

Thinklaser Limited

Product Support Programme 2015

The support programmes offered by Thinklaser are available to those customers who have Laser Marking equipment where the warranty period has finished.

We have designed three (3) different programmes that we believe will present you with sufficient options that will ensure continual uptime and good working order for your system. These are:

PSP 1 Preventative Maintenance programme

PSP 2 Combined Preventative Maintenance and Limited Emergency Cover

PSP 3 Combined Preventative Maintenance and Unlimited Emergency Cover

Equipment to be Covered

The range of equipment covered by this document will be as follows.

M series Laser Marking Systems

M series Laser Profiling Systems

TT range of Laser Marking Systems

LightWriter Marking Systems

If you are unsure if your current configuration fits within any of the categories please contact Thinklaser who will be happy to provide further information.

Support Programmes

PSP 1 Preventative Maintenance Programme

This contract provides two performance assurance visits to your site to effect routine preventative servicing at the correct intervals *(all key system parameters are recorded at each visit so that any long-term deterioration can be detected and steps taken to prevent system failure)*.

The programme also includes unlimited telephone cover during normal office hours.

PSP 2 Combined Preventative Maintenance and Limited Emergency Cover Programme

This contract provides two performance assurance visits to your site to effect routine preventative servicing at the correct intervals *(all key system parameters are recorded at each visit so that any long-term deterioration can be detected and steps taken to prevent system failure)*.

This contract will also include one (1) emergency call out during the contract period.

The programme also includes unlimited telephone cover during normal office hours.

During each scheduled preventative maintenance service visit, our engineering group will replace all consumable items. Flash lamp lasers will require the following items to be replaced during a preventative maintenance visit, *Lamp, DI Cartridge, Particle Filter and DI Water*. Fibre lasers are almost maintenance free as they do not require any lamps or cooling components to be replaced. The Collimator has a protective lens that may need replacing if found to be damaged.

The contract cost includes the items listed above *(please note the purchase price of these items has been discounted as part of the contract package)*. Parts replaced during non-preventative maintenance visits will be charged at the appropriate rate.

PSP 3 Combined Preventative Maintenance and Unlimited Emergency Cover Programme

This contract provides two performance assurance visits to your site to effect routine preventative servicing at the correct intervals *(all key system parameters are recorded at each visit so that any long-term deterioration can be detected and steps taken to prevent system failure)*.

This contract will also include unlimited emergency call out during the contract period.

During each scheduled preventative maintenance service visit, our engineering group will replace all consumable items. Flash lamp lasers will require the following items to be replaced during a preventative maintenance visit, *Lamp, DI Cartridge, Particle Filter and DI Water*. Fibre lasers are almost maintenance free as they do not require any lamps or cooling components to be replaced. The Collimator has a protective lens that may need replacing if found to be damaged.

The contract cost includes the items listed above *(please note the purchase price of these items has been discounted as part of the contract package)*. Parts replaced during non-preventative maintenance visits will be charged at the appropriate rate.

For more information or if you wish take out a contract please contact,

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