

Customer:	Head Serial Number:
Service Contract Period:	DPSS Acceptance by:

The DPSS laser head is assembled and tested under clean room conditions. Any opening of the laser head will, without exception, result in a loss of all warranties with respect to performance or workmanship of the entire system.

Installation: All Series 3500 laser systems are designed for user installation. Installation by DPSS engineers or third parties is neither required nor covered by the pricing of the service contract unless otherwise specified. DPSS Lasers, Inc. provides technical support by telephone, email and fax during normal working hours. All service must be performed at the service facility in Santa Clara, or by an authorized agent.

Consumable Materials and Optics: All optics and crystals are considered long term consumable items and are covered under the service contract only to the extent of the performance of the laser. Replacement of optical elements or other components during repair, within the service contract period, are solely at the discretion of DPSS Lasers, Inc. Optical elements are contained within the laser head and should not be accessed. In the event of access, no claim based on the appearance or other characteristic of optical elements will be considered at any time. Access to the optics violates any warranty on the laser.

Performance warranty: Power output is warranted during the service contract period to 70% of the original installation specification. (For example, a 500 mW laser would have a warranted power level of 350 mW.) As with all lasers, DPSS laser systems will experience a slow decline in power over the life of the laser. This is considered normal. All other performance specifications are warranted to the original specification for the full service contract period. Note that DPSS Lasers Inc. has sole discretion over the measurement technique which is used to determine performance.

Specific Limitations:

1. Any unauthorized electronic or mechanical adjustments (not following recommended service procedures), including temperature settings, diode current, Q-Switch repetition frequency or any other function requiring opening the power supply housing, may result in loss of warranty, if not performed correctly. DPSS Lasers, Inc. offers customer training, where appropriate, to customers requiring field optimization of the system. For information on training, please contact our Santa Clara facility. Training at our Santa Clara facility is free. Training or Installation at customer sites will be negotiated. Advanced replacement systems or components for failed units may be shipped by DPSS at its' discretion. If a customer receives an advanced replacement, then the defective unit must be shipped back to DPSS within 3 business days of the receipt of the replacement. If the defective unit is not shipped back to DPSS, then DPSS has the right to invoice the customer for an extra system, and/or immediately cancel this service contract.
2. All lasers are cooled by a self contained chiller. The user manual describes the process of filling and connecting the chiller at installation. It is the user's responsibility to periodically check that the water in the system is flowing and kept at a sufficient level to provide cooling. Overheating as a result of neglect may result in loss of warranty.
3. Environmental limitations: The lasers are designed to operate at normal room temperature 20° C - 35° C. Users may experience longer warm up times if the laser is used in an unusually cool environment. Unusually high temperature environments may impair laser performance.

Payment and Terms: Service contracts must be **paid in advance** of the service contract period, and **prior to expiry of the prevailing warranty or service contract**. In the event of expiry of any ongoing contract or warranty, DPSS reserves the right to inspect and service a system, at the users expense, before accepting any new request for service contracts. Shipping charges (both directions) are the responsibility of the user. DPSS Lasers, Inc. will, however, cover shipping charges on units that might fail within one month of the shipment date. DPSS will not, under any circumstances, pay customs, duty or other local taxes during the service contract period.