



Product Support

X-Rite Customer Service agents can be reached via phone or fax from 8:00 A.M. to 5:00 P.M. EST, Monday through Friday (excluding U.S. national holidays). See

phone/fax numbers below.

NOTE:

Help is available 24/7 on our web site www.x-rite.com. Under the Support heading, you can find technical papers, application notes, and email links to Customer Service, as well as information on product registration and training.

Please remember to reference the model and serial number in any correspondence. When calling X-Rite directly, please have the instrument at hand. An X-Rite Customer Service agent will attempt to diagnose the source of the problem and determine remedial action.

Before sending your instrument back to X-Rite, please secure a Return Authorization Number (RMA) from one of our Customer Service agents. On average, you can expect to be without your instrument for a little over a week: typical turnaround time for repairs is three to five working days with two additional days for return shipping.

Call 800-248-9748 option #1

or Email support:

Industrial products CASupport@xrite.com

Medical/Dental products SVSupport@xrite.com

Color Management products CMSupport@xrite.com

Graphic Arts/Printing products ISupport@xrite.com

Retail products MRSupport@xrite.com



X-Rite Product Warranty and Service Programs



Contact Information: X-Rite Customer Success for prior authorization and RMA (Return Material Authorization) number from the following service options:

Phone: Toll free 1-888-826-3059, option 4

e-mail: customerservice@xrite.com

Internet form:

http://www.xrite.com/support_repair_info.aspx

Extended Warranty: At the time you purchase your X-Rite instrument you may elect to take advantage of an extended warranty for those X-Rite Instruments that come with a standard one-year warranty. For a nominal charge you can extend the standard one-year warranty on your Instrument to a full three years.

Flat Rate Repair Service: Out of warranty repair of X-Rite products is done using a flat-rate fee schedule, unless otherwise noted with Time & Materials (T&M) pricing. To qualify for the flat-rate program, the instrument must be mechanically complete and unmodified. If parts are missing, modified, or damaged due to misuse or abuse additional charges may apply. The flat-rate repair includes:

- 1) Complete repair of the instrument and a 90 day limited repair warranty*
- 2) Preventative maintenance of common parts that are subject to physical wear and tear.

- 3) A new set of batteries and/or spare lamp (where applicable).
- 4) Instrument updated to latest specifications (does not include feature additions or upgrades).
- 5) Instrument certification.

*Repairs during the 90 day warranty period will be done at no additional charge; overnight freight is not covered. The repair includes the greater of a simple 30 day warranty or the remaining balance of the original 90 day warranty (excluding lamps and batteries).

Recertification Service: Instruments returned for certification will be tested and adjusted to meet factory specifications. Important: If you do not clearly specify "certification" service when you return your instrument, we will perform a flat-rate repair. Certification service requires the return of your calibration reference with the instrument. After certification, paper and film based calibration references will be replaced with a new reference – ceramic and opal references will be verified and calibrated. A statement of traceability for the reference and a certificate of performance will be returned with your instrument.

Service Contracts: The Full Service Contract includes our Annual Five Point Checkup service and priority turnaround time in our repair center. This yearly instrument inspection keeps your device

measuring with optimal precision to original manufactured specifications. An X-Rite certified technician will:

- 1) Verify and document the device's incoming performance.
- 2) Inspect and clean the device.
- 3) Test measurement accuracy.
- 4) Verify repeatability and consistency.
- 5) Certify the device and document certification.

X-Rite will provide a paper certificate or dated certification sticker. All device performance records are kept on file at our color lab. To satisfy the requirements of ISO 9000, factory certification is recommended once a year.

Service Contracts are sold exclusively to the end – user, they are not sold through distribution channels

Loaner Units: Loaner units are available for a fee for most units and will ship on a first come first service basis. It is important to contact an X-Rite service center in advance when possible to arrange a loaner unit. Fees will be billed for all service units that aren't returned within 5 business days from the return of your original unit.