

RMA Questionnaire

Please fill in as much information as possible. It will help us to quickly analyze your module, identify root causes, give recommendations and solve issues. Thank you.

* = Mandatory information

* Date of return request	
* Name of company or organization	
* Name of responsible contact	
* Email	
Phone number	
* Serial number (see label on product)	
Package type (e.g. BTF14, LuOcean Mini, etc.)	
* Description of failure or problem (the more you can tell us - the better)	
* Was the laser working ok in the beginning?	
* Did the problem/failure appear suddenly or performance was slowly degrading?	
* How much current and voltage did you apply?	
* What was the max. power level at which the laser was operated?	
What is max. operating temperature measured?	
How is the laser protected against current spikes?	
* Is the laser operated in cw or in pulsed mode?	
If pulsed please specify parameters (pulse width, duty cycle, frequency)	
Could you possibly verify with another laser with same/similar specs that driver/electronics is ok?	
Could you possibly verify with another laser with same/similar specs that fiber cable is ok?	
Any additional information you might want to share with us?	