Reference Manual

UltraSpec® ProAlign Plus Laser Alignment

Analyzer and Fixtures

CSI Part #97505 Rev.0

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Hardware Technical Help

1. Please have the number of the current version of your firmware ready when you call. The version of the firmware in CSI's Model 2100 series, Model 2400, and other analyzers appears on the power-up screen that is displayed when the analyzer is turned on.
2. If you have a problem, explain the exact nature of your problem. For example, what are the error messages? When do they occur? Know what you were doing when the problem occurred. For example, what mode were you in? What steps did you go through? Try to determine before you call whether the problem is repeatable.

Hardware Repair

CSI repairs and updates its hardware products free for one year from the date of purchase. This service warranty includes hardware improvement, modification, correction, recalibration, update, and maintenance for normal wear. This service warranty excludes repair of damage from misuse, abuse, neglect, carelessness, or modification performed by anyone other than CSI.

After the one year service warranty expires, each return of a CSI hardware product is subject to a minimum service fee. If the cost of repair exceeds this minimum fee, we will call you with an estimate before performing any work. Contact CSI's Product Support Department for information concerning the current rates.

Obsolete Hardware

Although CSI will honor all contractual agreements and will make every effort to ensure that its software packages are "backward compatible," to take advantage of advances in newer hardware platforms and to keep our programs reasonably small, CSI reserves the right to discontinue support for old or out-of-date hardware items.

Software Technical Help

1. Please have the number of the current version of your software ready when you call. The version number for software operating under MS-DOS® appears at the top of every menu screen. The version number for software operating under Windows® is displayed by selecting "About" under the Help menu bar item.
2. If you have a problem, explain the exact nature of your problem. For example, what are the error messages? (If possible, make a printout of the error message.) When do they occur? Know what you were doing when the problem occurred. For example, what mode were you in? What steps did you go through? Try to determine before you call whether the problem is repeatable.
3. Please be at your computer when you call. We can serve you better when we can work through the problem together.

Software Technical Support

CSI provides technical support through the following for those under maintenance contracts:

- Telephone assistance and communication via the Internet.
- Mass updates that are released during that time.
- Interim updates upon request. Please contact CSI Customer Services for more information.

Returning Items

1. Call Product Support (see page 2) to obtain a return authorization number. Please write it clearly and prominently on the outside of the shipping container.
2. If returning for credit, return all accessories originally shipped with the item(s). Include cables, software diskettes, manuals, etc.
3. Enclose a note that describes the reason(s) you are returning the item(s).
4. Insure your package for return shipment. Shipping costs and any losses during shipment are your responsibility. COD packages cannot be accepted and will be returned unopened.

CE Notice

CSI products bearing the CE symbol on the product or in the user's manual are in compliance with applicable EMC and Safety Directives of the European Union. In accordance with CENELEC standard EN 50082-2, normal intended operation is specified as follows:

1. The product must not pose a safety hazard.
2. The product must not sustain damage as a result of use under environmental conditions specified in the user documentation.
3. The product must stay in or default to an operating mode that is restorable by the user.
4. The product must not lose program memory, user-configured memory (e.g., routes), or previously stored data memory. When apparent, the user may need to initiate a reset and/or restart of a data acquisition in progress.