

410 Series Reflectometers

Maintenance and Calibration Plan

Getting your 410 Series Reflectometer tuned and factory calibrated is the best way to ensure that it maintains its high level of measurement integrity throughout the instrument lifetime. We recommend annual servicing and replacement of calibration coupons to keep your reflectometer operating at peak performance.

PLAN SERVICES

- Complete alignment check and calibration of the instrument according to factory-recommended protocols.
- Cleaning of the optical surfaces
- Full operational and performance testing with inspection report by in-house technicians and/or engineers experienced in qualifying our software, instruments, and related systems
- Calibration certificate
- Software update (if applicable)
- New SD or CF card for data storage
- New calibration coupons

Calibration Data (optional)

A calibration certificate for your 410 Series Reflectometer provides documented verification that the instrument complies with the manufacturer's design specifications, supporting the reliability of the instrument. Calibration data is not included in the Maintenance and Calibration Plan but can be purchased for an additional fee.

INCLUDED PRODUCTS

The 410 Series Maintenance and Calibration Plan is applicable to the following systems: 410-Solar, 410-Solar-i, ET100, ET10, 410-DHR and 410-Vis-IR.

RETURNING AN INSTRUMENT FOR MAINTENANCE

The following requirements are listed to avoid any delays as well as to ensure the performance of the systems:

- (1) The customer is responsible for shipping costs to and from the Surface Optics service facility;
- (2) Prior to returning your reflectometer, you must obtain a Returned Material Authorization (RMA) number from SOC. To obtain an RMA number send an email to SOC's Customer Service department at contracts@surfaceoptics.com or call Customer Service at +1 858-675-7404;

- (3) Ship the instrument in the original case and place the case in a secondary box with additional packing material for instrument protection as it was originally shipped;
- (4) Ensure all components are included in returned shipment;
- (5) Damaged instruments/Complete system replacements are not covered in this plan.

For more information and ordering

Address: 11555 Rancho Bernardo Rd.
San Diego CA, 92127
Email: contracts@surfaceoptics.com
Phone: +1 (858) 675-7404

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