

Quality Assurance and Warranty Terms for the eCO2 Laser Tube (HLC Series)

Warranty: eCO2 Laser offers a 18-month limited warranty on the HLC series from production date. Please subject to the contract.

Thank you for choosing and ordering our products. Our company promises that all ex-factory products are brand-new, and all products are produced in strict accordance with the rules and procedures, and all ex-factory in strict accordance with the specified aging inspection and testing procedures, so as to ensure the safety and quality of products in line with relevant national quality standards and industry norms.

- 1 . After the first buyer uses the laser tube according to the specifications within 18 months from the factory date, when the output power of the laser tube is less than 70% of the rated power in maximum current , or the high-voltage end tube breaks down, the tube shell of the laser tube breaks in a regular shape. Our company promises to replace the laser tube for free, and the new laser tube will enjoy the remaining warranty time.
2. Our company provides free after-sales service for any model of sales tube within the warranty scope. The remaining warranty time of the new tube is calculated based on the service time of the old tube, and the remaining warranty time of the after-sales laser tube will be marked on the white label. After-sales management can extend the corresponding time as appropriate because of the long logistics timeliness. After-sale laser tube one-way return freight shall be borne by the buyer, and laser tube one-way warranty freight shall be borne by our company. If there is a special agreement on the warranty period in the contract, the contract agreement shall prevail.
- 3 . In case of transportation damage, you should refuse and contact us on the day of receipt. In case of product quality problems, you should provide a continuous video at the first time, which includes the product reflector, water inlet and outlet, white label with serial number , lens at the output end, and each position should be stopped for at least 2 seconds, so our after-sales personnel can help you with the after-sales problems quickly with the highest efficiency.

Attention: This quality assurance is invalid under any of the following circumstances

- (1) Indirect buyers come to ask for the warranty assurance;
 - (2) It was found that the laser tube was damaged and cracked anywhere after seven days of laser since received;
 - (3) Man-made damage, such as the breakage of the root of the output water nozzle or the root of the negative discharge tube caused by the situation that customers didn't make water cooling until started up;
 - (4) Customized products according to customers' requirements, which are not the regular standard products of the company;
 - (5) The output lens is dirty and the coating is damaged because it was not cleaned in time.
- PS: Please refer to [Attachment: Failure Checklist of DC CO2 Laser System] for those responsible for Article 3 and other issues.

Note:

1. It is forbidden to irradiate the human body and direct eyes, and protective glasses should be properly worn during operation to prevent injury.
2. The laser system will generate heat during operation. Please put the laser tube on the cooling table stably, and do not put inflammable and explosive materials around the laser.
3. The laser still needs regular maintenance. Check whether the equipment parts are normal. If there is any abnormality, please handle it in time.



The company's product warranty regulations have been in effect since 2018, If there are any supplement or adjustments in the later period, please refer to the latest official version.



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