



Service Care Plans

Minimize Your Risk. Protect Your Investment.

Preventative maintenance is the best way to achieve the highest level of color accuracy and extend the life of your color measurement device. X-Rite offers a variety of Service Care Plans to ensure your device continues to operate in peak condition so you can deliver the color your customers specify. When you send your device to a Global X-Rite Service Center or Certified Service Partner, you can anticipate world-class support, consistent and repeatable service, and minimal downtime.

Maximize Your Investment

Let X-Rite help you improve reliability and ensure device measurement consistency for accurate color data and a dependable workflow. Our Service Care Plans include X-Rite's Five Point Preventative Maintenance and Certification procedure to keep your devices performing to original specifications.

Reduce Production Downtime

Plan for and stay ahead of breakdowns. We know there is no room in your schedule or budget for downtime. When you invest in a Service Care Plan, you will receive priority service and free loaner device (with applicable plans) to keep your downtime to a minimum.

Maintain Your Certifications

Annual certification will provide confidence to you and your customers that your device is performing the way it should. Our ISO:9001 Certification ensures we can meet your quality and applicable regulatory requirements, and our ISO:17025 accreditation validates our competence in calibration.

Ensure Quality

If you use multiple devices to measure color, especially across different sites, you need to know they are all performing in unison. Our applicable Service Care Plans provide additional protection beyond the product defect coverage of a basic warranty and include NetProfiler® software to verify and optimize performance on compatible devices. NetProfiler is a cloud-based blend of software and color standards that can ensure color consistency between devices across the supply chain.

X-Rite Service Care Plan Options

What's Included	Premium	Certification Plus	NetProfiler Plus	Protective	Field Service*
Product defects	✓	✓	✓	✓	✓
Accidental damage protection	✓	✓	✓	✓	✓
Loaner unit*	✓	✓	✓		✓
Annual preventative maintenance	✓	✓			✓
Annual calibration	✓	✓			✓
ISO:17025 certification*	✓	✓			✓
NetProfiler	✓		✓		
X-Rite Certified Accessories	✓	✓	✓		
Return Shipping	✓	✓	✓	✓	✓

* = for applicable devices

Not Sure Where to Start?

We make it easy for you. Simply get in touch with your local Sales Representative who is specially trained to answer questions and help you choose the best Service Care Plan for your needs.

North America: ServiceSupport@xrite.com

Europe: EMEASupport@xrite.com

India: ServiceIndia@xrite.com

Hongkong & SEA: ServiceAsia@xrite.com

Japan: JapanServiceTeam@xrite.com

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