

reliable

affordable

flexible

TEST SYSTEM SERVICE SOLUTIONS



SUPPORT SOLUTIONS

Reduce Maintenance Costs with Support from ILX

Plans designed to reduce overall cost of ownership.

After the initial support plan period, choose between several standard support plans to get the peace of mind, access to engineers, and rapid service response demanded by your application. These plans provide access to technically qualified engineers who will assist in maintenance and troubleshooting. Choose between standard plans or contact an ILX sales engineer to discuss customized support plans to meet your needs. Plans are renewable annually and cover your system maintenance needs.

Increase

- Reliability
- Uptime
- Performance
- Peace of Mind
- Yield

Decrease

- Operational Costs
- Unplanned Stoppages
- Uncertainty

Access to technically qualified engineers.

ILX employs technically qualified support engineers to provide rapid troubleshooting and maintenance support. Web based support tools allow ILX engineers to quickly diagnose and even resolve many support issues. Customers under service plans receive notification of new software and firmware releases. Upgrades are installed at your convenience by web-based tools to limit system downtime. Standard system components are maintained at ILX to provide customers either exchange units or rentals during repair events. For standard system components, typical factory turnaround times are five days for calibrations and repairs.

Modular design and spares support means fast emergency response.

The modular design of our systems streamlines troubleshooting and repair processes. Combine this with on-site spare parts and your system repair time is measured in hours rather than days.

Put our expertise to work.

ILX Lightwave is a recognized world leader in laser diode instrumentation and test systems. Our products are not only renowned for their reliability, quality, and value; they're backed by industry leading after sales support.

For more information about ILX Laser Diode Test Systems Service Support Plan, call us today or visit www.ilxlightwave.com.



LRS-9550 High Power Laser Diode Burn-In and Test System



LRS-9424B Laser Reliability and Test System

SVC-2920 Test System Service Plan

Technical Support

- 7:30 am - 5:30 pm, U.S. Mountain Time, Monday - Friday
- Unlimited phone and email support for problem diagnostics
- Communicate directly with an ILX Lightwave Technical Support Specialist
- Web based tools allow rapid problem diagnosis and resolution

On-Site Service

- A Technical Support Specialist arrives on-site at a scheduled time
- System troubleshooting, diagnostics, testing, repair/replacement
- Labor costs are included
- Travel related expenses are billable at actual rates

Repair

- Typical factory repair turnaround within 5 business days for standard products; repair of non-standard parts performed on a best efforts basis
- No charge for repair or replacement parts during initial warranty period; 50% discount on repair and replacement parts during extended service plan period
- Shipping cost to the factory is customer paid; return shipping to the customer facility is paid by ILX; shipping can be expedited if customer pays difference between ground and expedited shipping charges
- The repair is warranted for ninety (90) days from date of shipment or for the remaining balance of the service plan period, whichever is longer

Spares Support

- ILX recommended, calibrated and tested spare parts are customer purchased from a list customized for each system
- ILX will maintain an exchange pool of standard components that are available to customers at no charge during the repair of customer units

Software/Firmware Revisions

- Notification of new software and firmware releases
- Revisions are installed during web based support session or on-site maintenance visit

Calibration

- No charge for annual NIST traceable factory calibration available for all applicable system components

Acceptance and Validity Period

- Plan price assumes that all system components are working properly at the time of service plan purchase. If purchased when the system has no service plan, ILX may require an evaluation of system functionality and repair of non-functioning components prior to initiation of service plan period
- Valid for one year following plan start date

SVC-2910 Test System Support Plan

Technical Support

- 7:30 am - 5:30 pm, U.S. Mountain Time, Monday - Friday
- Unlimited phone and email support for problem diagnostics
- Communicate directly with an ILX Lightwave Technical Support Specialist
- Web based tools allow rapid problem diagnosis and resolution

On-Site Service

- A Technical Support Specialist arrives on-site at a scheduled time
- System troubleshooting, diagnostics, testing, repair/replacement
- Labor costs are billable at standard rates
- Travel related expenses are billable at actual rates

Repair

- Typical factory repair turnaround within 5 business days for standard products; repair of non-standard parts performed on a best efforts basis
- Repair and replacement costs are billed at standard rates
- Shipping costs are paid by the customer
- Repair is warranted for ninety (90) days from date of shipment



Spares Support

- ILX recommended, calibrated and tested spare parts are purchased from a list customized for each system
- ILX will maintain an exchange pool of standard components that are available for monthly lease during repair of customer units

Software/Firmware Revisions

- Notification of new software and firmware releases
- Revisions are installed during web based support session or on-site maintenance visit

Calibration

- Standard rates for annual NIST traceable factory calibration available for all applicable system components

Acceptance and Validity Period

- Valid for one year following plan start date

Why Choose ILX Lightwave?

Experience.

For twenty five years, ILX Lightwave has been a pioneer in laser diode instrumentation and test systems, starting with the industry's first precision laser diode current source in 1986. Since then, we have continued to grow and evolve with the expanding photonic industry, building a tradition of innovation, quality, and customer service.

Quality.

ILX Lightwave has maintained ISO 9000 certification since 2001. Strong internal systems for problem identification and resolution have resulted in continuous improvement of our products and services. We believe that quality is not just something you build into a product; it's something you build into everything you do.

Commitment.

ILX Lightwave's mission is to be the world leader in laser diode instrumentation and test systems. The company's Laser Diode Test Systems group is led by the President to ensure high focus.

After Sales Support.

ILX understands the need for fast, technically accurate responses to all support requests. In addition to customer service engineers, our test system customers have direct access to ILX Lightwave application and design engineers to ensure the highest level of technical support.