

"To whom it may concern...

We have known Mr. Steven Chang as an honest and very reliable businessman. When we bought our Laser Cutting and Engraving System from Eastern Laser Technology Co. Ltd., he always responded within hours to our answers and guided us professionally through the whole shipping, handling process, system setup and system operations.

Due to Mr. Steven Chang's exceptional qualities and skills, he guided us to choose the system that exactly matched our needs for a very low price. We recommend Mr. Steven Chang because he takes his customers serious and is very reliable and realistic with his answers. Doing business with him is a pleasure. If anyone has any questions, please feel free to contact us. ."

-Werner Jager, EE&QAM Power Supply Concepts Inc.

"It is unfortunate that the machine I need is not a type that you manufacture. I have enjoyed the experience of working with you. It has been many hours that you invested in communications with me and I must admit that I am disappointed that I cannot buy from you.

Your efforts in making sure that I really get exactly what I need were so important to me throughout the process. It seems you were more interested in making sure that I was secure in my decision than trying to sell me a machine. My lack of knowledge on lasers would have left me very vulnerable to a mistake. You built up a trust with me that I value greatly when doing business. You have a fine company and it is certain that you will stand behind your products and service with the same diligence you showed during our lengthy process of communications. "

-A friend in San Diego, Len Laviolette

"We have been very impressed with our laser. We were impressed with the quality of the package when we received the machine--there was no damage, and they included videos that were very helpful in setting it up and getting it ready for use. We've had our laser for 2 years now and haven't had any issues with it. Their support after the sale is great. . "

-Eron Murphy ,M4 Manufacturing, Inc .USA

"I never had done any business with China directly before and Steven with Eastern Laser did everything to help us out to get the laser to the United States. He then really helped out with working with us to get the laser up and operating. Eastern Laser is an excellent piece of equipment for an excellent price and Steven at Eastern Laser was extremely helpful and when I need another laser I will get another laser from them. ."

-Sue from USA

"I was nervous when I bought a ETM-4060 laser cutter from Eastern Laser on E-Bay because of I have no knowledge for laser engraving and cutting.

But I was so happy when I turned on the machine first time because the software was easy to use. This is amazing machine for engraving and cutting. . "

-Art Cho DeArt Albums Toronto, Ontario Canada

"(German) Wir haben vor etwa einem Jahr einen Laser bei Eastern Laser gekauft. Um ehrlich zu sein waren wir anfangs ein wenig besorgt, so viel Geld per Vorkasse zu überweisen und erst einige Monate später zu erfahren ob alles geklappt hat, das bedeutet schon Nervenkitzel. Nach einigen Mails, die uns Steven sehr schnell und ausführlich beantwortet hat, waren allerdings die Zweifel ausgeräumt und wir haben bestellt. Nun ein wenig zu der Maschine: Der Laser hat momentan gut 500 Betriebsstunden und funktioniert wie er soll. Auftauchende Probleme wurden schnell und zuverlässig gelöst. Eine wesentliche Hilfe war hierbei auch Diemo, der Steven bei Supportanfragen im deutschsprachigen Raum unterstützt. Die Maschine ist modular aufgebaut, ein sehr großer Vorteil wenn man etwas Technikverständnis hat, da man eigenständig Modifikationen vornehmen kann. Hierbei ist Steven eine gute Unterstützung, der Fragen immer sehr zügig und ausführlich beantwortet. Alles in Allem ist es ein guter Kauf gewesen.

(English) We've bought a laser cutter at "Eastern laser " about a year ago. To be honest we had been a bit worried about that we have to pay before. Transferring such a large sum and getting the result after month, that is a thrill. After sending some mails and asking a lot of questions, Steven was able to clear all these doubts and we signed this contract. Some aspects to this machine: Since we have bought this cutting laser, it was working for about 500 hours and it's still working as it should. If there was a problem it has been solved as fast as possible. Diemo, who helps Steven at the support in the German-speaking-countries, is a great help too. The cutting laser has been constructed in a modular way, so technical-minded-persons are able to modify it as they need. At this point Steven's support is very helpful, because he is answering to all questions fast and in detail. All in all it was worth buying. Klaus & Christoph."

-Klaus & Christoph

"First-hand report ETC-1280 I bought a Eastern laser machine from Eastern Laser. After some research in a German Co2 laser forum I decided to purchase a Eastern laser machine. The reason was a lot of good statements and positive reports from other peoples which have also bought Eastern Laser. So I contacted Steven Chang from the Eastern Laser Tech. He was very helpful. All questions I had were answered very quickly and patiently. It took about 8 weeks from the payment until the delivery of the machine. The machine was in good condition. Everything as described in the pictures. As a development & quality engineer in the automotive industry I say,

excellent work with great attention to detail. I like that. First test with mdf board, acrylic material cutting and engraving of vector files worked very well. The Software and Laser machine works fine together. I use the machine mainly to cut acrylic material accurate. I had no problems so far. I'm still in contact with Steven and we have good relationship. Thanks to the Team ! . "

-Sven Sabri from Germany

"I have bought 5 months back , lazer ETC-9060 and worried that he at delivery in kazakhstan 5000 km , he can will spoil. When I have got him(it) , for 3 weeks , he was in very strong packing. Under the first cut-in he immediately became to work. I was surprised by his(its) accuracy of the cutting and engraving , particularly hd head I do the portraits on acrylic very high quality. Even my children quickly understood in program which much forgive;pardon in use. Advise to buy this lazer and hd head to him since possible to emboss very clear scenes and in 3 d. . "

-Sergey Barabash From Kazakhstan

Hi everybody.

I am the creator of the first Mini-Fablab in Zurich, Switzerland. The fablab has a lasercutter, a 3D-Printer and a cutting Plotter.

Unfortunately not yet a cnc mill. The lasercutter is a Easternlaser ETC-6040, the 3D printer is an improved PrintrBot clone and the cutting plotter is a Silhouette Cameo. The first machine I wanted to have in the fablab was a lasercutter. So here some thoughts from me regarding evaluation and experiences with my Easternlaser ETC-6040.

### Evaluation

I was looking at Epilog and Trotec lasers. In Europe these are machines very common. However, for my non commercial fablab much too expensive. So I was looking around for a cheaper chinese machine. In the internet you can find machines sold by some agents for around 500\$ already. I encountered mainly two problems with such machines. Either they have a very small work area for cutting/engraving, not much power such as 30W or 40W or strange software with very limited function to work with the laser. And for these cheapies I found many many frustrated users which reported a lot of problems. So I found a German forum with about 20 Easternlaser users with a lot of positive feedback for these lasers. So I started to gather more information from their website and finally asked for a price. The name of the person I communicated with is Steven, a very friendly Easternlaser salesman. He is very responsive and I got all relevant Information within a few days. As I liked the price I ordered the ETC-9060 with some add-ons. The price was not in the range of the cheapest machines, but other users have assured me, that the components

and the buildup of the machine are much better and well worth the price difference.

#### What to order

I decided to order the ETC-6040 with a motorized table, autofocus sensor and red-dot pointer. I also added the rotary device, which I have used seldom so far and the CW-5000 water chiller. The reason for the chiller versus a simple watertank solution was, that from other forums I learned, that stable temperature ensures consistent quality of the beam and increases life of the lasertube. The CW-5000 is not made by Easternlaser but could be ordered through Easternlaser.

#### Manufacturing and Delivery

My ETC-6040 was not pre-built but they started to build my machine immediately after they received my payment. I did not pay using Paypal but made a normal bank to bank money transfer, which worked without any problems. Deliverytime was 3 to 4 weeks later. I decided to have the machine shipped by DHL airfreight directly to my house door. I think the machine left Hongkong on a Monday or Tuesday and On Thursday it was delivered in a huge wood box of about 130Kilos

#### Setup and first experiences

After unpacking and moving the machine into the fablab I had to position it on a self constructed metal stand, had to fill water into the chiller and connect it to the laser, observing the righth flow directions. Otherwise the laser's control program does not start the laser because of a "no water" error signal from the flow sensor. Then mount the exhaust tube to get the smoke etc. out of the laser. Then add the USB cable and connect it to the computer, install the software with driver and coreldraw and give it a try. By now, they deliver laserCut as the Software which communicates with the laser's DSP controller. 11 monthes ago mine was delivered with RDLaser.

It is possible to use the laser with RDCad or laserCut only but it is more practical to develop designs in Coreldraw (certain versions only work) and then hand it over to the RDCad/laserCut software with one click on a button, installed by the software. In short, the machine worked without any problems from the start.

#### Longterm Experience and Maintenance

After some weeks, the CW5000 water chiller's pump stopped working. I contacted Steven and he organized a replacement pump, which I installed myself. This was much quicker and easier, than shipping the chiller back to china and wait for a replacement. This took only a few days until the laser worked again. Nothing to pay for that, was a guarantee replacement. Over time the laser started to make some random problems. From the symptoms

I described and forwarded to Steven, the Chinese specialist concluded a memory problem in the controller. I got a replacement controller sent to me immediately. This one is still on its way to me. I will have to replace it by myself, which is ok for me. But you have to keep in mind, that there is no service organisation here (at least in Switzerland) which you can call in case of a problem and who will fix the laser in hours. This is the drawback for the good price you get with a Easternlaser machine. On the other hand this is not a problem for me, because I have the necessary skills to do the replacement. Exchanging the controller or the laser tube is not really a big challenge for persons having some mechanical and electrical skills.

Overall satisfaction

I am very pleased and happy with my machine and can recommend it. It has a good price, is good quality and has very responsive and helpful people in China to help in any phase of the process of buying, installing and using their lasers.

Too positive ?

"I am only describing my personal experience with Easternlaser related to my ETC-6040 desktop laser. And no, I do not have any business or other relation to Easternlaser. I am a Fablab guy and help all kind of people to learn about digital fabrication. Right now I am busy to build the second 3D-Printer, a dual extruder PrintrBot clone. ." -Hanspeter From Switzerland

My name is Wesley "Chip" Hall and I am the Chief Technical Officer for All American Technology Services located in Asheville North Carolina USA

Two years ago we started doing research on buying a laser cutting and engraving system for UID and laser cutting materials for our business. Mostly plastics acrylics and wood...

We stumbled upon EasternLaser on eBay and after comparing all of the other manufacturer's laser systems, it quickly became apparent that EasternLaser gave the most options, sizes, quality, features, and service for the money. We purchased the laser on eBay sight unseen, and I quickly got a call from Steven at EasternLaser. He verified the order with me over the phone, and expressed that it was highly unusual for anyone to purchase a laser system without first contacting him first. We told him it was not even a question as to what we wanted. (we had all of the other manufacturer's product specifications and EasternLaser systems met or exceeded them in almost every way)

We ended up getting the ETC-1280 with Pass-through Door, Auto Focus, 100 Watt Laser, Motorized Table, and Red Dot pointer and an extra laser tube to ensure no downtime. (it is still sitting in the box collecting dust on a shelf as we have not had to use it yet because the one they installed in the machine is still growing strong after 7000 hours on the tube and we use it a lot at 70 percent power or higher) They started building it custom for us, and it shipped to us three weeks later to our local shipping port of Wilmington, NC. Customs was no big deal, and the HUGE Plywood crate arrived in good order several weeks later... After un-boxing the laser... we quickly got to work getting it up and working... Set-Up was easy and self explanatory and made even easier with the videos provided online on [www.etlaser.com](http://www.etlaser.com) .

Since we purchased this laser a year and a half ago, we have grown tremendously... and the laser system we bought from Steven at EasternLaser has only had a few problems that Steven and his support staff have quickly resolved EVERY TIME with little or no downtime in our production of our products. We have already been making plans to buy even more lasers from EasternLaser Systems because of their excellent service, great warranty, and good communication.

If anyone has any questions about EasternLaser Systems contact me directly at [service@etlaser.com](mailto:service@etlaser.com) and I would be happy to answer any questions you might have.

Thank You to Steven & EasternLaser Systems for all of the support, and great product! .

-Wesley "Chip" Hall - CTO - All American Technology Services L.L.C.

-Cherise Hall - CEO - All American Technology Services L.L.C.

-Blaine Johnson - Sales Manager - All American Technology Services L.L.C.

Hi Folks

I am Ernst from Austria and I got my ETM-4060 from Steven a few weeks ago - I am very happy with it - I live vrry close to trotec (25 km) and I bought a Easternlaser - Steven is very fair and helps very good and fast - the laser cutter / engraver is fast and cheap so I took the Easternlaser - I like the way Easternlaser handle problems - its easy going and the fast in finding solutions.

I hope I am back here in a year and write the same as the first here - than all is as good as in the beginning.

Start with Steven and Easternlaser was cool - now let us see how it works!

-Ernst from Austria