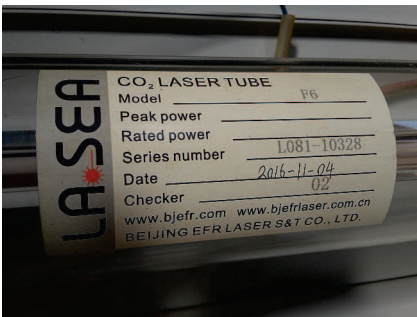
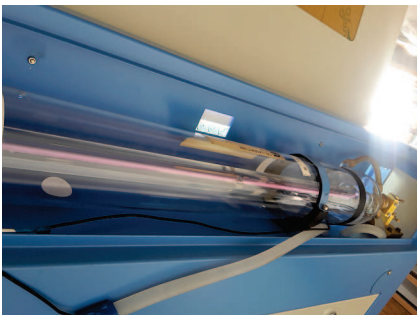


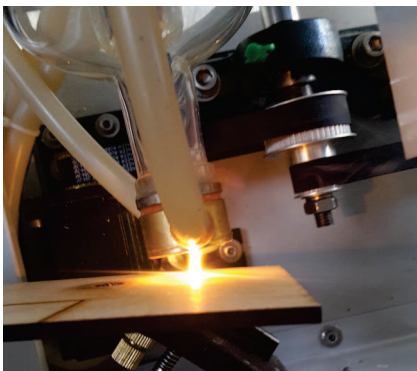
The output lens /mirror inside the tube, taken via its reflection in the first mirror (back left of the machine).



This is the manufacturer's label that indicates model, series date of manufacture, etc.



The laser beam firing in the tube. This is for us to check the colour of the beam, which should be pink.



The laser beam firing at the tube. This is for us to check that the beam is exiting the tube correctly.

Tube Warranty Claims

If you suspect you may have a warranty claim for your tube, we will need to provide the factory with clear evidence of the claim in order to obtain a replacement under warranty. Remember that you have six months warranty on the tube.

You will need to provide us with a decent-quality video. It must be a single video, continuous and without a break or any pauses. This is so the factory can see that it is the same tube throughout for them to entertain any warranty replacement.

Please remember that should your tube be physically broken, there will be no warranty.

The video needs to include the following shots, and should be at least 3-4 seconds of each step - do NOT stop or pause the video between the different shots :

Before firing the laser :

1. The lens / mirror within the tube (at the left back of the machine. You can video this by looking at the reflection of this lens / mirror from the front, using the reflection of it in the first external mirror).
2. The label information on the tube - date, model, series number, etc.

Then firing the laser :

3. At least three seconds of the laser beam firing - to check the colour of the beam. This should be done from the back of the machine showing the beam firing within the tube.
4. Place a piece of wood or acrylic between the tube and the first mirror (at the back). Use the test button to pulse the laser beam for around 2-3 seconds to make a dot or burn mark on the material.

Send this video via email to the Perfect Laser technician who has requested it. We will check the video for correctness, and then pass it on to the factory along with the correct documentation for a warranty claim.

