



Your laser cutter/engraver can lose power for a variety of reasons. Before phoning us for technical support, (011 036 6062) please go through all the points on the checklist below and then email the completed form to us at techsupport@perfectlaser.co.za.

Describe the main symptoms of the problem :

If no power, are lights coming on? - if not check fuse in fuse holder (the PLT-3040 has a built-in fuse in the power socket at the back of the machine)

For low power or not cutting through, answer the following questions (Please tick) :

- 1) Confirm the following (With a spirit-level)
 - a) The machine is level (front to back and left to right)
 - b) laser gantry (x and y axis is level)
 - c) The cutting table top is level
 - d) The honeycomb board on top of the cutting top is level
 - e) The laser tube is level

- 2) Where are you losing cutting power? (Please tick)
 - a) Back left
 - b) Back right
 - c) Front left
 - d) Front right
 - e) Middle

3) What speed are you cutting at? (mm/sec)

4) What power are you cutting at? (%)

5) What material are you trying to cut?

6) Have you used this material /cut this material before?

7) What model laser do you have?

8) What is the laser tube power (In Watts)

- 9) How old is the laser machine?
- 10) What is the water temperature - when you lose power?
- 11) Is the glass of the laser clear? Yes / No
- 12) Are the mirrors and lens clean?
- a) Mirror 1 (back of machine) Yes / No
- b) Mirror 2 (left hand side) Yes / No
- c) Mirror 3 (on the cutting/engraving head) Yes / No
- d) Lens Yes / No
- 13) Are the mirrors and lens completely free of spots, pitmarks, cracks etc?
- a) Mirror 1 Yes / No
- b) Mirror 2 Yes / No
- c) Mirror 3 Yes / No
- d) Lens Yes / No
- 14) Have you successfully test fired the laser? (at 15% power) Yes / No
- 15) When test firing the laser and using tape, is the burn mark (at Mirror 3) :
- a) A dot
- b) A circle
- c) An arc
- 16) Is the honeycomb top stable on top of the cutting surface? Yes / No
- 17) Is the lens the correct way up? (convex surface facing top) Yes / No
- 18) Have you (or anyone else) attempted to align the laser beam? Yes / No

Machine Purchase Date

Today's Date

Name

Telephone

Email

Save and attach this completed form in an email to: techsupport@perfectlaser.co.za