Pending deliveries
The corona pandemic caused a global chip and supply chain crisis that interrupted the supply of a vital component of our instruments. Initially we projected resuming deliveries in the 3rd quarter of 2022, i.e. until the end of September.

plusoptiX 12R model
Early September we issued Newsletter #7, based on the input from our supplier, stating that we will be able to resume shipments of 12R models in October. For various reasons we are still struggling to source the missing component and our supplier has now updated his delivery schedule. As of today we expect substantial deliveries by the end of January, 2023. With a one-week turnaround time to complete 150 devices this will enable us to resume shipments at the beginning of February.

plusoptiX 12C and 16 models
Unfortunately, the implementation of a new WIFI configuration, necessary for 12C and 16 models, is also affected by this delay. It may take until April, 2023 before we will be able to resume shipments of these models. If you have ordered a 12C or 16 model and you cannot wait that long, please consider our 12R model instead. All models share the same measurement algorithms and accuracy, only differing in documentation options. We are happy to give advice and to modify your pending order(s) if it works best for you.

Thank you!
In cooperation with our supplier we are doing our utmost to source the missing component as soon as possible. We kindly ask all our customers and distribution partners to bear with us. We would like to express how thankful we are for the patience and good vibes that we have received from you during this unusually long waiting time.
Overview of previous newsletters and fact sheets
Call (+49-911-59 83 99-10) or e-mail us for additional copies.

Newsletters
They address new software release features as well as latest news:
- Newsletter #1 - Covering software update 7.1.1.0, issued September 2018
- Newsletter #2 - Covering software update 7.1.3.0, issued March 2019
- Newsletter #3 - Covering software update 7.1.4.0, issued July 2019
- Newsletter #4 - Covering software update 7.1.5.0, issued November 2019
- Newsletter #5 - Covering software update 7.1.7.0 issued April 2020
- Newsletter #6 - New office location and fraud warning, issued May 2020
- Newsletter #7 - Pending deliveries, ESCR and AAO 2022, issued September 2022

Fact sheets
They describe specific features in more detail:
- Fact sheet - Working principle of a transillumination test, issued April 2019
- Fact sheet - Gaze Vector and Gaze Asymmetry, issued November 2019