



## Laser system pre-installation guide

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Thank you for your order for a laser engraver which has now been processed.

Whilst your machine is being produced we can check out the things we need for installation so that we can spend as much time as possible familiarising you with the process of laser engraving rather than spending time resolving problems on site which are non-productive.

### Site condition and access

We normally deliver the machines on a pallet – we will tell you when to expect delivery but it is important that you are able to store the machine pending installation and training – pallets will generally be at least 300mm bigger than the footprint of the machine so you need to let us know if this is a problem.

The unpacked dimensions of your machine are documented and it is important that you check to ensure that 'easy' access is available – you need to let us know if you feel there is a problem with access.

Where possible the machine should be used in a clean, dry and warm environment – if you are unsure of the suitability of the proposed location of the machine you should let us know.

Legend 36EXT. Unlike our other machines the '36 EXT' is a big machine and requires a little more attention during installation. When selecting a location for this machine you need to ensure that the floor is as level as possible and that there is good access to all sides of the machine as we will need to level the machine which requires easy access to each corner. This should be the machine's final location – please contact us if you decide to move the machine.

### Extraction

There are two main types of extraction, we will always supply a 'through the wall' system which is actually included in the quoted cost of the engraver unless an internal filtration system is specified.

All but the smallest of our systems will have 200mm extraction (smallest being 125mm) consisting of flexible re-enforced pipe (6 metres) and an inline fan. It is your responsibility to create the exit aperture for the pipe and to ensure that the route of the pipe doesn't restrict the airflow in any way. If you wish to install the extraction in advance of the machine installation we are happy to advise and will be pleased to ship the appropriate parts at any time.

Internal filter units are self contained and are delivered with a connection kit which requires limited attention – if you feel you need spare filters please let us know.

## Training

The more work that you do prior to the actual arrival of our trainer will result in more time for training. We are always happy to talk you through the positioning and connection of the machine so that it is ready to go when we arrive.

We will always tailor the training to suit your circumstances and will make machine operation and cleaning our main priority. Your new machine is fundamentally a Windows™ printer and will therefore 'work' from a variety of programmes – if you have chosen CorelDraw we will show you the basic setup and will assist with the loading of the drivers etc. to ensure proper communication with the machine – you should note that we do not carry out CorelDraw training although we will of course give you as much help as we can during the time that we are on site. We will also always be happy to assist over the 'phone after the installation.

If you have chosen Vision-Pro laser we will be arranging training in Bristol prior to installation if this has not already been done.

## The Computer

If we have supplied the computer – we will have done all that is necessary before you receive it, in which case it will be ready to go. If you are supplying the computer then you must take note of the following:-

The PC or laptop must be Windows™ XP – Professional or Vista and it should be a reasonable specification. We would recommend a Dual core processor with at least 2Gb RAM.

Please Note that we have recently establish that there are some 'issues' with 64 bit versions of Microsoft Vista and some of our systems – if it is important that you have a 64 bit Vista please ensure that you discuss this with us prior to having the PC installed.

The connection from the computer to the laser is via an Ethernet (network) connection which means that the computer should have a network card (most modern laptops and PC's have this).

If the PC is to be connected to your own network then you should have a second network card installed to drive the laser. Please note that we will not make any adjustments or connections to your office network although we will liaise with your network administrator on site if required.

It will be to your advantage if the computer driving the laser has a Broadband connection as we have developed technology that will enables us to connect to your computer in order to assist with fault finding or to simply help you with any software issues that you might have.

## Conclusion

On the day of installation will do as much training as is appropriate although we will focus on machine familiarity and regular maintenance routines – it is important that your main operator or a senior member of staff is given the time to receive this training – failure in this area can have service implications which we are keen to avoid.

You should be aware that even if we have installed the machine and carried out some training that this is not the end – we remain committed to you as a customer and we will be happy to continue our support for as long as you are a customer.