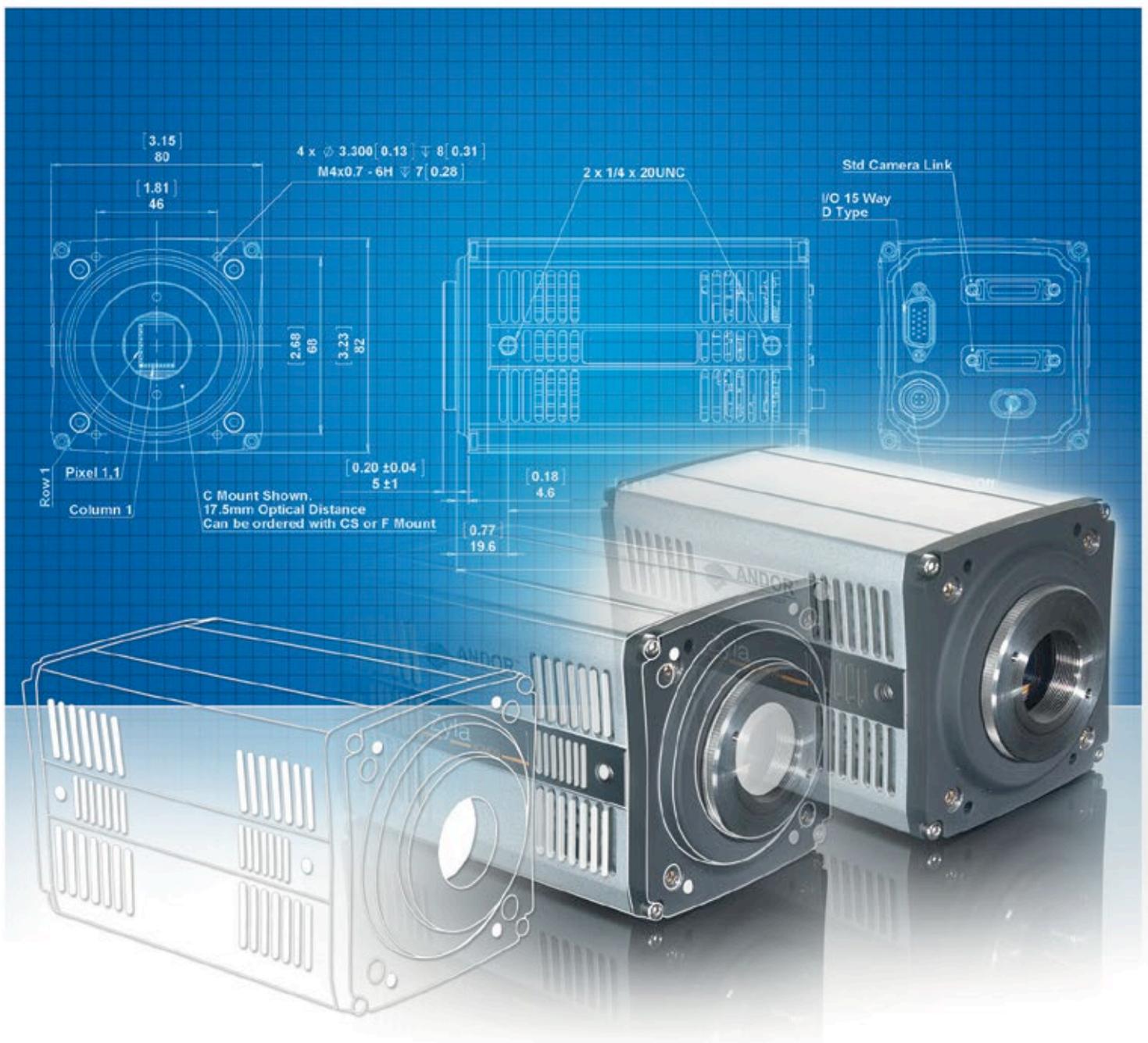


Custom Tailored OEM Solutions

Cutting edge innovation and unparalleled quality



First In Quality

Andor has been a driving force in the market, setting the standards for quality of highly sensitive scientific cameras for the industrial marketplace.

This highly important measure has been achieved through on-going investments in our operations plant facilities; by having our engineering team work hand-in-hand with the customer during the solution development process; by continuing the education of our manufacturing and service technicians; and with regular formal quality reviews during the life-cycle of the project.

Andor runs many quality improvement programmes, such as root-cause analysis and Kaizen on each and every OEM product non-conformance. This process ensures that any product performance not meeting the desired goal gets systematically eliminated.



FM40523



World Class Manufacturing Facilities

Whether you are creating a brand new analytical device or incorporating new functionality into an existing configuration, the years of experience our staff have will help you with throughout your project. Our OEM experts specialize in the creation of complete system solutions, from tailored collection optics and spectrographs, to software that gives you the control and functionality you require.

Over the last 25 years, we have sold cameras and detectors into 9 of the top 20 global industry leaders in the areas of spectroscopic instruments, life sciences, surface science instruments and X-ray. Our products form an integral part of our industrial partners' instrumentation.

Our manufacturing facilities use "Lean Techniques" to ensure we deliver on time and, where agreed, hold on-site stock at our OEMs. We are connected to our suppliers online, who automatically replenish to point of use in the factory as they can see in real time what we have consumed. Replenishment of factory stock is via vendor managed inventory and kanban.

Our Class 1000 clean room covers 2,600 sq. ft. with ISO-14644-1 specification, and contains <1000 particles of <0.5 μm per cubic ft. Our production floor uses bespoke automated test processes with

self-diagnostics to ensure the product is other highest possible quality. We also operate in a culture of using six sigma, root cause analysis tools and kaizen methodology to continually improve our quality.

We hold accreditations of BS EN ISO9000:2000, ISO14001 Environmental and ISO18000 Health and Safety.



Our manufacturing regime incorporates kaizen and kanban processes, which ensure effective stock management, timely delivery and highest-in-class product reliability.

We continue to use innovative techniques to create a superior product or solution, and our continual investment in research and development helps us find new solutions to difficult technical challenges, keeping our partners ahead in the market.



Dennis O'Hara
Director of Operations



The Dedicated OEM Partner Team

We support your business in a number of ways:

- Imaging and spectroscopy specialists support you on finding the most efficient imaging / spectroscopy solution for your needs.
- Our OEM software engineering team supports your software team to ensure seamless and fast software integration.
- Our dedicated customization team realizes your special product needs quickly and cost efficiently.
- Our dedicated optical engineering team can optimize coating, windows, optical coupling and sensor specifications.
- Our dedicated support team quickly addresses any issues you might have with your Andor component.
- Our OEM engineering coordinators are your designated engineering point of contact within Andor. They will monitor and coordinate all your technical and quality requirements.
- Our OEM account management team seeks to meet your commercial business and logistical requirements.



We seek close cooperation with our customers to help ensure seamless product integration. Understanding customer needs allows us to ensure our product is optimized for their system.

To deliver this service, we provide dedicated expertise and access to various technical disciplines allowing us to engage from concept to launch.



Gary Wilmot
Managing Director



Andor's OEM Engineering Teams

Whatever your OEM project requires from an integration perspective, Andor will dedicate specific engineers to your account. The range of engineering disciplines available spans from software, mechanical, electrical, optical and process.

A typical engagement would have Andor's OEM account manager acting as a coordinator between your engineering team and the Andor engineering resource(s). These engagements include conference calls, exchanging technical documents such as CAD drawings and sample software code, and on-site visits (either to your site or to one of Andor's facilities).

Support from Andor's engineering resources can be provided from concept to launch ensuring meaningful up-front knowledge transfer and the seamless and optimal integration of our product.

Such a long term investment will continue to yield benefits, such as faster development, improved system quality and deeper shared insight for identifying further product performance enhancements.



How We Do It

Dedicated OEM teams from sales to engineering to support

- Responsive, familiar and trained staff to ensure best-practice communication.

Early access to our technology road map

- An early look into our technology road map, providing an opportunity for collaborative and differentiating products.

Engineering resources for custom design

- Customized offerings ranging from mechanical or optical adaptations to private labeling to complete product development.

On-site integration support

- We will deploy appropriate engineering resource to help with software and/or hardware integration to speed up the development cycle.

Project development discounts

- Aggressive discounting on initial development hardware to help reduce your project costs.

Consignment inventory

- Off-the-shelf inventory to help you maximize revenue potential, decrease inventory costs and better manage your production line.

Extended payment terms

- By understanding your cycle time for instrument manufacture, test and deployment, Andor will provide extended payment terms.

Regular face-to-face business reviews

- Ensures we as a OEM provider are understanding of your business drivers to help maximize your growth and profitability.

Sponsored factory audit

- Meet with Operations, Engineering and Product Management.

Why choose Andor?

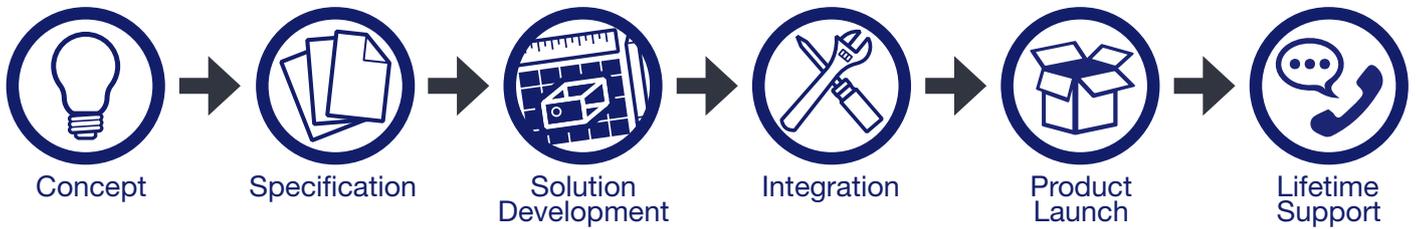
With a reputation for cutting edge innovation and unparalleled quality, OEM today represents over 30% of Andor's business.

Benefits of working with Andor:

- A financially strong supply partner
- Reduced lead-times
- Lower inventory costs
- Superior cash-flow
- Forward-looking technology intercepts
- Dedicated on-site support
- Innovative technology
- Designed-in reliability and quality



The OEM Process



Across the organization we appreciate and understand the critical nature as an OEM supplier and partner. The success of your instrument, brand and customer is directly linked to our ability to consistently supply you with a quality solution that is bespoke to your very specific needs.

By working with Andor you will see an organization that is much more than a supplier of a product. As an OEM provider, Andor will engage its full complement of resources to make your business a success. We do this by having a dedicated set of processes and resources that focus 100% of their energies on OEM needs.

We will work with you through each stage of the OEM process. During the concept phase we will investigate the fit between your technical needs and our capabilities. Throughout the solution development

phase we will provide applications and technical engineering resources to hone in on specifications and pricing.

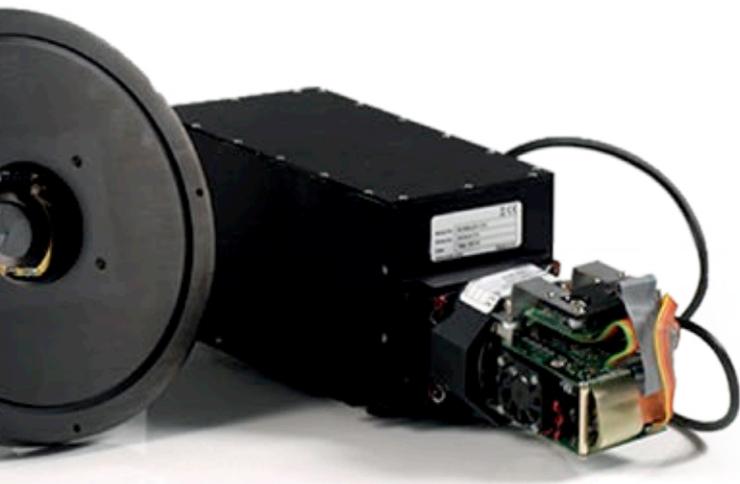
As part of the integration phase, our engineering resources will come to your facility to ensure a timely and proper execution of our product(s) into your instrument. We will continue to support you even after the product launches, ensuring you have specific resources assigned to help meet all of your day-to-day business needs.

“ Our OEM clients can avail of a large variety of products from our portfolio, including high-end platforms proven in many scientific and demanding industrial applications.

To offer the highest level of service we have worldwide sales and support offices to help customers no matter where they are or what their concern may be. We will also work with customers to help them find the best solution for their project and will provide support through all phases of product development.



Christian Felsheim
Head of OEM Sales

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Our Wide Array of Solution Capabilities

At Andor we believe our business is aligned to an OEM instrument manufacturer's needs from the start of a project right through to the end-of-life phase of an instrument.

We have specific resources dedicated to each account and each project. In addition to having a wide range of engineering, manufacturing and commercial resources available to the OEM, we have an ever-expanding breadth of product portfolio.

ANDOR
an Oxford Instruments company

This portfolio allows Andor to be your true one-stop-shop offering:

- More than 35 interline CCD sensors to select from
- The widest range of EMCCD based cameras on the market
- The widest range of sCMOS based cameras on the market
- The widest range of full-frame CCD based cameras on the market
- A large selection of spectrographs
- Laser illumination that is innovative, flexible, reliable and patent protected
- Common software across the technology / portfolio range
- Dedicated customer / project support



We continually strive to improve in every aspect of our performance. By putting the experience, resources and expansive capabilities of Andor to work for you, you get the benefit of:

- Reduced project timelines
- Continuity in hardware, software, relationships and support
- Technology that fits your project need from a single-source

Customer Support

Andor products are regularly used in critical applications and we can provide a variety of customer support services to maximise the return on your investment and ensure that your product continues to operate at its optimum performance.

Andor has customer support teams located across North America, Asia and Europe, allowing us to provide local technical assistance and advice. Requests for support can be made at any time by contacting our technical support team at andor.com/support.

Andor offers the following support:

- Each OEM account has a specific sales support coordinator assigned to them. This person oversees and manages all of the logistical activity for the account including: order processing, scheduling, expediting and shipping.
- Each OEM account has a specific engineer assigned to their account. This will enable familiarity and continuity on a technical level with our products in relation to your instrument.
- The regional product support teams are regularly briefed on any field quality issues and provided with the proper tools and instruction to minimize impact.

A range of extended warranty packages are available for Andor products giving you the flexibility to choose one appropriate for your needs. These warranties allow you to obtain additional levels of service and include both on-site and remote support options. Warranties may be purchased on a multi-year basis, allowing users to fix their support costs over the operating life cycle of the products.

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