

Respond Systems Service Center

We repair the Respond 2400 laser system, the Respond 2400XL system, and the Impulse Laser systems. We also make repairs to the Bio Pulse magnetic field systems and the Maxi Pulse Systems, including blanket systems, leg boots, hock boots, neck wraps and dog beds and jackets. If you want to send it in for service, fill out the Service Request Form and ship the complete system to us, including charger. We are sorry that we are unable to service other laser or LED systems, since we do not have engineering drawings and replacement parts for those systems. Ship via UPS, FED EX or DHL or US Postal service. It's a good idea to have a tracking number in case the unit gets misplaced by the shipping company; rare, but it does happen.

Include this form with your equipment.

Respond Service Request Form

Owner's Name _____

Address for return shipping(no PO Boxes): _____

Telephone Number where you can be reached during business hours _____

Description of the problem: _____

Ship to us at : Respond Systems, Inc
 20 Baldwin Drive
 Branford, CT 06405

Your service request will be analyzed within 2 business days of receipt at our factory. We will call you with an estimate of work and charges to get your approval prior to working on the equipment. You will be asked to pay for the service by credit card or by COD with a bank check or money order. You will also be asked about your preferred method of shipment, by ground or air.