



May 1, 2025

Subject: Request for Spare Parts on a Microscope System Purchased via eBay

Background:

This letter concerns the microscope system purchased on eBay by Mr. Steven L. Rhine from an independent seller, not an authorized Aven distributor. The microscope body (Aven Model SPZV-50) arrived damaged, either due to improper packaging by the seller or issues encountered during shipping.

Mr. Rhine,

Following our recent conversation, in which you requested spare parts and service documentation that Aven does not have available, as well as your repeated claims regarding “Oregon’s Right to Repair Act” and threats to report Aven to various Attorneys General, we consulted our legal team for clarification. Based on our research, we assume you are referring to Oregon Senate Bill 1596, which went into effect on January 1, 2025.

Upon review, we are of the opinion that, as outlined in Section 1, (b), C of the legislation, which states that covered products must be “generally used for personal, family, or household purposes,” this microscope falls outside the definition of consumer electronics. Additionally, Part A of the same subsection further supports this conclusion. The item you are looking to repair (Aven Model SPZV-50) contains no electronic components.

Aven also does not have any authorized service centers or service providers. Thus, we do not stock or manufacture any special diagnostic tools, repair tools or spare parts. All repairs if ever needed would be done at our factory in Thailand and any tools or equipment would be acquired as needed. In our close to 20 years of selling this microscope we have yet to send a unit back to Thailand for repair. Thus, further showing this product falls well outside the scope of the Act.

Microscopes of this caliber are professional-grade scientific instruments designed primarily for research, industrial, and educational applications rather than general consumer use. Unlike consumer electronics—such as smartphones, laptops, and televisions—these microscopes serve specialized purposes for professionals in laboratories, medical facilities, and industrial settings. Our sales data and customer base clearly reflect that.

Furthermore, we have concerns regarding your outreach to our manufacturing partners. You previously stated that Aven representatives directed you to contact them and provided you with their information, which you later admitted was sourced independently online. Despite our request for you to refrain from this practice, we have received reports that you have continued to reach out to our manufacturing partners. We ask that you cease such communication, as it disrupts their operations and creates unnecessary difficulties for all parties involved.



After reviewing the circumstances surrounding your purchase, we regret to inform you that we are unable to offer spare parts or additional service documentation beyond what is publicly available on our website.

In the spirit of cooperation, however, we are willing to offer the following options:

1. Return for Evaluation: You may return the microscope to Aven for a complimentary evaluation to determine if repairs are possible. Should repairs be feasible at our factory in Thailand, we will provide a cost estimate. Based on our discussions, we understand this option may not be practical due to potential costs, but we are nevertheless willing to assess the unit at no charge—other than shipping, which would be your responsibility.
2. Purchase a Discounted Demo Unit: As mentioned in our conversation, we are willing to offer a demo unit previously used for trade shows at a significantly reduced price. While we typically do not sell these units, we are willing to make an exception in this case. Please contact me if you wish to explore this option.

Should you wish to pursue either of the above options, please reach out to me. Otherwise, Aven and its manufacturing partners will consider this matter closed.

Thank you.

Mark Kanpurwala

A handwritten signature in black ink, appearing to read "Mark Kanpurwala", with a long horizontal flourish extending to the right.

VP Sales and Marketing