

December 31, 2022

TO: All Crowley Channel Members

RE: Wicks and Wilson UScan-Series Universal Film Scanner Models

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For over a decade, the Wicks and Wilson (Wicks) UScan-Series Universal Film Scanner product models (UScan, UScan+, UScan+ HD, and UScan+ HD LTE) have been used by library, archives, government agencies, businesses, and other organizations around the world. The company is proud of the many millions of images and records that have been digitized for permanent preservation and digital access through Wicks technology.



Effective immediately, due to a lack of parts availability, a resulting inability to meet reasonable service timelines and subsequent cost increases, The Crowley Company announces the discontinuance of these legacy scanners. The Crowley UScan+ Advanced Universal Film Scanner has been distributed worldwide and provides a current-generation replacement solution, featuring a 20-megapixel high resolution camera, advanced electronics, and software upgrades designed to deliver excellent image quality, speed, and scanning flexibility. With up to 40% faster batch scanning capabilities, the Crowley UScan+ Advanced Universal Film Scanner can view, scan, save, and share images from microfilm, microfiche, aperture cards, film negatives, and more. It is an updated digital solution for organizations looking to replace traditional microfilm readers/printers or modernize their microform scanning workflows.

Patrick Crowley, president of The Crowley Company, of which Wicks and Wilson is a division, states, "I'm pleased to note that the [Crowley UScan+ Advanced Universal Film Scanner](#) provides a current-generation solution for customers transitioning from these discontinued Wicks and Wilson scanner models. The Crowley UScan+ Advanced Universal Film Scanner combines decades of Wicks and Wilson microfilm, microfiche and aperture card scanning expertise with updated imaging technology, electronics, and software to provide an efficient and flexible solution for today's digitization needs. Continuing to serve and support these markets that have counted 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 UScan+ Advanced Universal Film Scanner](#)) as the current replacement solution for these discontinued scanner models.
- 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

Select reseller territories are available worldwide. If you are interested in becoming a reseller and representing The Crowley Company 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 remain grateful for our many long-term partnerships and look forward to developing relationships with those that are new.