

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

衡快二氧化碳激光管质量承诺书（ELC 系列二氧化碳激光器）

Warranty: eCO2 Laser offers a 18-months limited warranty on ELC beam system series and 20-months for ELC single laser tube series from production date. Please subject to the contract.

保 修 期: ELC 系列合束质保期自出厂之日起 18 个月，单管 20 个月，质保时间请以合同注明为准。

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.

感谢您选择并订购我司产品，我司承诺所有出厂产品均为全新产品，全线产品均严格按照规章制度生产，并严格按照指定老化检验测试流程出厂，确保产品安全及质量合格，符合相关国家质量标准 and 行业规范。

1. After the first buyer uses the laser tube according to the specifications within 18 months and 20 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.

自出厂之日起，18 个月内及 20 个月内，首任购买方按照说明书要求使用的前提下，出现激光管最大电流输出功率小于额定功率的 70%或高压端管内击穿，及激光管管壳出现规则形状的破裂，我司对激光管进行免费换 新，免费换新的激光管享受新剩余质保时间的质量承诺。

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. Foreign 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.

针对任意型号在质保范围内的销售管，我司皆提供免费换新售后服务。质保时间以旧管使用时间计算新管剩余质保时间，售后激光管的剩余质保时间会标注于白色标签上。国外售后管因物流时效较长，可酌情延长对应时间。售后激光管单程退回运费由购买者承担，激光管单程质保运费由我司承担。若合同中对质保期限有特殊约定，则优先执行合同约定。

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.

如遇运输破损，您需在签收当日拒收并联系我们。如遇产品质量问题，您需第一时间提供一段连续的视频，视频包含产品反射端、进出水口、白色标签、管壳序列号、输出端镜片，每个位置需暂停至少2秒，以便我司售后人员以最高效率快速帮您进行售后质保。

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

注 意： 出现以下任意情况，此质量保证无效

- (1) Indirect buyers come to ask the warranty assurance;
非直接购买者来咨询售后的情况;
- (2) It was found that the laser tube was damaged and cracked anywhere after seven days laser since received;
购买七天以后发现激光管任意处有损坏破裂情况;
- (3) Man-made damage, such as the broken 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;
激光器结构人为损坏，如未先通水后通电导致的输出端回水嘴根部或者负极放电管根部破裂情况;
- (4) Customized products according to customers' requirements, which are not the regular standard products of the company;
按客户要求特殊定制产品，非本公司常规标准产品的情况;
- (5) The output lens is dirty and the coating is damaged cause it is not cleaned in time.
激光输出镜因不及时清洁造成不可逆转脏污情况;

PS: Please refer to [Attachment: Failure Checklist of DC CO2 Laser System] for those responsible for Article 3 and other issues.

第3条及其他问题责任方请参照【附件：直流二氧化碳激光器系统故障检查表】

Note: 注意:

1. It is forbidden to irradiate the human body and direct eyes, and protective glasses should be properly worn during operation to prevent injury.
禁止照射人体，禁止直射眼睛，操作中正确配套防护眼镜，防止受伤
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.
激光系统工作过程中会产生热量，请将激光器稳定放置在散热台面上，请勿放置易燃易爆品在激光器周围
3. The laser still needs regular maintenance. Check whether the equipment parts are normal. If there is any abnormality, please handle it in time.
激光器仍需要定期保养和维护，检查设备部件是否正常，如异常现象请及时处理



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

本公司产品质保条例自2018年起长期有效，以此版本为执行标准。后期如有补充调整，请以官方最新版本为准。

