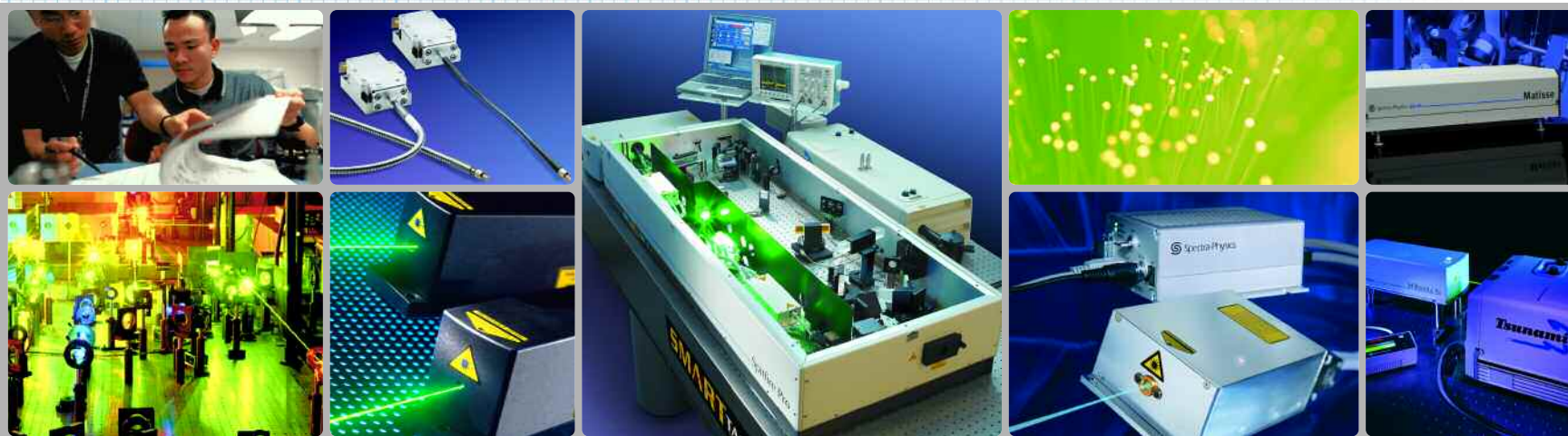


# Total Lab Care™ Service



Solutions to Make, Manage and Measure Light™



## Total Lab Care™ Service

Newport is the worldwide leader in laser and photonic solutions to Make, Manage, and Measure Light<sup>SM</sup>. Combined with its Spectra-Physics Lasers Division, the company offers the industry's most extensive selection of lasers, high-quality light sources and instrumentation, optical tables, mounts and mirrors, motion and vibration control, and optics and optomechanical hardware.

As a pioneer in the field of laser technology, Spectra-Physics has a long tradition of providing the highest quality products. The group introduced the first high power diode-pumped all solid state CW laser, the Millennia<sup>®</sup> and the first commercially available ultrafast Ti:Sapphire laser, the Tsunami<sup>®</sup>. Today, Spectra-Physics offers a complete portfolio of lasers for scientific, industrial and OEM applications, including:

- Diode Lasers
- CW and Quasi-CW Lasers
- Q-Switched Lasers
- Ultrafast Lasers
- Tunable Lasers
- High-Energy Pulsed Lasers
- Gas Lasers

Each of these world-class technologies is backed by an unmatched service policy known as Total Lab Care.

Total Lab Care is a suite of services covered under a single contract that are designed to assist customers in all phases of purchasing and ownership of Spectra-Physics lasers, and many of the Newport products that support them. These services are supported by our expert sales, technical and training personnel, and by the full range of resources in our global network of Sales and Service Centers, including the use of factory certified and calibrated Newport and Spectra-Physics equipment.

The following services are offered in the Total Lab Care suite:

- Flexible service agreements and extended product warranties that tailor the level of support to both suit your budget and achieve your goals
- Technical assistance that features on-site customer support from our team of experts who are fully versed in integrated photonic technologies and applications
- Equipment repair using factory certified replacement parts
- In-depth training in the maintenance and service of your equipment, taught by the same expert personnel who train our factory and field specialists
- A full line of accessories

Newport and Spectra-Physics are dedicated to ensuring complete customer satisfaction. This brochure provides descriptions of Total Lab Care services, warranty and ordering information, and a list of Sales and Service Centers.

## Flexible Service Agreements

The Total Lab Care suite of customer services includes flexible service agreements that enable you to keep your Spectra-Physics equipment operating at peak performance levels throughout its lifetime. These service contracts are designed to minimize down-time and maximize the productivity of your laser installation.

There are two levels of service contracts available: Gold Service and Platinum Service.

These service contracts are offered for typical scientific laboratory applications (an average 40 hours per week of laser operation).

These agreements are available for MOPO®s and amplifiers, Mai Tai® oscillators, and ion, diode-pumped solid state and Quanta-Ray® pulsed Nd:YAG lasers. Warranty Supplemental Coverage is also available for Quanta-Ray and Mai Tai lasers.

To order service agreements, contact:  
Contract Specialist  
(800) 456-2552

You may also refer to the list of Worldwide Sales and Service Centers at the end of this brochure or visit [newport.com/contact-us](http://newport.com/contact-us).

### Gold Service

Gold Service covers repair or replacement, labor and travel for all parts and components (excluding consumables) purchased directly from Spectra-Physics. Coverage is in effect provided that all repairs are performed only by qualified Spectra-Physics-trained field engineers.

### Platinum Service

Platinum Service includes all the features of Gold Service, plus one on-site preventive maintenance visit per year for each year of service purchased. During these maintenance visits, consumable supplies will be replaced free of charge in the units serviced if deemed necessary and appropriate.



### Warranty - Supplemental Coverage

Warranty supplemental coverage is offered for Quanta-Ray and Mai Tai lasers. The factory warranty covers crystals, optics and service travel for the first 90 days. Warranty supplemental coverage extends this factory warranty by 24 months. Supplemental coverage is also available for the diode laser and plasma-tube components of laser systems.

### Service Agreement Discounts

15% Before Shipment discount is available on a service agreement purchased before the system is shipped.

10% During Installation discount is available on a service agreement purchased during system installation.

10% Multiple Systems discount is available when 6-10 systems are covered under the same agreement for the same period.

5% Multiple Systems discount is available when 3-5 systems are covered under the same agreement for the same period.

5% Multiple Year discount, plus price protection, is available on a service agreement purchased for 3 or more consecutive years and paid for in advance.

## Technical Assistance

Our knowledgeable sales representatives and support engineers are available to help with all aspects of the planning, selection, installation, use, and ongoing support of your Spectra-Physics products.

### Application Planning

Our sales development personnel can provide expert advice in analyzing your application needs, including assisting you with budget planning. Customers can count on responsive, personalized service from our highly trained and experienced representatives.

For assistance with planning your applications, contact:

Sales Development  
(800) 775-5273  
sales@spectra-physics.com

### Installation Assistance

If you have ordered a stand-alone laser system, or a laser system that includes other Newport equipment such as an optical table or accessories, you will receive a Pre-Installation Guide approximately one week after your order is placed.

This guide will help you to prepare your laboratory before the system arrives. Advance preparation of your site is the best way to ensure a smooth installation.

If you have not received this guide, please contact our Technical Support group. (Note that this guide is not provided with orders for Newport equipment alone.)

A certified service engineer will visit your site shortly after your system arrives to install the equipment and verify that it performs to specification, including laser power, pulse width, tuning range and wavelength. This service includes verifying the performance of Newport equipment when it is ordered with a laser system.

The engineer will also review basic principles of operation of the laser and accessory equipment with you and your personnel. If you would like additional training, please contact Customer Service.

For installation assistance, contact:

Customer Service  
(800) 456-2552  
service@spectra-physics.com

### Product Performance

Product specialists at our Technical Support Center are thoroughly versed in the electronic and optical properties of your laser system, and are trained to diagnose most performance problems over the phone or by email exchange.

Please have your model and serial numbers available when you contact Customer Service for technical support.

For technical support, contact:

Customer Service  
(800) 456-2552  
service@spectra-physics.com

For questions or assistance regarding Newport equipment that has been ordered separately from a laser system, including optical tables and accessories, please contact Newport directly at:

Newport Service  
(800) 222-6440  
rma.service@newport.com



## Equipment Repair

Spectra-Physics wants to ensure that your equipment remains in excellent operating condition for peak performance throughout its lifetime. Product specialists at our Technical Support Center are trained to diagnose most performance problems over the phone or through email exchange.

Often our expert specialists will be able to guide you step-by-step through procedures that will restore your system to its full performance. In some cases, a technical support specialist will recommend that you either send your laser to a Service Center for repair, or arrange a visit to your site by a field service engineer.

In cases where the specialist determines that a replacement part is needed, you can order the part for your Spectra-Physics product through the Technical Support Center.

### Service Center Repairs

Our Service Centers are staffed by engineers who are experts in diagnosing and repairing your Spectra-Physics laser systems and Newport components and accessories.

Contact Spectra-Physics Customer Service to arrange for the shipment and repair of your product. You will receive a return authorization (RA) number, shipping instructions, and if requested, an estimate of repair charges and a return date. Please ensure that your RA number is clearly visible on all shipping containers.

For service of Spectra-Physics products, contact:

Customer Service  
(800) 456-2552  
service@spectra-physics.com

For service on Newport products not ordered along with Spectra-Physics equipment, contact:

Newport Service  
(800) 222-6440  
rma.service@newport.com

### Calibration Service

Your Newport and Spectra-Physics power meters, as well as other instruments such as spectrometers and wave meters, can also be calibrated at our Service Centers.

Please have your model and serial numbers available when you contact Customer Service for repairs or calibration.

### Field Service Repairs

Our Field Service team is the best in the industry. All of our Field Service engineers are thoroughly trained in the full line of Newport and Spectra-Physics equipment. While at your site, the engineer has at his disposal the full support of our factory and Service Center resources.

Our Field Service Centers are strategically located worldwide to respond quickly to your service needs.

Contact Spectra-Physics Customer Service to schedule a visit from a Field Service engineer. Your service date will be confirmed within 24 hours.



## Training



### Basic Operation and Maintenance Training

At the time of installation, our certified Field Service engineers provide training in the basic operation and maintenance of your Spectra-Physics laser system, along with any Newport equipment included with your order. This training is included at no extra charge for most Spectra-Physics products.

Comprehensive user manuals, which include operating and maintenance instructions, are also shipped with each product.

### In-Depth Maintenance and Service Training

In addition to the basic user training provided at installation, Spectra-Physics offers in-depth training in the maintenance and service of your equipment.

Classes cover the same techniques used at our Service Centers to diagnose problems and ensure optimal performance, and are taught by the same expert personnel who train our factory and Field Service specialists.

Training topics include such skills as optical alignment, electrical testing, measurement techniques and safety. Customized training is also available to meet the specific needs of your application.

All classes are taught using factory certified and calibrated equipment from Spectra-Physics and Newport.

For your convenience, training classes can be scheduled at your site or at a Spectra-Physics Training Center in California.

To schedule training, contact:

Customer Service:  
(800) 456-2552  
service@spectra-physics.com



## Laser Measurement and Diagnostic Components and Instruments

Detailed descriptions and specifications of the following devices can be found online at <http://www.newport.com>.

### Laser Accessories

- Laser Protective Eyewear – Newport offers an extensive line of laser protective eyewear covering the most common laser wavelengths.
- UV Beam Viewer – this clean room-compatible device makes visible the characteristics of ultraviolet laser beams such as mode structure and beam shape.
- IRV Series Infrared Viewers are used to observe laser or diode laser beams in the near infrared. Four models are available, including recording CCD cameras.
- Infrared Sensor Cards – these pocket-sized, low-cost alternatives to an IR viewer are used to quickly locate and analyze light beams in the 0.7–1.7  $\mu\text{m}$  wavelength range.
- High power optical components for Nd:YAG lasers, including superior high-energy mirrors, thin film polarizers and laser harmonic beamsplitters.
- Ultrafast Laser Kits that include all the fundamental building blocks to route your ultrafast oscillator or amplifier source; the kit includes ultrafast laser optics and high performance opto-mechanical components.

Contact us for details on our new Enclosed Beam Routing Systems. These precision optical assemblies place your laser beam where you need it.

### Power Meters

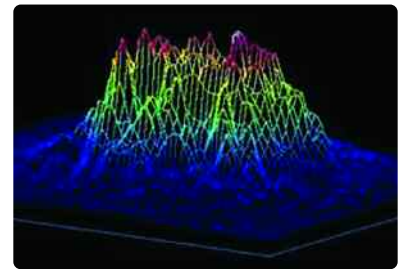
- The 1935/2935 and 1931/2931 families of power and energy meters handle a full range of wavelengths from 190 nm to 20  $\mu\text{m}$ , and measurements from fW to kW and  $\mu\text{J}$  to J (detector and meter dependent).
- Our new 1918-C Series Handheld Power Meters offer the power and functionality of a benchtop instrument in a convenient and portable handheld package.
- The 841-PE Optical Power and Energy Meter is a handheld unit ideal for field service that features a menu-driven Windows® based interface for ease of use.

### Detectors and Accessories

- 818E and Oriel Series Pyroelectric Detectors measure pulsed UV-IR radiation at repetition rates from single shot to 10 kHz.
- 818P and Oriel Series of thermal detectors are broadband, spectrally flat devices for general use.
- 918 and Oriel Series Semiconductor Detectors are fully calibrated to NIST traceable standards and cover various spectral ranges from 190–1800 nm.
- 819M and Oriel Series Integrating Spheres optimize the measurement geometry of laser beams.

### Laser Beam Analysis

- LBP Series Laser Beam Profilers offer complete beam diagnostic measurement features, including a multi-measurement routine to increase signal integrity for higher accuracy results.
- KEP Series Beam Profilers use multiple scanning knife-edge technology combined with a tomographic image reconstruction to create a 2D/3D display.
- OBP Laser Beam Positioners measure laser beam displacement and optical power at rates of up to 60 kHz, with sub-micron spatial resolution.
- PulseScout™ is capable of measuring pulse widths from both high repetition rate (MHz) oscillators and low repetition rate (kHz) amplifiers in the VIS and IR.
- The UPM Series Ultrashort Laser Pulse Measurement Device yields the most complete measurement technique of ultrashort laser pulses, with a marked ease of use.



Laser Beam Profile

### Spectroscopy Instruments

- The IS Series of Minispectrometers are compact laser diagnostic instruments covering the 190–1100 nm spectral range, and are available in free space and fiber-coupled configurations.



Oriel IS Series Minispectrometer

## Ordering and Warranty Information



### Ordering by Fax

Please fax purchase orders to:  
Sales and Customer Service  
(650) 964-3584



### Ordering by Mail

Please mail purchase orders to:

Sales and Customer Service  
Spectra-Physics  
PO Box 7013  
Mountain View, CA 94039-7013

If you are also faxing your purchase order, please mark the mailed copy with "Confirming P.O. Only" to avoid duplication.



### Ordering by Telephone or Email

To order new products and service agreements, please contact:



Sales Development  
(800) 775-5273  
sales@spectra-physics.com

To order parts, to place a service call, or to schedule repairs, please contact:

Customer Service:  
(800) 456-2552  
service@spectra-physics.com

### Prices and Terms

All prices are subject to change without notice, unless otherwise agreed in writing. Orders are F.O.B. Mountain View, California. Shipping charges will be prepared and added to your invoice unless otherwise specified.

Recommended shipping method is air freight. Terms are net 30 days, subject to approval by our accounting department. For your convenience we also accept VISA, MasterCard and American Express. Minimum order is \$50.

### Returns

Returns for credit will be accepted only with prior authorization. Such returns must be in restockable condition and within 30 days following the date of invoice. Returns are subject to a restocking charge of 25%.

### Damaged Shipments

The Interstate Commerce Commission has ruled that carriers are responsible for concealed damage as well as visible damage caused by transit. If damage is discovered, cease further unpacking of the unit and request immediate inspection by a local agent of the carrier. Be certain to obtain a written report of the findings. Claims must be filed with the carrier within 15 days of receipt. Please contact our Service Department to arrange for repair of damaged equipment. Include a copy of the inspection report, and obtain a return authorization from Spectra-Physics. A factory ship-to address and instructions will be provided to you.

Please direct return and repair requests for to:

Service Department  
(800) 456-2552  
service@spectra-physics.com

## Warranty Information

Except as otherwise expressly stated in Newport's quote or in the current operating manual or other written guarantee for any of the Products, Newport warrants that, for the period of time set forth hereinbelow with respect to each Product or component type (the "Warranty Period"), the Products sold hereunder will be free from defects in material and workmanship, and will conform to the applicable specifications, under normal use and service when correctly installed and maintained. Newport shall repair or replace, at Newport's sole option, any defective or nonconforming Product or part thereof which is returned at Buyer's expense to Newport's facility, provided, that Buyer notifies Newport in writing promptly after discovery of the defect or nonconformity and within the Warranty Period. Products may only be returned by Buyer when accompanied by a return material authorization number ("RMA#") issued by Newport's Return Department, with freight prepaid by Buyer. Newport shall not be responsible for any damage occurring in transit or obligated to accept Products returned for warranty repair without a RMA#. Buyer bears all risk of loss or damage to the Products until delivery at Newport's designated facility. Newport shall pay for shipment back to Buyer for Products repaired under warranty. For Products returned for repair that are not covered under warranty, Newport's standard repair charges shall be applicable in addition to all shipping expenses. Unless otherwise stated in Newport's repair quote, any such out-of-warranty repairs are warranted for ninety (90) days from date of shipment of the repaired Product. Lasers and components thereof are warranted for the number of hours (or other measure of usage) specified in the operating manual for each laser or component thereof, or twelve (12) months from the date of shipment, whichever is shorter (except for the flashlamp components of lasers, and the optical and crystal components of pulsed lasers, which are warranted for ninety (90) days). Gratings, optical filters and replicated mirrors (whether sold as separate Products or constituting components of other Products) are warranted for a period ninety (90) days from the date of shipment. All other Products are warranted for a period of twelve (12) months from the date of shipment. The foregoing warranty does not apply to Products which are (a) repaired, modified or altered by any party other than Newport; (b) used in conjunction with equipment not provided or authorized by Newport; (c) subjected to unusual physical, thermal, or electrical stress, improper installation, misuse, abuse, accident or negligence in use, storage, transportation or handling, alteration or tampering, or (d) considered a consumable item or an item requiring repair or replacement due to normal wear and tear. On-site warranty repair is not covered under the foregoing warranty. THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES. EXCEPT AS EXPRESSLY PROVIDED HEREIN, NEWPORT MAKES NO WARRANTIES, EITHER EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, REGARDING THE PRODUCTS, SOFTWARE OR SERVICES. NEWPORT EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR THE PRODUCTS, SOFTWARE OR SERVICES. THE OBLIGATIONS OF NEWPORT SET FORTH HEREIN SHALL BE NEWPORT'S SOLE LIABILITY, AND BUYER'S SOLE REMEDY, FOR BREACH OF THE FOREGOING WARRANTY. Representations and warranties made by any person including distributors, dealers and representatives of Newport which are inconsistent or in conflict with the terms of this warranty shall not be binding on Newport unless reduced to writing and approved by an expressly authorized officer of Newport.

## Worldwide Sales and Service Centers

### United States

Newport Corporation Corporate Headquarters  
1791 Deere Avenue  
Irvine CA 92606  
USA  
In U.S. 800-222-6440  
Tel: 949-863-3144  
Fax: 949-253-1680  
sales@newport.com

Newport Corporation  
Spectra-Physics Lasers Division  
1335 Terra Bella Avenue  
Mountain View, CA 94043  
USA  
In U.S. 800-775-5273  
Tel: 650-961-2550  
Fax: 650-964-3584  
sales@spectra-physics.com

Newport Corporation  
Oriel Product Line  
150 Long Beach Boulevard  
Stratford, CT 06615  
United States  
Tel: 203-377-8282  
Fax: 203-378-2457  
oriel.sales@newport.com

Newport Corporation  
Corion Filters / Opticon Replicated Mirrors  
8 East Forge Parkway  
Franklin, MA 02038  
USA  
Tel: 508-528-4411  
Fax: 508-520-7583

Newport Corporation Richardson Gratings Lab  
705 St. Paul St  
Rochester, NY 14605  
USA  
Tel: 585-262-1331  
Fax: 585-454-1568

### China

A & P Instrument CO., LTD  
Offices in Beijing, Chengdu, Guangzhou, Shanghai,  
Shenzhen, Wuhan  
Unit 1, 1/FI, Kam Hon Ind. Building 8 Wang Kwun  
Road  
Kowloon Bay, Kowloon,  
Hong Kong  
China  
Tel: +852-2755-6578  
Fax: +852-2755-4549  
anpcohk@hkstar.com

Spectra-Physics China  
8 Nan San Jie, Zhong Guan Cun  
Beijing 100080, China  
Tel: +86-10-6256-2934  
Fax: +86-10-6255-6373  
zhenyi.yao@spectra-physics.com

### Colombia

Reyes Puyana LTDA.  
Calle 35 N 24-05  
Bucaramanga, Colombia  
Tel: 57- 7-6452007  
Fax: 57- 7-6359240  
reyespuya@hotmail.com

### France

MICRO-CONTROLE  
Spectra-Physics S.A  
1, rue Jules Guesde - Bât. B  
Zl. Bois de l'Épine - BP189  
91006 Évry CEDEX, France  
Tel: +33-1-60-91-68-68  
Fax: +33-1-60-91-68-69  
france@newport-fr.com

### Germany

Newport Spectra-Physics GmbH  
Guerickeweg 7  
D-64291 Darmstadt, Germany  
Tel: +49-(0) 6151-708-0  
Fax: +49-(0) 6151-708-952  
verkauf@newport-de.com

### Italy

Newport Micro-Controle Italia  
Via G. Pascoli 19  
20063 Cernusco Sul Naviglio/Milano  
Italy  
Tel: +39-02-929-0921  
Fax: +39-02-923-2448  
italy@newport.com

### Japan

Spectra-Physics K.K.  
4-6-1 Nakameguro, Meguro-ku,  
Tokyo 153-0061, Japan  
Tel: +81-3-3794-5511  
Fax: +81-3-3794-5510  
spectra-physics@splasers.co.jp

TOKYO Instruments, Inc.  
6-18-14 Nishikasai Edogawa-Ku,  
Tokyo 134-0088, Japan  
Tel: +81-3-3686-4711  
Fax: +81-3-3686-0831  
sales@tokyoinst.co.jp

### Netherlands

Newport Spectra-Physics B.V.  
Vechtensteinlaan 12-16  
3555 XS Utrecht  
Netherlands  
Tel: +31-30 65 92111  
Fax: +31-30 65 92120  
netherlands@newport-de.com

### Taiwan

Newport Corporation  
Room A, 10F., No.80, Sec.1, Jianguo N.Rd.,  
Zhongshan  
District, Taipei City 104, Taiwan (R.O.C.)  
Tel: +886-2-2508-4977  
Fax: +886-2-2508-0367  
sales@newport.com.tw

For a complete list of worldwide sales and service centers, please visit [www.newport.com/contact-us](http://www.newport.com/contact-us)

[www.newport.com](http://www.newport.com)

