

# Photovac Laser Corporation

## CO■ Laser Service & Troubleshooting Intake Questionnaire

Customer / Company Name:

Contact Name:

Email:

Phone:

### Laser Identification

Manufacturer (OEM):

Model:

Serial Number:

### Problem / Fault Type (check all that apply):

- No laser output
- Low power
- Intermittent firing
- Power unstable
- RF / VSWR fault
- DC power supply fault
- Thermal / cooling shutdown
- Other

### Cooling Type:

Air-cooled

Water-cooled

### Have measurements been taken?

Yes

No

DC Input Voltage (VDC):

Measured Output Power (Watts):

**Third-Party Service Disclosure (Required)**

Has this laser been serviced by a third party prior to Photovac?

 Yes No

If YES, provide company / technician and scope of work:

**Optional Photo / Video Upload (not mandatory)**

- Laser nameplate
- Laser installed in system
- Error messages / display panel
- Video of startup or fault behavior

## DC Medical Laser – Error & Display Diagnostics

Is this a DC-excited medical CO<sub>2</sub> laser system?

Yes

No

Exact error message or code displayed:

When does the error occur? (check all that apply)

- During power-up / self-test
- When laser is enabled / armed
- When footswitch or fire command is activated
- During active operation / procedure

Error behavior:

- Clears after power cycle
- Latched / cannot clear
- Intermittent

Safety / Interlock status (if known):

- All interlocks satisfied
- Interlock fault indicated
- Interlock status unknown

Additional notes:

## Customer Certification

I certify the information provided is accurate to the best of my knowledge.

Customer Name:

Date: