

Warranty Information

We at Quantel are proud of our specialty laser systems. Our manufacturing and quality control processes emphasize consistency, stability, ruggedness, reliability and performance. We strive to make reliable laser systems and to provide superior customer support.

Should there be a problem with operation or failure of any kind, please have your **serial numbers** ready and then call:

Quantel Service Center France
33-1-6929-1610 (International)

Quantel toll-free customer service hotline
1-800-914-8216 (inside the U.S. & Canada)

We will do our best to get your system fully operational as quickly as possible.

Feedback

We welcome your feedback regarding your use, the performance of the laser system and these manuals. Product improvements and refinements come about from your input as we strive to continually improve our product reliability, performance and customer satisfaction.

International customers, please call our service center in France at 33-1-6929-1610. Within the United States and Canada, call our toll free number: 1-800-914-8216.

You can also visit us online at:
www.quantel-laser.com.

Warranty

Quantel warrants the EverGreen Laser it manufactures and produces to be free from defects in materials and workmanship for twenty-four (24) months following the date of shipment provided that all operating instructions are properly followed. Flashlamps are warranted for 100 million shots or twenty-four (24) months, whichever comes first. Consumables (filters, distilled water) are excluded. This warranty is limited to the original purchaser of the laser and is not transferable.

(a) During the 24-month warranty period, we will repair or replace, at our option, any defective products or parts at no additional charge, provided that the product is returned, shipping prepaid, to the Quantel facility. All replaced parts and products become the property of Quantel.

(b) This warranty is the only warranty made by Quantel with respect to the goods delivered hereunder and no representative or person is authorized to bind Quantel for any obligations or liabilities beyond this warranty in connection with the sale of Quantel's goods.

(c) Remedies are available only if Quantel is notified in writing by the Buyer promptly upon discovery of any defects and in any event within the warranty period for the individual goods, whereby Seller's examination of such goods discloses to Quantel's satisfaction that such defects actually exist and the goods have not been (i) repaired, worked on or altered by persons not authorized by Quantel so as, in Quantel's sole judgment to effect the stability, reliability or proper operation of such goods; (ii) subject to misuse, negligence, abuse or accident; or (iii) connected, installed, used or adjusted otherwise than in accordance with the instructions furnished by Quantel or normal usage.

(d) All goods that the Buyer considers defective shall be returned, freight and insurance prepaid, to Quantel's office, as designated on the face hereof. Quantel shall not be liable for additional transportation costs arising from the goods having to be shipped to a location remote from the original one. Buyer shall obtain return authorization from Quantel before returning any goods. Quantel shall not bear responsibility for damage or loss to goods not properly prepared for transportation.

(e) If it is found Quantel's goods have been returned without cause and are still serviceable, Buyer will be notified and the goods returned at Buyer's expense, freight collect. In addition, a charge for testing and examination and/or for reimbursement of shipment costs paid by Quantel under subsection (d) above, may, at Quantel's sole discretion, be made on goods so returned which such charges shall also be payable by the Buyer.

(f) The foregoing warranty is exclusive and in lieu of all other warranties whether written, oral or implied, including any warranty of merchantability or fitness for a particular purpose, and shall be the Buyer's sole remedy and Quantel's sole liability on contract or warrant or otherwise for the product.

(g) This warranty shall not apply in the event that the original device identification markings have been removed, defaced or altered, or if any parts have been substituted or modified without the express consent of Quantel.

(h) This warranty will not apply if the customer's general account at Quantel is delinquent in whole or in part.

Quantel's liability under, for breach of, or arising out of this agreement and/or sale will be limited to repair or replacement of any defective goods or a refund of the purchase price of the goods, at Quantel's sole discretion. In no event will Quantel be liable for costs of procurement of substituted goods by buyer, nor will Quantel be liable for any special, consequential, incidental or other damages (including without limitation loss of profit) whether or not Quantel has been advised of the possibility of such loss, however caused, whether for breach or repudiation of contract, breach of warranty, negligence or otherwise.