**Quality Assurance**

**Spare Parts Supports**

We provide all replacement parts for all machines we sold, if you have a parts that break beyond warranty period, you could order it directly from us at reasonable prices. We would post the new parts with step by step instructions in PDF format on how to replace the parts to you.

**Satisfaction Guarantee**

For the items other than consumable products sold via [www.Sign-in-China.com](http://www.Sign-in-China.com), we provide 12 months warranty after shipment. All the extra parts for equipment can be purchased from www.Sign-in-China.com. Further, for our VIP customers, the period of warranty shall be extended to 18 months.

We offer 14 days 100% satisfaction guarantee on all our machines. If you are not satisfied after receiving an item, Sign-in-China.com promises that, within 14 days after actual delivery of such an item, you are allowed to return the item to us and get complete refund, provided the returned item does not affect its subsequent re - selling and you also undertake the charge of returning delivery.

**We will send a new one freely if the tube is broken during transit.**

**Remarks:**

Once received the laser tube, please check again the first time. We need the damaged record from the courier as the proof before we send the new one free.

**How to check the laser?**

The laser power will reduce gradually while using. When the maximum power can’t carve deep enough, please change the laser tube.

We need to exclude other reason of the problem.

Firstly, make sure following things: Cooling - water flows well and bot hot or dirty. When water temperature is higher, laser’s power will drop fast, or even explode the laser. At this time, change it or add more cooling water.

Secondly, make sure the mirrors, lens and light rought are all good.

Thirdly, make sure the electrical power and fanners is working well. When the temperature of electrical power is higher, it will afect the laser.

In fact, laser’s power will reduce slowly. When the laser is all right, light beam in the tube is pink - purple, when it’s near to be finished, the light change to with.