

## Service and Support Program

**At Luna Technologies** we strive to make high quality, reliable products that exceed our customers' expectations. Our Service and Support Program described below will give you the options and flexibility needed to ensure peak performance over the lifetime of your instrument.

PART NUMBER	DESCRIPTION
1 Year Extended Warranty <sup>1</sup>	All parts and labor to repair to original manufacturer specification (with refurbished or similar)
Annual Inspection	Remote inspection and verification of performance to specification (Recommended annually; requires Internet connection)
Wavelength Calibration Certificate	NIST traceable wavelength reference certificate
Gold Service Contract (With purchase of new unit) <sup>2</sup>	24/7 message service, call back next business day Priority repair, target completion <10 working days <sup>3</sup>
Gold Service Contract (Renewal) <sup>2</sup>	Extended Warranty Annual Inspection Check and install (FW and) SW upgrades, unless requested otherwise 24/7 message service, call back next business day Priority repair, target completion <10 working days <sup>3</sup>
Platinum Service Contract	Gold SC plus: Priority product support, run remote diagnostic by next business day If necessary, hot spare shipped within 24 hours of failed diagnostic

<sup>1</sup>Pricing valid on standard products only. Contact factory for customized products.

<sup>2</sup>Per serial number, renewable on a continuous basis. Service plan must be purchased within the standard warranty period and is valid for one assigned product as designated by the Buyer at the time of purchase. Renewals after warranty has expired require an Annual Inspection prior to Luna accepting the service contract.

<sup>3</sup>Upon receipt of instrument

# Protect your equipment, Protect your investment.

PART NUMBER	DESCRIPTION
Training	Web based training and Luna 'certification' One training included with every new unit purchased
On-site Training	Advanced on-site training (per day)
<b>Out of Warranty Repairs</b>	
TLS replacement, refurbished	Replace tunable laser source with refurbished unit and confirm unit meets original manufacturer specification (90 day warranty)
TLS replacement, new	Replace tunable laser source with new unit and confirm unit meets original manufacturer specification (1 year warranty)
Front connector replacement	Replace front connector and confirm front connector loss meets original manufacturer specification
<b>Patchcords</b>	
FCA/FCA	FC/APC to FC/APC 2m
FCA/SCA	FC/APC to SC/APC 2m
FCA/LCA	FC/APC to LC/APC 2m
SCA/LCA	SC/APC to LC/APC 2m
FCA/FCU	FC/APC to FC/UPC 2m
<b>Calibration Replacements</b>	
Gold reflector	Gold reflector used for OBR™ and OVA™ (reflectance) calibration
Polarization paddles	Used for OVA (transmission) calibration

For more information on Luna Technologies' Service and Support Program, please contact us at [solutions@lunatechnologies.com](mailto:solutions@lunatechnologies.com).

