

January 17, 2022

TO: All Crowley Channel Members

RE: Wicks and Wilson 7700- and 8800-series Scanners



For nearly two decades, the Wicks and Wilson (Wicks) 7700- and 8800-Series microfiche and microfilm scanners dominated the European, African and Middle Eastern Region (EAMER) markets and were among the top three brand names in the world for production microform scanners. Their combination of image quality, production efficiency and mid-range price point made them a scanner of choice for records managers, archivists and libraries across all industries and government entities. The company is proud of the many 7700 and 8800 placements 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 these legacy scanner lines.

Patrick Crowley, president of The Crowley Company, of which Wicks and Wilson is a division, states "The 7700 and 8800 scanners hold a unique place in the digitization world and the decision to bring the series to end-of-life was not made lightly. I'm pleased to note that this will not affect our UK team as they will continue to manufacture and support the [C400 aperture card scanner](#), the [UScan+ universal film scanner](#) and the [ODS overhead book scanner](#), as well as engineer and innovate future product lines.

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 the [Mekel Technology scanner line](#), which we also manufacture. Between these two respected brand names, The Crowley Company has the bulk of the world's microform scanner installations. Continuing to serve and support the markets that have come to 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 prior to 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
- Wicks and Wilson/The Crowley Company cannot guarantee availability of parts for discontinued products. We therefore recommend selling current manufactured units (Crowley and Mekel Technology brands) as replacements for these discontinued products.
- Trade-in considerations for discounts against new product 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.
- Wicks and Wilson/The Crowley Company 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 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 2022. If you have not received the request, please email [Cheri Baker](#).
- Select Mekel Technology territories are available worldwide. If you are interested in representing the Mekel scanner line as part of your offerings, please contact [Duncan Moule](#) (EAMER) or [Matthew McCabe](#) (US). Please note that although the Mekel line is 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

The FTP reseller portal is no longer active. For software key, manuals, technical questions and other support issues, please download and print the following contact information:

[NORTH/SOUTH AMERICA HOTLINE](#)

[EAMER HOTLINE](#)

LOOKING FORWARD

We're excited about the possibilities in 2022 and will communicate more fully as the year develops (hint: stay tuned for new product announcements!). In the meantime, we remain grateful for our many long-term partnerships and look forward to developing those that are new. We wish you all a very prosperous and successful 2022.