



Service Care Plans

Minimize Your Risk. Protect Your Investment.

To achieve the highest color accuracy, you must maintain your color measurement instruments. X-Rite offers Service Care Plans to ensure your device continues to operate in peak condition once it leaves our factory 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 protect your color quality investment and ensure device measurement consistency. Our Service Care Plans include X-Rite's Five Point Preventative Maintenance and Certification procedure to keep your devices performing to original specifications.

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.

Reduce Production Downtime

You can't afford production downtime, and we take pride in helping you be as productive as possible. When you invest in a Service Care Plan, you will receive industry-leading response times, priority service, and free loaner device. Our streamlined operations ensure you will receive your loaner quickly, and your equipment will be serviced and promptly returned.

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 extend the coverage of the 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 verify and optimize the performance of your color measurement devices.

X-Rite Service Care Plan Options

Service Care Plans	Premium	Certification Plus	NetProfiler Plus	Protective	Warranty
Verification Services					
Annual Preventative Maintenance (Inspect & Clean)	✓	✓			
Annual Calibration to X-Rite OEM Specification	✓	✓			
ISO 17025/ A2LA Certification (For products covered under X-Rite ISO accreditation)	✓	✓			
NetProfiler License & Tiles	✓		✓		
Email Support and Call Center					
Technical E-mail & Phone Support	✓	✓	✓	✓	✓
24/5 Email Response	✓				
1-Minute Phone Response Time	✓				
Repair Services					
Priority Service	✓				
X-Rite Certified Parts	✓	✓	✓		
Break-Fix Protection (Labor & Parts)	✓	✓	✓	✓	
Product Defects (Labor & Parts)	✓	✓	✓	✓	✓
Other Services					
Expedited Shipping	✓				
Loaner Unit	✓	✓	✓		
Unlimited Access to Standard eLearning Courses	✓	✓	✓		
Return Shipping	✓	✓	✓	✓	✓

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.

NA Email: NAServiceSales@xrite.com

EMEA Email: EMEAServiceSales@xrite.com



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