

Ophir Spiricon Europe RMA Instructions

We recommend a calibration every 12 months.

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Our service

- Calibration and repair of Ophir Spiricon and Ophir Photonics products.
- Expedite and Super-Expedite Service (Evaluation results 24h, respectively 72h after receipt) – Only after prior consultation with the Service Center Darmstadt.
- Calibration and repair of Newport power meters and detectors.
- Special requests: For example, additional measuring points (Price on request).

Calibration interval

The user is responsible for observing a reasonable period to repeat the calibration.

The recommended calibration interval and resulting due date is 12 months for re-calibrated products. All standards used are traceable to NIST and/or other national and international standards.

Points of Contact

Country	Zip	Contact partner	E-Mail	Phone
Germany	0-3	Gabriele Lehr	ose-service-center@mksinst.com	+49 6151 708 282
Germany	4-5	Laura Mutz	ose-service-center@mksinst.com	+49 6151 708 024
Germany	6-9	Karim Amakran	ose-service-center@mksinst.com	+49 6151 708 843
Austria		Laura Mutz	ose-service-center@mksinst.com	+49 6151 708 024
Switzerland		Karim Amakran	ose-service-center@mksinst.com	+49 6151 708 843
Netherlands		Nathan Breymaier	ose-service-center@mksinst.com	+49 6151 708 586
Belgium		Laura Mutz	ose-service-center@mksinst.com	+49 6151 708 024
Luxembourg		Karim Amakran	ose-service-center@mksinst.com	+49 6151 708 843
Liechtenstein		Karim Amakran	ose-service-center@mksinst.com	+49 6151 708 843
France		Laura Mutz	ose-service-center@mksinst.com	+49 6151 708 024
Italy		Nathan Breymaier	ose-service-center@mksinst.com	+49 6151 708 586
United Kingdom		Laura Mutz	ose-service-center@mksinst.com	+49 6151 708 024
Ireland		Laura Mutz	ose-service-center@mksinst.com	+49 6151 708 024
All other countries		Gabriele Lehr	ose-service-center@mksinst.com	+49 6151 708 282

How do I receive an RMA (Return to Manufacturer Authorization) number and what do I have to consider?

1. For every repair and/or calibration we will issue you an RMA number so that we can easily identify your devices once received.
2. Please get in touch with your contact person in our service team **before** returning the product. You will receive a checklist, which you should complete electronically and return as an Excel document. We accept a maximum of 10 devices per RMA. **Please bear in mind, that an evaluation charge of 128.-€ will apply if you decide to not have your devices repaired after sending them in. This also counts for devices that have been found to be obsolete after receiving them. Please check here if your device is obsolete before sending it in:**
<https://www.ophiropt.com/laser--measurement/replaced-pn>
3. Please attach the **provided label clearly on the outside of the package** and send your RMA to the specified address.
4. **We consider every shipment we received as a direct order for calibration.** The prices for standard calibration can be found on the next pages.
5. Furthermore, you have the possibility to give us a binding repair release (up to 500.-€/up to 1.000.-€) on the checklist by ticking the corresponding field. Thus, in case of repair, the devices will be repaired immediately, which leads to shorter turnaround times.
6. Your CSR will then return the **checklist** back to you with an **RMA number**.

7. **Please note: The completed RMA Checklist MUST be included in the shipping box together with your devices.**
8. **All devices received, including additional devices not listed on the checklist, will be added to the RMA order and calibrated upon receipt.** In case of a necessary repair, you will receive a quotation in advance with a request for approval and dispatch of your purchase order in accordance with our quotation. After completion you will receive a final order confirmation including an estimated delivery date for your RMA.

Please Note:

For shipments returned **without an assigned RMA number**, we will charge a **fee of 113€** per order.

Shipments from outside of the EU need to be shipped according to Incoterms DAP.

Recalibration

Re-calibration is performed according to the product specifications unless otherwise specified by the customer.

The results given in the calibration certificate are only valid for the item calibrated at the specified calibration points. Conformity with the product specification is determined by a binary guard band decision rule for normal distributions according to JCGM 106:2012 with a confidence level of at least 96 % for measurement results at the acceptance limit.

https://www.ophiropt.com/user_files/laser/Ophir-SpiriconCertificate-scope.pdf

After successful re-calibration, you will receive a before/after report.

Please note:

For technical reasons, the re-calibration of Newport photodiode sensors does not include a before/after report. This also applies to some Newport Power Meters. Upon request, we will be happy to name the affected devices (type/model).

Prices

The prices for calibrations are as follows valid effective February 1st, 2024:

- **Single Channel Meter:** _____ 190 €
(e.g. Nova, Nova II, StarBright, StarLight, Laserstar; 843-R)
- **Ophir OEM Sensor:** _____ 309 €
- **Dual Channel Meter:** _____ 241 €
(e.g. Pulsar 2, Laserstar 2 oder 2936-R)
- **Quad Channel Meter:** _____ 305 €
(e.g. Pulsar 4)
- **Photodiode Sensor:** _____ 384 €
(e.g. PD, 818-ST2...)
- **Thermopile Sensor:** _____ 384 €
- **High Power Sensor (Thermopile Sensor $\geq 1000\text{w}$)** _____ 580 €
- **Pyroelectric Sensor:** _____ 435 €
- **PPS and Quad Sensors:** _____ 510 €
- **Set Calibration (Photodiode Sensor + Power Meter):** _____ 1.080 €
- **Set Calibration (Thermopile Sensor + Power Meter):** _____ 1.080 €
- **Set Calibration (Pyroelectric Sensor + Power Meter):** _____ 1.128 €
- **Helios:** _____ 407 €
- **BSQ & M2:** _____ On request
- **Pyroelectric Sensor 818E:** _____ On request
- **Thermopile Sensor 818P:** _____ On request
- **Integrating Spheres:** _____ 598 €
(e.g.. IS-1-2W, 3A-IS; IS6-C; 819C; 819D; 918D)
- **Ariel:** _____ 570 €
- **Photon and Spiricon Products:** _____ On request
- **Portal processing fee per RMA:** _____ 100 €

Declined Repair and New Devices

If a repair seems uneconomical and you decide to buy a new device instead of a repair, you will receive a special offer with a discount of 10%. If you decline the repair and do not wish to purchase a new device, an **Evaluation fee of €128** per device will be charged.

Please Note:

This discount applies only if the damaged unit gets scrapped by Ophir.

Please be aware, we reserve the right to return RMA's for which we have not received an approval for the order acknowledgment and/or service quote after a period of 14 days. An evaluation fee will be added to RMA and invoiced accordingly.

Shipping Charges

- | | |
|--|------|
| • All standard shipments within Germany | 30 € |
| • All standard shipments within the EU up to 5 kg | 40 € |
| • All standard shipments within the EU over 5 kg | 65 € |
| • All standard shipments outside the EU | 95 € |

Shipping Instructions

The completed RMA checklist needs to be included in the shipping box together with the returned items. Also, please attach the provided label to the outside of the package.

Please Note:

Please only return the products needed for repair and/or recalibration.

Power Meters and Sensors:

Please **DO NOT send** us manuals, stands and/or power supplies. We assume no liability if these items are lost.

Beam Profiler, M2- Beamsquared-devices and cameras:

Please **send us all** accessories (power supplies, cables and optics).

Shipping Address

Please use the provided address label in your checklist and send your equipment to the following address.

**Ophir Spiricon Europe GmbH
Attn: RMA #
Guerickeweg 7
D – 64291 Darmstadt
GERMANY**

RMA Checklist

Please use the following shipping label

Ophir Spiricon Europe GmbH

RMA #:

Guerickeweg 7

64291 Darmstadt

Germany

Tel: +49 6151 708 282

Tel: +49 6151 708 582

Tel: +49 6151 708 586

Tel: +49 6151 708 843

Super Expedite 24 h	Expedite Service 72 h
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Recalibration:

Re-calibration is performed according to the product specifications unless otherwise specified by the customer.

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