



LightLab 3 Service shipping instructions

When returning your LightLab 3 for service it is important that it is properly packaged. The LightLab is a ruggedized portable device, but it is still a scientific instrument. Please handle and ship with care. A poorly packed LightLab may be damaged in transit, requiring a fee to be charged for additional repair and service work. Shipping insurance may be added at the discretion of the sender.

Please include the following accessories inside the LightLab with your return:

- Fluidics lines and caps packed in the zipper neoprene pouch
- Power Supply
- Other items as requested by OP if needed for troubleshooting

Please DO NOT include:

- Any solvent or waste bottles
- Loose parts like syringe filters, grinders, etc. that can bounce inside the LightLab during shipping
- Any samples, plant material, concentrate, etc.
- We are not responsible for any lost or damaged items that are sent with the device outside of what was instructed

Return to

Receiving Department
Orange Photonics Inc.
176 Newport Road, Unit 6
New London, NH 03257
production@orange Photonics.com
603-573-9212

Tariff Codes and International Shipment Guidelines

For International Shipments Via UPS, Business Numbers (BN) or Tax ID Numbers (TINs) are now required information. Orange Photonics TIN is 47-4001102.

When shipping instruments for repair or calibration please use tariff code 980112. This is for repairs or alterations of previously imported articles. This will reduce the importation fees and duties on the shipment.

Packing instructions

It is preferable to reuse the 20" x 16" x 10" double wall box and foam end supports that your LightLab was shipped in. If not, the LightLab should be packed in a sturdy box slightly bigger than LightLab and surrounded evenly on all sides with robust packing materials such as quality bubble wrap.

The LightLab should be tight and not be able to move within the box after it is closed. Please do not use loose foam or the large air packs that could pop as these may allow the LightLab to be damaged inside the box during handling. If you do not have the proper materials on hand, please have your LightLab packed by your preferred shipping store. Please ship using UPS, FedEx, or Purolator and copy Orange Photonics on the shipment tracking (support@orange Photonics.com). Please reference your RMA # either in the reference section of the shipping label, or simply write it on the box, to ensure your LightLab is routed properly upon receipt. Your LightLab will be shipped back to you in a new box with correct foam end caps, and we ask that you please retain this packaging for further service needs.



Here is an image of how a LightLab is shipped using the original box and foam end support caps. The foam may be black or white



Here are a couple images illustrating a pack method using quality bubble wrap. Note how the bubble wrap is compressed somewhat as the box flaps are closed. This ensures LightLab does not shift around inside the box.



Packing peanuts can also make a suitable packing material when the box is slightly overfilled to cause compression on LightLab when closing the box, keeping it in firmly in place during shipping.

*Do **not** use this style of packing material. The packets are likely to burst and allow the LightLab to shift in shipping.*





Calibration Service AA-00018-000

Orange Photonics recommends calibrating your LightLab regularly to ensure long-term consistency and accuracy. Calibration should take place after one year or 1,000 tests, whichever comes first. Please review the following information carefully.

1. Scope of Services

- Description: LightLab calibration includes preventative maintenance on moving parts and replacement of wear items. Once preventative maintenance service is complete, LightLab is calibrated with traceable Certified Reference Materials (CRMs) from Cayman Chemical Company, and then validated with challenge samples to ensure performance meets published performance specifications.
 - Limitations: Calibration includes only replacement and preventative maintenance on common wear items and does not include replacement of damaged parts. Any additional services requested or discovered to be needed will be discussed and may incur extra charges. Repair Service fee schedule applies to any Calibration Service where repairs are required to complete calibration service.
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2. Payment and Fees

- Calibration Fee (for instruments without extended warranty calibrations): \$1250 USD, prepayment required. Shipping to Orange Photonics is not included but return shipping upon completion is covered.
 - Additional Fees: If a repair is required to complete the calibration service, we will provide a cost estimate prior to rendering additional services.
 - Cancellations: If you choose to cancel the repair service after work has commenced, you may be responsible for a portion of the charges for the work completed up to that point.
 - Tariffs and additional charges: as outlined in part 7 of the Orange Photonics Terms & Conditions signed by all customers, the buyer shall pay any storage/warehousing, brokerage, tax, duty, custom, or other fee that any Federal, State or local governmental authority imposes on this transaction.
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3. Turnaround Time

- Estimate: We strive to complete calibrations in a timely manner. An estimated turnaround time will be provided when you receive your RMA. Delays may occur due to the availability of parts, complications with the calibration or repair, or delay of payment.



Repair Service AA-00013-001

Orange Photonics is committed to providing quality repairs and clear communication. Please review the following information carefully.

1. Scope of Services

- Description: This service may include hardware evaluation, declog service, flushing and replacement of fluidics and fittings conducted by a qualified technician. A detailed diagnosis will be provided, and your approval and prepayment are required before additional work is performed.
 - Limitations: The repair work is limited to the issues identified during diagnosis. Any additional services requested or discovered will be discussed and may incur extra charges.
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2. Payment and Fees

- Diagnosis Fee (Applies Only to Instruments Not Under Warranty or Extended Warranty): \$350 USD plus shipping, prepayment required. A service or repair that can be completed in less than 2 hours with limited replacement components may be covered by this fee.
 - Additional Fees: Replacement components (for example: batteries, pumps, boards, LEDs, detectors) will be billed on a Materials basis. We will provide a cost estimate prior to rendering additional services not covered by the \$350 diagnosis fee. If the repair requires a calibration service, it will be billed at the standard calibration rate or attributed to valid extended warranty.
 - Cancellations: If you choose to cancel the repair service after work has commenced, you may be responsible for a portion of the charges for the work completed up to that point.
 - Tariffs and additional charges: as outlined in part 7 of the Orange Photonics Terms & Conditions signed by all customers, the buyer shall pay any shipping, brokerage, tax, duty, custom, or other fee that any Federal, State or local governmental authority imposes on this transaction.
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3. Turnaround Time

- Estimate: We strive to complete repairs in a timely manner. An estimated turnaround time will be provided during the diagnosis. Delays may occur due to the availability of parts, complications with the repair, or delay of payment.