



## TIME AND MATERIALS

### SERVICE UNITS

### NON-CONTRACT SERVICE VISITS

Service visits for non-covered items are available on a time-and-materials basis. Review the estimated costs below to understand how a service program could yield potential savings.

#### \*Labor:

\$370 per hour  
(4-hour minimum / system)

#### Travel:

Charges vary depending on your laser's location.

#### \*Parts:

Cost of parts (if required)  
Diodes: \$13,000 - \$15,000 per diode

## Comprehensive Service Agreement Offerings

Experience unparalleled service with our Comprehensive Service Agreements for your InSight® and Mai Tai® laser systems. Recognizing that each customer has distinct needs, we tailor our services to ensure optimal efficiency, reliability, and personalized care. This commitment underscores our dedication to surpassing your expectations.

Spectra-Physics® provides the following comprehensive service programs:

- **Gold Contract**
- **Platinum Contract**

Each program includes coverage for service-related travel, labor, parts, accessories, optics, and electronic components. The Platinum service plan also offers an annual preventive maintenance visit.

### ADVANTAGES OF OUR SERVICE AGREEMENT

- **Priority Service:** Receive priority over non-contract customers, ensuring your needs are addressed promptly.
- **Unlimited Service Calls:** Take advantage of unlimited service calls throughout the duration of your coverage, ensuring continuous support.
- **Remote Access Capability:** Benefit from remote access to your system, allowing for quick diagnostics and support.
- **Competitive Response Time:** Enjoy fast and efficient service with our competitive response times.
- **Original Spectra Physics Parts:** Our service includes the use of original Spectra Physics parts, maintaining the integrity and performance of your system.
- **Highly Qualified Service Engineers:** Work with the most experienced and highly qualified service engineers in the laser industry, ensuring expert care and support.
- **Proactive Monitoring and Reporting:** For InSight® X3+™/X3™ systems, proactive monitoring and reporting are available. Ask about our Predictive Laser Care program for additional insights and maintenance support.
- **Assurance Care Replacement Laser Program:** Gain access to our Assurance Care replacement laser program, providing you with a replacement unit if needed.

### BUILDING A LASTING PARTNERSHIP FOR ACHIEVING SUCCESS

At Spectra-Physics, we are more than just your laser service provider; we are your committed partner in achieving success. Our comprehensive service agreements ensure that all your laser maintenance needs are managed with expertise, providing peace of mind. With our exceptional service team handling every detail, you can focus on what truly matters: your work.