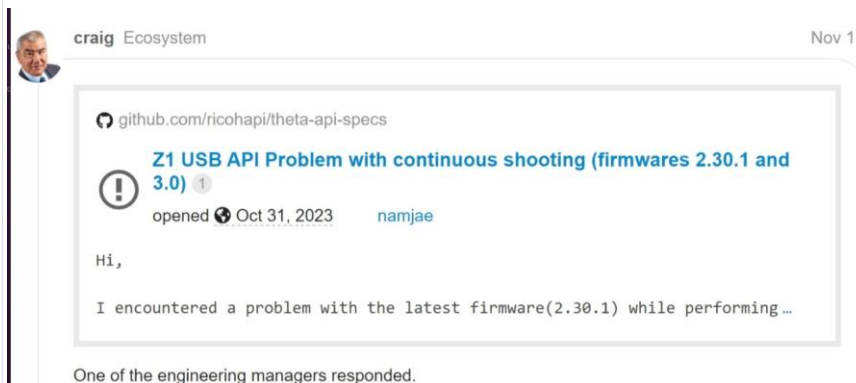TeeLabs. Co. Ltd.

Request of AS for the Ricoh z1

Dear Craig,

I am Nathan, the CEO of TeeLabs Co., Ltd. I am writing to address an issue that arose on June. 23 (at theta360.guide) and October 31 (at Github), 2023, concerning a service request initiated by our research head, Mr. Dalho Park.

Our company specializes in the digital transformation of physical spaces into digital models. We provide a digital twin kit that includes both scanning hardware and modeling software.

In the past year, we developed a groundbreaking handheld scanning device (succeeding the robot and backpack model) using the Ricoh Z1 as an image sensor. Initially, our hardware incorporated Sony's camera (as seen in the gray model in the right), but we later switched to Ricoh's model (noted in the brown scanner) due to its superior quality.

Mobile Robot Type
- Scan speed: 1km/h
- Duration time: 90mins
- Price: $200,000

Backpack Type
- Scan speed: 4km/h
- Duration time: 60mins
- Price: $100,000

Handheld Type
- Scan speed: 2km/h
- Duration time: 90mins
- Price: $25,000

However, starting from October 31, 2023, we have experienced operational issues with the camera during continuous image capture. This has prompted Mr. Park to reach out for assistance. Fortunately, we had a sufficient stock of Z1 units to meet our immediate customer demands. However, we are now facing challenges in fulfilling hardware orders, especially following this year's CES event (with the brochure below).

We would greatly appreciate your assistance in providing a software code that enables a rollback from version 2.30.1 to 2.11.1. Alternatively, if a solution to the current issues is forthcoming, we would be grateful for an update on the expected timeline.

We are keen to continue using Ricoh's products due to their unmatched quality. Your prompt response will be crucial in helping us decide whether to continue with Ricoh or to explore Sony for our current and future orders.

Thank you for your attention to this matter. I look forward to your prompt response.

Best regards,

Nathan Doh CEO

TeeLabs Co., Ltd.