



DIGITAL TECHNICAL SUPPORT  
OLYMPUS IMAGING AMERICA INC.  
(888) 553-4448  
<http://support.olympusamerica.com>

**OLYMPUS C-5050 ZOOM**  
**REPAIR SERVICE ADVISORY**

It has recently come to our attention that a limited number of C-5050 Zoom cameras may exhibit the following symptoms:

*In picture taking mode, the camera will produce pictures that are of a gray or purple tone or the pictures will be completely black. If the LCD monitor is used to compose the picture, the preview display will also be dark.*

NOTE: This problem may be accelerated if the product is frequently exposed to hot and humid environments.

We sincerely apologize if you experience this problem. In response, Olympus Imaging America Inc. will cover all costs involved in repair service in order to bring the product back to full working specifications. Olympus Imaging America Inc will extend the repair service coverage for this defect for up to four years from the purchase date of your product. The following facilities are equipped to service Olympus digital camera products in the United States:

Olympus Imaging America Inc.  
400 Rabro Drive  
Hauppauge, NY 11788-4258

OR

Olympus Imaging America Inc.  
1805 Holder Street, Suite 170  
Cypress, CA 90630-5145

An Olympus representative will work with you to determine if your product requires service and to provide you with complete product repair instructions if needed. Please give us a call at (888) 553-4448, Monday through Friday from 8 am to 10 pm Eastern Time. If you would like to correspond with us via e-mail, please send your message to: [customersupport@olympus.com](mailto:customersupport@olympus.com)

This policy applies to products distributed in North America by Olympus Imaging America Inc. For products distributed outside of North America, please visit the Olympus homepage ([www.olympus.com](http://www.olympus.com)) to find the distributor in your area.



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## **QUESTIONS & ANSWERS**

Q: How will I know if my camera will experience this defect?

A: Please get your model and serial number information and contact an Olympus representative. We will check to see if your camera falls within the range of products affected.

Q: My camera is not experiencing this problem now but I'd like to have it serviced anyway. Would this be OK?

A: Please first have an Olympus representative check that your camera is affected. We typically have an increase in repair volume in November and December due to the holidays. If your camera is functioning properly now, we would prefer that you hold off on repair service until after January 2006. At that time, we will repair the defect even if your product is not exhibiting the problem.

Q: I previously experienced problems with my camera like described and had to pay to have my camera repaired. This doesn't seem fair. Can you do anything for me?

A: Please contact an Olympus representative to discuss your situation.