

## Ophir Spiricon Europe RMA Guide



This guide contains all the steps for applying for and using an RMA – Return to Manufacturer Authorization (return number) for calibrations/recertifications or repair orders. Please read this carefully before sending in your devices. Your service order can be processed much faster if you follow the instructions.

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### Our services

- Calibration, recertification and repair of Ophir products
- Expedite/Super-Expedite Service for additional cost (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, such as additional measuring points (price on request)

### How can you reach us?

You can reach our service team at the central e-mail address [ose-service-center@mksinst.com](mailto:ose-service-center@mksinst.com) conveniently and easily. For general queries by telephone, you can reach us at +49 6151 708-0.



## Calibration/Recertification

### Calibration interval

Regular calibrations of your sensors and display devices or recertifications of camera-based measuring instruments are essential to ensure reliable measurements over the long term. Users are responsible for having these carried out after an appropriate period of time. We recommend a calibration interval of 12 months. The standards we use are traceable to NIST and/or other national and international standards.

### Steps to send in devices with RMA number

An RMA number is required before sending any devices for calibration. To obtain this number, please fill in the device information on the RMA checklist. You can directly download the checklist from [our website](#) and send it to our service address. Alternatively, please contact our service team at [ose-service-center@mksinst.com](mailto:ose-service-center@mksinst.com) to get the form in your inbox.

1. Please fill in the checklist completely and send it back in the **original Excel format**. A maximum of 10 devices are allowed to be shipped with one RMA.
2. You will receive our service offer and the RMA checklist, including the RMA number.
3. Please **send us your service order before shipping** the devices, and note the RMA number on the order.
4. As soon as you have placed the order with us, you can ship the devices. **Please be sure to follow the shipping instructions in this document!** If we identify any damage or malfunctions in the submitted products that require repair, we will contact you regarding the next steps. Alternatively, you can already provide us with a repair authorization on the RMA checklist to expedite the process.

#### Please note:

For devices that are shipped to us **without RMA number**, we charge a service fee of **113 € per** transaction.



## Our calibration standards

All devices are calibrated according to the product specifications, unless otherwise requested by the customer. The results stated in the calibration certificate apply to the respective product and the specified calibration points. Conformity with the product specification is determined by a simple acceptance decision rule according to ILAC G8 with a TUR of 1:1 or greater. For more information about our calibration standards, please see [this document](#). After successful calibration, you will receive a before/after report.

### Please note:

For technical reasons, the 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 for calibration/recertification (as of 1.6.2025)

Single Channel Meter (e.g., Nova, Nova II, StarLite, StarBright, Laserstar; 843-R)	199 €
Ophir OEM Sensors	321 €
Dual Channel Meter (e.g., Pulsar 2, Laserstar 2 oder 2936-R):	251 €
Quad Channel Meter (e.g., Pulsar 4)	318 €
Photodiode Sensors (e.g., PD, 818-ST2)	400 €
Thermopile Sensors	400 €
High Power Sensors (Thermopile Sensors $\geq 1000$ W)	455 €
Pyroelectric Sensors	455 €
PPS- und Quad-Sensors	523 €
Set Calibration (Photodiode-Sensor + Power Meter)	1.124 €
Set Calibration (Thermopile Sensor + Power Meter)	1.124 €
Set Calibration (Pyroelectric Sensor + Power Meter)	1.174 €
Helios	423 €
Integrating Spheres RCAL-05 (e.g., IS-1-2W, 3A-IS; IS6-C; 819C; 819D; 918D)	624 €
Ariel	399 €
Fee for customer individual portal usage per RMA	100 €
BSQ & M2 & other beam profilers	upon request
Additional services	upon request

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## Repair services

### Steps to send in devices with RMA number

**Important:** We carry out a calibration or recertification for every device sent in. Sending in the devices is regarded as a direct order. The price for recalibration/recertification is the minimum amount that will be charged.

In case you have detected a damage to your sensor or meter and want us to repair it in our service center, you also need an RMA number. You can directly download the checklist from [our website](#) and send it to our service address. Alternatively, please contact our service team at [ose-service-center@mksinst.com](mailto:ose-service-center@mksinst.com) to get the form in your inbox.

1. Please fill in the checklist completely and send it back in the original Excel format.  
**Important:** Please describe the issue short but precisely in the checklist.
2. You will then receive the **RMA number and all documents**.
3. Please send us your devices together with the RMA checklist, and note the RMA number on the order. **Please be sure to follow the shipping instructions in this document!**
4. After evaluating the devices, we will send you a service offer. To speed up the process, you can use the RMA checklist to issue direct approval for €500 or €1000.
5. After receiving your order, we will carry out the repair and ship the device back to you.



Rejection: If you do not want a repair and we were unable to perform calibration or recertification, we will charge an evaluation fee of €128 per device. If you choose to purchase a new device and have us dispose of the old device, you will receive a one-time discount of 10%, and the evaluation fee will be waived.



## Important shipping information – Please note carefully!

### What needs to be added to your shipment?

	Sensor, Power Meter	Beam Profiler, BeamSquared, Camera
<b>Completed checklist</b>	✓	✓
Handbook	✗	✗
Power supply	✗	✓
Stands	✗	✓
Cable	✗	✓
Optics	✗	✓
Other accessories	✗	✓
Filter, windows, diffuser	✓	✓

### Shipping address

**Please use the shipping label that you received with your checklist.** The products will then be shipped to the following address:

Ophir Spiricon Europe GmbH  
z. Hd: RMA #  
Guerickeweg 7  
D – 64291 Darmstadt  
GERMANY

### Shipping charges

In addition to the respective service fees, we charge those shipping charges:

- Standard shipment **within Germany** 30 €
- Standard shipment **within the EU** 40 €
- Standard shipment **outside the EU** 95 €

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



## Example RMA checklist

### RMA Checklist



Please complete the form on your computer and include it with your shipment.

Shipping Address: **- MANDATORY -**

Company:

Street:

Zip Code:

City:

Country:

Billing Address

**- MANDATORY -**

Company:

Street:

Zip Code:

City:

Country:

VAT:

Contact Details:

Contact Name:

Contact Email:

Contact Phone:

Your Order No.:

Return shipment:

☒ Ophir Shipping

☐ Own Courier:

select

Acct. No. Courier:

Super Expedite

24h Evaluation

350,-€ per Device

please enter yes/no

Expedite Service

72h Evaluation

117,-€ per Device

please enter yes/no

If no Expedite Service

is required,

standard service

will be used

RMA #:

MANDATORY: Company name on certificate of calibration

Ophir product description	* Ophir part-no.	* Serial-No.	Comments, Calibration at: (nm, W) Problem description ***	Are software updates required	Repair authorization up to **		Scrap damaged parts	Internal
					500 €	1.000 €		
1				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\* Mandatory

\*\* Exclusive cost of calibration

\*\*\* In case of a problem, a short description is mandatory

Please send ONLY accessories in accordance with the RMA guidelines.

We accept no liability for additional parts sent in.



## Example RMA Checklist – Shipping label

### RMA Checklist



Please use the following shipping label

Ophir Spiricon Europe GmbH

**RMA #:**

Guerickeweg 7

64291 Darmstadt

Germany

Tel: +49 6151 708 0

Sample