

Guide for the Use of Quality Feedback Form

To shorten the waiting time and improve our level of after-sale service, we decide to standard our process as follows:

1. Customer describes the problem and fills product's model, type and production date as well as your requirement in the "Quality Feedback Form". The video required in the form must be taken and send back with the form. Each form is for one laser tube only.
2. The after sale staff hand over your form to the technical. Our technical will judge the problem and give the final solution.
3. The service staff begins to process the after-sale service.

Please be note: when the materials are deficient or unqualified (for example, the laser spot is not 5mm deep), our technical can't judge the problem. Reci has the right to refuse to process the problem further. If it is necessary, the tube should be sent back to our factory in Beijing. We will then give the final solution after the examination. If video meets the requirement, solution could be given within 48 hours.

Reci CO₂ Laser Tube Quality Feedback Form

Company Name:_____ **Product Model:**_____ **Product Number:** _____

Date of Production:

Description of Problem (Country, working condition and problem in details):

[illegible]

Video (The video for the following items must be made continuously and in one video. Pictures are helpful to judge the problem only when it is confirmed by Reci Company):

- 1) make video with both commercial instrument of company or ID of operating staff and the product number in the metal part of laser tube to prove where the tube was sold
- 2) Video for Label
- 3) Video to show the specific problem
- 4) Video to show surface of output mirror
- 5) Video for negative electrode container
- 6) Video: Color of the laser beam in inner tube when the laser tube is working
- 7) Video: Movement of clock hand in ampere meter, when turn up the laser tube. If there is no ampere meter in machine, a multimeter (using mA) can be connected in series to laser tube as well.
- 8) laser spot is fired in acryl without reflecting mirrors in near field (distance of 30mm-200mm to output mirror). And laser spot is fired in acryl after laser beam is reflected by mirrors in the far field (distance of 1000mm-3000mm to output mirror). **Note: the depth of those two spots must be 5mm, otherwise we could find the reason for the problem.** (when no beam is delivered out, and this item can be omitted)

Contact person: _____ way of contact: _____

Blank above filled in by customer, thank you for your support.

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Result of Handling by Sign-in-China.com:

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Beijing ChinaSigns Group