

January 10, 2024

TO: All Crowley Channel Members

RE: Wicks and Wilson C400 Aperture Card Scanner

For over a decade, the Wicks and Wilson (Wicks) C400 aperture card scanner has been the only production aperture card scanner on the market for manufacturing, engineering and nuclear records management field. The company is proud of the many C400 aperture card scanners worldwide and the millions – if not billions – of images and records that have been digitized for permanent preservation and digital access because of Wicks technology.



Effective immediately, due to a lack of parts availability, a resulting inability to meet reasonable timelines and the subsequent cost increases, The Crowley Company announces the discontinuance of this legacy scanner. The newly introduced [C400 Advanced Aperture Card Scanner](#) has been distributed worldwide and is a good replacement based on its increased efficiency, automation and enhanced card hopper capacity (150 cards to 300 cards). For excellent image quality and clarity, it contains an enhanced camera and light source and improved serviceability from the updated internal design.

Patrick Crowley, president of The Crowley Company, of which Wicks and Wilson is a division, states, “The C400 aperture card scanner holds a unique place in the digitization world and the decision to bring this scanner to end-of-life was not made lightly. I’m pleased to note that in developing the Crowley brand products with decades of industry-leading Mekel Technology and Wicks and Wilson production-level microfilm, microfiche and aperture card scanner technology, the [C400 Advanced Aperture Card Scanner](#) will be a good replacement for this discontinued product. Additionally, it should not affect future sales as Crowley is in the unique position of being able to offer our resale channel and individual prospects a replacement in both scanner lines, which Wicks also manufactures. Continuing to serve and support these markets that count on Crowley and Wicks and Wilson for more than 40 years is a responsibility that we take seriously.”

WHAT TO KNOW

- All pricing for parts, if available, will be given on a ‘per quote’ basis (price must be quoted before each purchase)
- Parts may be subject to a minimum spend or minimum number of parts to purchase depending on availability
- Warrantied scanners/customers receive priority on parts
- Scanner serial number must be stated upon inquiry of any parts or service

- The Crowley Company/Wicks and Wilson cannot guarantee the availability of parts for discontinued products. We therefore recommend selling current manufactured units ([Crowley C400 Advanced](#)) as a replacement for this discontinued product.
- Trade-in considerations for discounts against new products will be reviewed on a case-by-case basis, taking into consideration: serial number; date sold; age of trade-in; amount of use; original end-user possession; etc.
- The Crowley Company/Wicks and Wilson does not recommend the purchase of used scanners that have been discontinued as there is no guarantee that parts will be available

You can see the full line of Crowley Wicks and Wilson discontinuations [here](#).

NEXT STEPS

- As a current or former reseller/distributor, you should have recently received a request to update your contact information. This will allow us to accurately communicate with Channel newsletters, sales incentives, training demos, technical bulletins, updated pricing and other important information in the future. If you have not received the request, please email marketing@thecrowleycompany.com.
- Select reseller territories are available worldwide. If you are interested in becoming a reseller and representing the Crowley and other scanner lines as part of your offerings, please fill out the [Become a Reseller Form](#). Please note that although some product lines are not available for direct resale in North America, finder fees for registered deals are available and will be distributed following payment of the sale.

REMINDER

For [software key](#), [manuals](#), [technical](#) questions and other [support service](#) issues, please fill out the respective form and/or download and print the following contact information for your records:

[NORTH/SOUTH AMERICA HOTLINE](#)

[EAMER HOTLINE](#)

LOOKING FORWARD

We're excited about the possibilities in 2024 and will communicate more fully as the year. In the meantime, we remain grateful for our many long-term partnerships and look forward to developing relationships with those that are new. We wish you all a prosperous new year!