **Analog ILA\* Customer Service and Product Support - Final Release**

Dear Valued Customer:

As we, JVC Digital IMAGE Technology Center (JDT), informed you by the letter dated July 9, 2001, JVC Service & Engineering Company of America (JSCA) will take over the JDT service operations (for North America) effective October 1, 2001.

Please continue to send payment for JDT issued invoices directly to JDT.

We are pleased to announce contact information at JSCA for customer service's such as; ordering of service parts and/or technical inquiry for analog ILA projector's.

**CONTACTS:**

**TECHNICAL SUPPORT**

TEL: (800) 392-9666

FAX: (973) 317-5040

Email: [prosupport@jvcservice.com](mailto:prosupport@jvcservice.com)

**PARTS SUPPORT and ORDERING:**

TEL: (800) 858-6442

FAX: (800) 446-0085

**PARTS RESEARCH and ORDERING**

Web-Site: [www.jvcservice.com](http://www.jvcservice.com)

**JVC SERVICE HEADQUARTERS**

1700 Valley Road

Wayne, New Jersey 07470

(973) 317-5000 X5302

Your continued support to analog ILA technology and digital ILA technology will be highly appreciated.

Sincerely yours

H. Chihara

General Manager

JVC Digital IMAGE Technology Center

\* NOTE: Analog ILA Projectors are the ILA-12K/M300/M200/M100 series projectors, also known as a:ILA projectors or amorphous ILA projectors.