



Revision Date: 20 JUNE 2024
Prepared For: SYNRAD SERVICE CUSTOMERS
Subject: **SERVICE POLICY FOR CO2 LASERS > 9 YEARS OLD**
Prepared by: SYNRAD SERVICE & CUSTOMER CARE

Dear Valued Customer,

Starting in June of 2024, the Synrad global service teams are no longer able to repair lasers that are greater than 9 years old. For lasers greater than 9 years old, the price to repair exceeds the price of a new laser. Your local Novanta account manager can assist you with the latest pricing for new lasers. F Series, P Series, and i401 models may be serviced past 9 years, as material supplies allow.

Please note that the age of your laser is based on the ship date, and not the manufacturing date coded into the serial number. Please contact our Customer Care team (customercare@synrad.com) if you have any questions about the age of your laser and eligibility for service.

If your laser is greater than 9 years old and you cannot update to a new laser, then we would recommend utilizing the services of a third party. See the following list for some examples:

- Directed Photonics Inc
<https://www.dpilasers.com/laser-repair-center.html>
- Photovac
<https://photovaclaser.com/>
- Evergreen Laser Corp
<https://evergreenlaser.com/>
- Dr Bohrer Lasertec GmbH
<https://www.drbohrer.com/>
- LightForce Lasertechnik
<https://lasertechnik.lightforce.de/>

Please let your local Novanta account manager know if you have any further questions. Thank you for your business!

Sincerely,

The Synrad team