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1 Warranty

The delivered product from TOPTICA Photonics AG has been produced with utmost care and using high-quality components. The device went through extensive testing before delivery. The results obtained in these tests can be seen in the Test Data Sheet enclosed. In case of a malfunction or damage, although all operating instructions and rules in the user's manual have been followed, we will do our best to resolve these problems as soon as possible. For this, the following conditions of guarantee apply:

TOPTICA Photonics AG grants an extended 12-month-guarantee from the date of delivery to the finish and functioning of the product. The guarantee includes either free repair or free replacement of defective devices sent to TOPTICA Photonics AG. There is a guarantee of three months on all parts replaced or repaired.

In order to obtain service under this warranty, the customer must notify TOPTICA Photonics AG of the defect before the expiration of the warranty period and make suitable arrangements for the performance of service. In all cases the customer will be responsible for packaging and shipping the defective product back to TOPTICA Photonics AG, with shipping/insurance charges prepaid, at his own risk. TOPTICA Photonics AG shall return all components which fall under the guarantee free of charge.

This warranty shall not apply to any defect, failure or damage caused by improper use or failure to observe proper operating procedures per the product specification or operators manual or improper or inadequate maintenance and care. TOPTICA Photonics AG shall not be obligated to furnish service under this warranty 1) to repair damage resulting from attempts by personnel other than TOPTICA Photonics AG representatives to repair or service the product; 2) to repair damage resulting from improper use or connection to incompatible equipment; 3) to repair damage resulting from operation outside of the operating or environmental specifications of the product.

No liability is taken for fuses, and built-in laser diodes, which are covered by the guarantee of the original manufacturer.

In addition, refer to the General Conditions and Terms of Sales of TOPTICA Photonics AG (www.topatica.com).

TOPTICA Photonics AG's liability for the merchantability and use of the product is expressly limited to its warranty set out above. This disclaimer and limited warranty is expressly in lieu of any and all representations and warranties express or implied, including but not limited to, any implied warranty of merchantability or of fitness for particular purpose, whether arising from statute, common law, custom or otherwise. The remedy set forth in this disclaimer and limited warranty shall be the exclusive remedies available to any person. TOPTICA Photonics AG shall not be liable for any special, direct, indirect, incidental or consequential damages resulting from the use of this product or caused by the defect, failure or malfunction of this product, nor any other losses or injuries, whether a claim for such damages, losses or injuries is based upon warranty, contract, negligence, or otherwise. By accepting delivery of this product, the purchaser expressly waives all other such possible warranties, liabilities and remedies. TOPTICA Photonics AG and purchaser expressly agree that the sale hereunder is for scientific, commercial or industrial use only and not for consumers uses as defined by the Magnuson-Moss Warranty Act or similar state consumer warranty statute.
2 Obtaining Service

To obtain information concerning factory service, contact your local distributor or TOPTICA Photonics AG directly. Please have the following information available:

- Order number, alternatively device model number
- Device serial number
- Description of the problem

If the device is to be returned to TOPTICA Photonics AG, it is necessary to ask for a return authorization number, which you should use as a reference in your shipping documents, and mark clearly on the outside of the shipping container.

Please fill out the Service Form, located on the following page, and have the information ready when contacting TOPTICA Photonics AG. Return the completed form with the device.
Service Form

Name__________________________
Company Address__________________
Country__________________________
P.O.Box No.________________________
Email____________________________

Return Authorization Number__________________________
(Please obtain from TUI prior to return of item)
Date__________________________
Phone Number__________________________

Item(s) being returned:
Model #__________________________
Serial #__________________________

Description________________________________________

Reason for return. Please list any specific problems.
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________

List all control settings and describe problem(s).
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________

(attach additional sheets if necessary)

Show a block diagram of your system including all instruments connected (whether power is turned off or on). Describe signal source and means of recording.
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________

Where is measurement being performed?
(factory, controlled laboratory, outdoors, etc.)________________________________________

What power line voltage is used?________ Variation?________
Frequency?__________________________ Ambient Temperature?________

Any additional information (If special modifications have been made by the user, please describe below or attach a drawing).
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________
________________________________________________________________________________________________________________________________________