

X-Rite Ci6x Series Service Programs



Optimize Your Spectrophotometer Investment

X-Rite's Ci6x spectrophotometers are 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 Ci6x 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*



Choose Your Ci6x Protection Plan

Preventive Maintenance and Certification Contract

The Maintenance Contract provides for a one-time certification for the X-Rite Ci6x. It is recommended to recertify your Ci6x instrument 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 incoming performance
- Inspect and clean the device
- Remove cosmetic defects
- Exchange lamp if necessary
- Test measurement accuracy
- Verify repeatability & consistency
- 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. Consumables (other than lamp) and accessories are excluded. Damage caused to devices by abuse or misuse is not covered. **Ink, paint, or other contaminants in the sphere are not covered.**

Flat Fee Repair

The Flat Fee Repair plan provides one-time service for X-Rite Ci6x 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
- Includes repair and replacement of parts identified as failed
- 90 day warranty on parts repaired/replaced

Full Service Contract

The Service Contract is available to X-Rite Ci6x owners from the time of purchase until the expiration of the original product warranty. Contracts are available for one, two or three years.

Entitlements

- One annual certification per contract
- Labor and parts for repairs (excluding consumables and accessories)
- Outbound shipping included
- Loaner units available with advanced delivery and outbound shipping included
- Extends support via phone & email for the length of the contract
- 24 hour access to online support center
- Provides price protection for the length of your contract

Limitations

Consumables (other than lamp) and accessories are excluded. Damage caused to device by abuse or misuse is not covered. **Ink, paint, or other contaminants in the sphere are not covered.** Inbound shipping not included. Loaner units are offered on a first come, first served basis, and are subject to availability.

Units can be placed under contract while under warranty or if they have been certified or repaired within the last 30 days, if not under warranty a chargeable inspection/certification is required.

Bundles with Service Offerings

X-Rite offers bundled packages that include the Ci62, Ci64 and Ci64UV hardware along with NetProfiler and X-Rite Quality Control software. Please contact your local X-Rite sales representative for details.

Ci6x Service Options Summary

Value Proposition	Feature	Preventive Maintenance and Certification Contract	Full Service Contract
Protect your investment	Includes parts and labor for any necessary repairs		✓
	Price protection against future increases for the length of your contract	✓	✓
	Annual Certification of one unit	✓	✓
	Loaner Units with advanced delivery		✓
	One-way outbound shipping costs included		✓
Optimize and improve quality control	Includes phone and email technical Support	✓	✓
	24 hour access to online support center	✓	✓

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 Spectrophotometer. Training and educational resources are available globally and on line for both new and experienced users to optimize their color control capabilities.

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

Americas:

X-Rite, Inc.

Phone: 800 248 9748 or
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