

“We Sell Solutions, Not Boxes”

CIC Photonics has built its reputation worldwide on the basis of solving technical problems for its clients. As a small business with considerable expertise in spectroscopy and gas analyses, we have been able to dedicate time and effort to every customer in providing a solution to each technical requirement. This service is in contrast to many of our larger corporate competitors, which concentrate on selling five, ten, or twenty-five boxes of instrumentation at a time.

CIC Photonics may be the only manufacturer and supplier of high performance gas analyzers which can offer tailored or customized systems and service to customers. As a result, many new customers come to us because they can not obtain high quality technical support and design from our competitors.

These new customers come to us after either being turned down by our competitors or being referred to us by one of our satisfied customers. And in our communications with them, they soon realize that they are working with the best source. We take the time to draft a solution and to work through one or more iterations to achieve a solution.

The ultimate check on the correct solution occurs when the defined product is placed in operation at the customer's site. When the end user is able to install the product and start operating it immediately according to our instruction manual and obtain quantitative results, we know that our solution has been proven.

While we do ship our products in cardboard or wooden boxes, our customers find that they do not need to store the boxes for return shipments. They recognize that

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