

Warranty Policy

F000062

Subject to the terms, limitations and exclusions set forth below, Dilas Diode Laser, Inc. ("DILAS") warrants to the Purchaser, unless otherwise expressly agreed to in writing by DILAS, that all product manufactured by DILAS will be free from defects in material or workmanship. Warranty duration and extent of coverage shall be as defined and documented in DILAS' quotation to the Purchaser prior to receipt of order.

A precondition for this warranty to remain valid is that installation and use of the laser diode(s) are performed according to quoted specifications. Unless otherwise expressly agreed to in writing by DILAS, installation and use of product outside of the specified operating parameters voids warranty.

Should any laser diode defect appear during the warranty period defined in DILAS' quotation, Purchaser shall give DILAS prompt written notice of such defect. If DILAS is so notified within such period with a valid warranty claim, DILAS shall correct such nonconformity by, at the option of DILAS, repair or replacement of the defective item or defective portion thereof.

The Purchaser must submit a purchase order for the warranty evaluation, according to the current fee schedule. A PO is required on all orders in order to provide traceability and proper crediting, as applicable. All items that are evaluated and determined to be under warranty will not be billed. All items that are evaluated and determined to be outside of warranty will be billed against the Purchaser's PO.

Purchaser shall be informed by DILAS prior to billing Purchaser's PO any charges for non-warranty evaluation and applicable freight expenses.

Policy and Procedure for the return of defective items:

To request an RMA number, Purchaser will contact DILAS sales representative. DILAS sales representative will first work to resolve any non-conformance via email and telephone support. DILAS sales representative will require the following details:

- Part number & description
- Serial number(s)
- Quantity
- Operating conditions and observations
- Detailed nature of non-conformance

All returns require a PO from the Purchaser according to the current fee schedule (as outlined below). Upon receipt of the PO, DILAS will issue an RMA with shipping instructions. The RMA must be shipped to DILAS within 60 days of issuance. Shipments received without an RMA will be rejected and returned to the shipper.

DILAS reserves the right to dismantle internal parts for the purpose of analysis. When the nature of the defect is such that it is necessary in the judgment of DILAS to make a repair, the Purchaser shall be notified by DILAS personnel. Results of RMA analysis are provided upon completion of evaluation & testing.

Replacement parts and labor are at no charge if it is determined during the course of the evaluation that the repair was warranted and was due to no fault of the Purchaser. The Purchaser will be billed for all labor and material expenses only:

1. If during the evaluation it is discovered that the defect was the result of negligence or damage (as defined below*) caused, directly or indirectly, by the Purchaser or Purchaser's personnel.
2. If the extent of work performed does not fall within the quoted warranty stipulated at time of original order.

Freight charges will be added accordingly.

*Non-warranted damage may include, but is not limited to damage caused by accident, misuse, neglect, alteration, improper storage, installation, maintenance, use, unauthorized repair, repair by nonqualified personnel, the use of unauthorized parts or which result from computer programming errors, problems or malfunctions. Shipment of product(s) by means other than expressly set forth in the Standard Terms and Conditions of DILAS or otherwise agreed to in writing by DILAS shall result in this warranty becoming void.

Repairs or replacements and labor performed to original product or parts shall not renew or extend the warranty period of such product or parts. Replaced product or parts shall become the property of DILAS. Product supplied hereunder which has been purchased by DILAS from other manufacturers shall carry only the warranty offered by the manufacturer thereof, and no warranty as to such product shall be made by DILAS.

Performance upgrades or additional features beyond the scope of the original product specification shall not renew or extend the warranty period of such product or parts.

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Testing & Evaluation Fee Schedule for non-warranty products:

Part/Description	USD
Fiber coupled module (1 diode)	\$108
Fiber coupled module (>1 diode)	\$120
Water-cooled stacks	\$120
Laser Head >500W	\$314
Laser Head <500W	\$209
Power Supply	\$209
Chiller RK650	\$209
Chiller <2500	\$419
Laser diode	\$77

The forgoing warranty is the sole and exclusive warranty and is made in lieu of all other warranties, express, implied or statutory, including without limitation any warranties of merchantability, fitness for a particular purpose, description, quality, productiveness or any other warranty.

The remedy set forth in this warranty policy is the sole and exclusive remedy of Purchaser and in no event shall DILAS be liable for any compensatory, consequential, special, punitive or contingent damages or for damages arising from any delay in performance by DILAS under this warranty.