



THE CHAMELEON ADVANTAGE

Driving Research Productivity with Built-in Reliability and Industry-Leading Support Programs



DELIVERING PEACE OF MIND

With more than 50 years of experience providing lasers to scientific and commercial customers we understand the importance of delivering reliability and performance. Long laser lifetime and consistent performance mean lower operating costs, higher uptime, and faster results.



RELIABILITY BY DESIGN

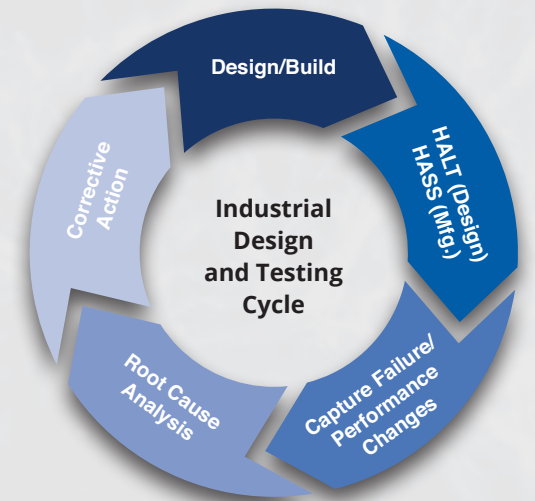
Reliability and performance are built into Chameleon Discovery lasers. From product design through development and manufacturing, Chameleon Discovery lasers are subject to stringent testing and screening normally reserved for industrial products to ensure their 24/7 operation. We call this process ***The Industrial Revolution in Ultrafast Science.***

Highly Accelerated Life Testing (HALT)

The Chameleon Discovery laser endured a destructive test regime during component and system design to ensure long lifetime.

Highly Accelerated Stress Screening (HASS)

Your Chameleon Discovery laser is subject to a set of stringent environmental tests applied during manufacturing to identify and correct process and component variations that may adversely affect your system's performance.



With these rock-solid design and manufacturing processes in place we feel confident to back our lasers with a comprehensive warranty and cost-effective 5-year service plans to ensure that you are operational regardless of the circumstances.

In-house HALT/HASS Test Chamber

A WARRANTY PROGRAM FOCUSED ON FAST RESOLUTION

Remote Service

More than **50%** of service incidents are resolved remotely within hours. Place a call to one of our regional service support centers and we will connect to your laser to resolve issues or identify failed components.

Field Service

90% of service incidents are resolved successfully through a combination of remote service and field service visits, on the first attempt. An on-site visit, with the failed part previously identified during the remote session means rapid recovery.

Chameleon Advanced Replacement Program

In rare cases where remote service and a field service visit are deemed insufficient, you are guaranteed a **100%** issue resolution via our Advanced Replacement Unit (ARU) program.

What is an Advance Replacement Unit (ARU) and How Does it Help Me?

Opening the laser cavity in the field contaminates the laser and ultimately shortens its life. For that reason, when your Chameleon laser is not performing to specification and the problem cannot be resolved remotely or on-site, you will receive an advance replacement laser from our closest inventory. You keep the original laser while waiting for the replacement unit, and we handle all the coordination and costs to ensure a swift and hassle-free recovery. ARU is offered with standard 12-month warranty and with a Gold level service package.

Your ARU laser:

- will be identical to new in terms of performance, specifications, and lifetime
- will be shipped and installed in advance of the original laser being returned
- will be your property (no further changeover required)
- will carry the remainder of the warranty or contract term

Our ARU Promise

When a replacement unit is required, we commit to shipping it within 5 business days from the day it was ordered. In the event we do not fulfill this commitment, we will extend your existing service contract or warranty by 90 days.



EXTENDED WARRANTY CONTRACT OFFERINGS

Tailored to Suit Your Research Priorities

	Bronze Prioritized factory depot repair	Silver Replacement ships within 15 days	Gold Advanced Replacement Unit (ARU) ships within 5 days
Remote Diagnostics	✓	✓	✓
Field Service	✓	✓	✓
Full Coverage of All Repair Costs	✓	✓	✓
Advanced Replacement Unit (ARU) Program	⊖ Upgrade Optional	⊖ Upgrade Optional	✓
5-Day Shipment Guarantee	⊖	⊖	✓

Pay-As-You-Go Options

Remote Diagnostics

The fastest troubleshooting response capability, with over 50% of issues resolved in a matter of a few hours via remote connection.

Field Service

Expertly trained field service engineers dispatched to your location, with typical response times of less than eight days.

Paid Advance Replacement

Advance shipment of a replacement laser **within five days of order**, with ninety days warranty at Gold Level included. A Coherent field service engineer will install the replacement laser and re-pack and ship the defective unit back to the factory with full transfer of ownership and no further costs to you.

Factory Depot Repair

Plan your repair budget in advance with our factory-based depot repair program and fixed pricing schedule.

TESTIMONIALS

Over 3000 Chameleon lasers are being used by the multiphoton imaging community, a statement of confidence in the reliability of our lasers and our rock-solid support programs that ensure uptime and drive productivity.

Here are just a few examples:

"We have been using Coherent ultrafast lasers for more than 10 years and have relied on their performance and reliability to perform 2-photon imaging. The few times that we have had problems with the Chameleon lasers the systems were quickly replaced. So quickly in fact that we only lost a few hours of imaging capability. Coherent service and support have been outstanding."

—Brian Armstrong PhD., Beckman Research Institute, City of Hope

"We are very happy of the Coherent excellent support and service that we have been using for more than a decade now. All along these years Coherent has been making a clear effort to understand our needs and to provide fast solutions for advance system replacements. All our ultrafast laser systems have been proven to be extremely reliable and the performed services have been always very efficient and professional."

—Dr. Hervé Rigneault, Institut Fresnel, France

"We have always renewed our ARU contract because the laser systems we have are embedded within complex optical microscope systems. Any instrument downtime impacts research productivity and the ARU gives us assurance that any downtime is minimized AND that the laser performance is always guaranteed to be as good or better than at first installation."

—Dr. Simon Ameer-Beg, King's College UK

"Without hesitation we would purchase from Coherent again thanks to the level of service supplied. It is vital to our ethically important samples that the laser has both a very reliable and quick repair when required. Coherent promised these elements from the start. Once bedded down, the system has been ultra-reliable and on the rare occasion that we have needed an engineer or replacement laser, service has been excellent and we have had little or no downtime for many years and not lost any ethically important samples."

—Dr. Peter O'Toole, University of York, UK



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