



SpectraLight QC Service Programs

Optimize Your SpectraLight QC Investment

Choose Your SpectraLight QC Protection Plan

X-Rite is the world leader in providing solutions for professionals involved with all aspects of color control. We lead the industry in offering service options to ensure uninterrupted performance for your SpectraLight QC. Training and educational resources are available globally and on line for both new and experienced users to optimize their color control capabilities.



X-Rite's SpectraLight QC is manufactured to rigorous quality standards. These standards are backed by a one-year standard warranty* that includes comprehensive global services and superior phone and web support. Now you can be assured that your device is always working at optimum performance when you choose one of the SpectraLight QC Service programs.

Limit your operational down time, eliminate hassle, and ensure you are completely satisfied with your X-Rite products, year after year. Ideal for those requiring annual ISO or other certification and protection against unforeseen incidents.

*unless different regulations or custom contracts apply

SpectraLight QC Service Options Summary

Value Proposition	Feature	Warranty Extension	Field Preventive Maintenance & Certification Contract	Field Full Service Contract
		1 Year EWSPLQC-01 2 Years EWSPLQC-02 3 Years EWSPLQC-03	1 Year Reional CRSPLQC-01 1 Year Non-Reional CNSPLQC-01	1 Year FCSPLQC-01 2 Years FCSPLQC-02 3 Years FCSPLQC-03
Protect your investment	Extend original HW warranty for 1-3 years (parts and labor)	✓	✗	✓
	Extend Tech Support for 1-3 years	✓	✗	✓
	Includes Repair	✓	✗	✓
Assure operational accuracy	Annual Certificate	✗	✓	✓

For more information go to: www.xrite.com/services/SPLQC

Protect your investment and gain peace of mind that your device is always operating at peak performance.

SpectraLight QC Extended Warranty and Support

The Extended Warranty and Support is available to SpectraLight QC owners from the time of purchase until the expiration of the original product warranty. It enhances the basic technical support included as part of the solution purchased. Extended Warranty and Support is purchased in annual increments for up to 3 years coverage from time of purchase.

Entitlements

- Extends original warranty and technical support for 1-3 years
- Personalized support: Access to the X-Rite e-mail technical support and call center for product function questions and general product issues

You qualify for personalized support if you are:

- The original registered user of the X-Rite product
- Own currently supported X-Rite products; hardware and/or software.
- Using a currently supported platform (operating system) under X-Rite recommended operating guidelines.

Limitations

This warranty coverage does not cover certification. Consumables and accessories are excluded. Damage caused to devices by abuse or misuse is not covered.

SpectraLight QC Field Full Service Contract

The Full Service Contract is available to X-Rite SpectraLight QC owners from the time of purchase until the expiration of the original product warranty. Contracts are available for one, two or three years. The Full Service Contract is only available in certain regions due to field repair technicians availability.

Entitlements

- One annual certification per contract
- Extended Warranty and Support entitlements
- Labor and parts (excluding consumables and accessories)

Limitations

Consumables and accessories are excluded. Damage caused to device by abuse or misuse is not covered.

Field Preventive Maintenance and Certification Contract

The Certification plan provides for a one-time certification for the SpectraLight QC. It is recommended to be recertified annually. Where applicable or necessary, X-Rite will provide printed documentation and/or a dated certification sticker.

Entitlements

- One annual certification per contract. This certification meets the requirements of ISO 9001 and 17025. An X-Rite certified technician will annually:
 - verify and document the device's pre-service performance
 - inspect and clean the device
 - test lamp output accuracy
 - certify the device

Limitations

This plan does not cover unit repair. If a repair is necessary, it will be billed at either a flat rate or for labor and parts at the time of service. Damage caused to devices by abuse or misuse is not covered.

SpectraLight QC Field Service Call

The SpectraLight QC Service Call plan provides one-time service for SpectraLight QC devices out of warranty and not already under any X-Rite service contract. Where applicable or necessary X-Rite will certify your device and provide printed documentation and/or a dated certification sticker.

Entitlements

- Service work billed at flat rate fee, plus parts, labor, and travel expenses
- SpectraLight QC Service Call performed by an X-Rite certified technician includes:
 - verify and document the device's pre-service performance
 - inspect and clean the device
 - test lamp output accuracy
 - certify the device

Limitations

Technician availability is on a first-come, first-served basis. Service work on all devices quoted by an X-Rite representative. Damage caused to devices by abuse or misuse is not covered.

X-Rite Training and Education

X-Rite offers a series of educational programs that consists of classroom, eLearning, regional seminars, personal one-to-one and on-site programs. These programs are designed to enhance your knowledge of color management technology and workflows.

For additional information on support programs or training and education, visit: www.xrite.com/services or call your local service center.

Service Locations

USA:

X-Rite, Inc. 4300 44th Street SE Grand Rapids, MI 49512 USA
Phone: 800 248 9748 or +1 616 803 2100

Europe, Middle East and Africa:

X-Rite Europe GmbH Althardstrasse 70 Regensdorf 8105 Switzerland Phone: 00 800 700 300 01 or +41 44 842 24 00
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X-Rite Italy S.r.l. Via Braille, 69/69A Prato 59100 Italy Phone: 00 800 700 300 01
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**X-Rite: Your source for accurate color.
On time. Every time.**