Comprehensive Device Support and Service

We believe in preventing problems before they start. That’s why we offer Service Care Plans, certifications, and expert repairs to ensure your devices continue running as they should.

Keep Your Workflow Running Smoothly with Our Convenient Service Options

Send your equipment to one of our many Service Centers or Certified Service Partners around the world, or have it serviced at your location using X-Rite's field service certification program. These options are easy ways to ensure your devices continue to perform to original specification so you can achieve the highest level of color accuracy.

It Pays to Be Proactive with a Service Care Plan

We offer Service Care Plans to ensure your device is expertly maintained to continually operate at peak performance. Our Service Care Plans will help you get the most out of your investment, maintain your certifications, and reduce production downtime, all within a predictable maintenance budget.

Service Care Plan Benefits

Maximize Investments

Service Care Plans help you get the most from your investment and keep your workflow moving seamlessly by maximizing the reliability and life span of your device.

Maintain Certifications

Our ISO:9001 and ISO:17025 certification options ensure your device continues to perform as it should to meet your stringent quality and regulatory requirements.

Reduce Downtime

When you invest in a Service Care Plan, you can anticipate world-class support, consistent and repeatable service, and loaner units to keep your downtime to a minimum.

Efficient Budget Planning

Our Service Care Plans include the cost of repair so you can better plan for the future with predictable maintenance budgets and avoid costly surprise breakdowns.

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Service Care Plans

Available as one-, two-, or three-year plans with a variety of benefits, our Service Care Plans provide additional protection beyond the product defect coverage of a basic warranty.

What's Included	Premium	Certification Plus	NetProfiler Plus	Protective
Product defects	✔	✔	✔	✔
Accidental damage protection	✔	✔	✔	✔
Loaner unit	✔	✔	✔	
Annual preventative maintenance	✔	✔		
ISO:17025 / A2LA certification	✔	✔		
NetProfiler	✔		✔	

Field Service Care Plans

Our Field Service Care Plans offer an easy and effective way to ensure your benchtop spectrophotometer or lighting solution performs to original specification. An X-Rite Engineer will come to your site to perform preventative maintenance and certify your device.

What's Included	Judge Light Booth	SpectraLight Light Booth	Ci7500, Ci7600, and Ci7800 Benchtop Spectrophotometers
Product defects	✔	✔	✔
Annual preventative maintenance	✔	✔	✔
Accidental damage X-Rite Service Center repair	✔		✔
Accidental damage Customer location repair		✔	
Annual calibration		✔	
ISO:17025 / A2LA certification	✔	✔	✔
Replacement bulbs	✔	✔	
Loaner unit			✔

Support Options for Compliance and Protection

Maintenance and Repairs

Our Service Care Plans come with preventative maintenance, which includes annual inspection, cleaning, and certification to prevent production downtime. If your device needs repair, you will receive priority service from X-Rite Technicians and a loaner device (with most plans).

Certifications

During an X-Rite Certification, our Service Technicians use the highest-quality factory certification media to realign your device to the factory measurement centroid, giving you confidence in every measurement.

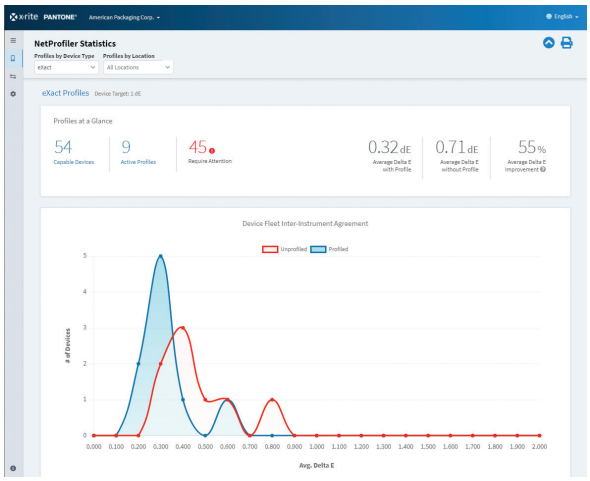
Validate the Performance of Your Spectrophotometers with NetProfiler

Even the best spectrophotometers can experience occasional drift, causing uncertainty and color measurement errors. NetProfiler is a cloud-based blend of software and color standards that actively improves your device's performance monthly to ensure it is operating at the highest level.

Spectrophotometers move out of sync over time. NetProfiler brings devices back into alignment. Using a set of calibrated tiles, NetProfiler allows you to remotely verify, optimize, and certify your instrument in the convenience of your own facility.

Manage Performance Across the Supply Chain

Complex supply chains can result in color inconsistencies. NetProfiler works to align color across devices, allowing all team members—from specifiers through producers—to measure and communicate consistent color.



When NetProfiler is paired with X-Rite Link, you'll be able to quantify inter-instrument agreement improvement, identify devices that require attention, and download certificates of performance.

Works with Select X-Rite Spectrophotometers

Designed to work with both handheld and benchtop spectrophotometers, NetProfiler can profile a wide range of instruments.

Offers Onboard Measurement Confidence

Embedded NetProfiler status lights on many of our instruments verify the device is optimized before each measurement.

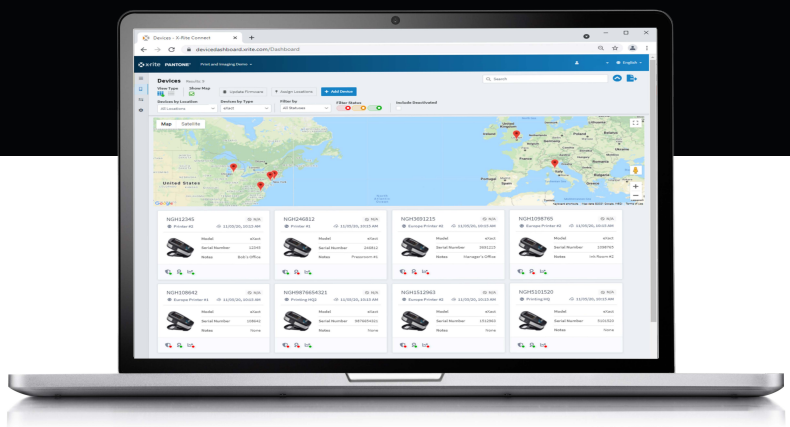
Connects with X-Rite Software for an End-to-End Solution

NetProfiler connects with InkFormulation, Color iQC, Color iMatch, and ColorCert software, as well as the X-Rite Link dashboard.

Connecting You and Your Devices with X-Rite Link

X-Rite Link is an innovative online platform that enables you to achieve optimal performance from your devices. It provides real-time insight into your entire fleet of devices to reduce manual management, ensure optimal device performance, and streamline the service process.

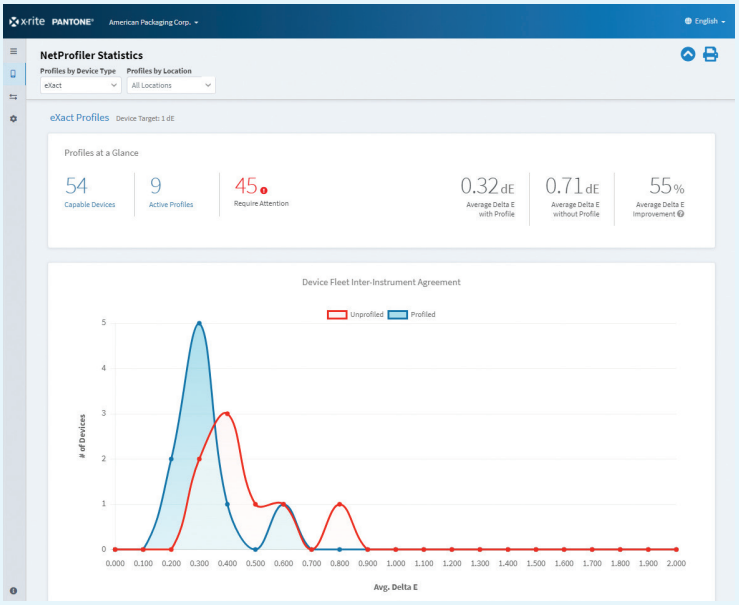
Visit xrite.com to learn how you can sign up for X-Rite Link to ensure you're always in the know when it comes to your fleet of devices, their performance, repair status, and much more.



A Complete User-Centered Solution

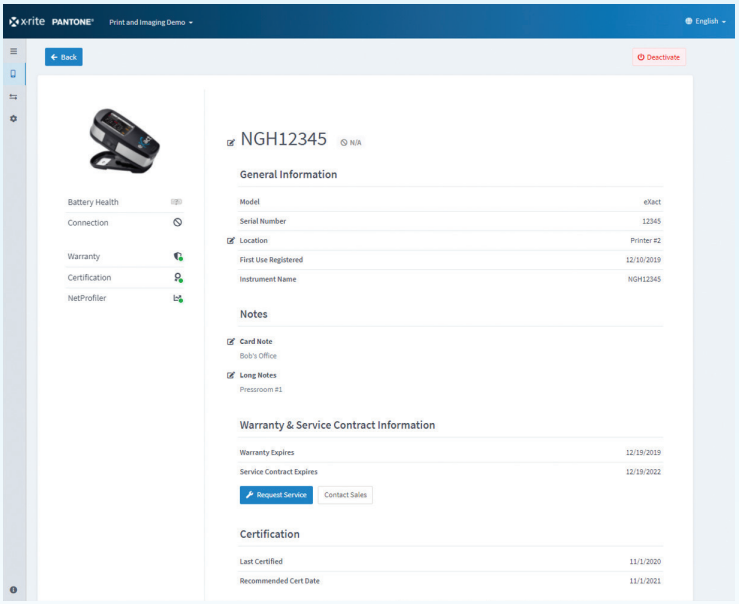
Monitor Devices

Get real-time insight into your color measurement devices, including physical location, and reduce manual management by remotely assigning users and sending notes.



Maintain Profiles

Track NetProfiler verification across your fleet of devices. See which devices are out of date, and monitor performance across individual instruments through inter-instrument fleet enhancement.



Track Service

Request service for a device and monitor the entire process from request through the return of your device. Maintain visibility of historical records, including service diagnoses.

Gain Real-Time Insights

Achieve clear visibility of all your X-Rite devices, including certification status, device location, and Service Care Plan and warranty expiration.

Enable Data-Driven Decisions

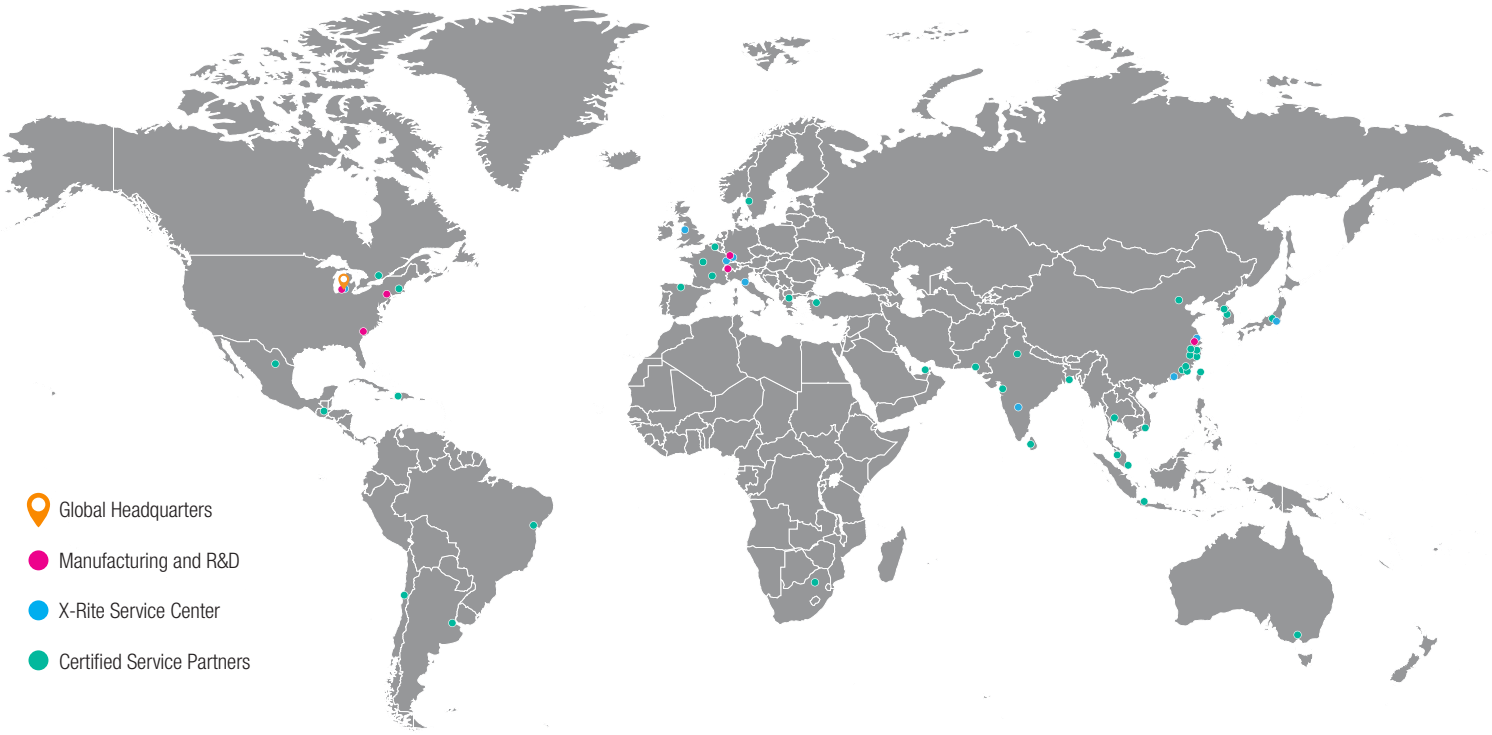
View up-to-date device performance, service cases, and historical records.

Improve Business Performance

Ensure fleetwide device performance to reduce color errors, and maintain ISO:9001 compliance with quick access to NetProfiler certificates.

Providing Services for Devices and People

Great color means great quality. With so many places for color to go wrong, it can be hard to know how to get it right. That's where we come in. By blending the art and science of color, we can help you achieve the highest level of color quality and integrity, so your product—and your customer's product—can come out ahead.



End-to-End Solutions

We provide solutions that span the entire workflow, from design through production, to ensure your color is optimized.

Innovation

Bridging the gap between color and appearance, we are blazing the trail for you to take your color operations to the next level.

Experience

With 60+ years of experience in color manufacturing, our expertise spans a range of industries.

Passion

Inspired by the great color our customers produce, our X-Rite color team provides quality support and training services.

Call **888-800-9580**
or visit **www.xrite.com**

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Device Support and Service Brochure

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