



Field Service

Benchtop Spectrophotometers

Ensure Consistency to Achieve Color Accuracy

X-Rite's field service certification program is an effective and easy way to ensure your benchtop spectrophotometer continues to perform to original specifications in order to achieve the highest level of color accuracy.

Upon enrollment, a qualified X-Rite Field Service Engineer will come to your location to perform preventative maintenance and certify your device on the schedule you choose. The Field Service Engineer will test and document color accuracy and repeatability measured against X-Rite standards for consistency in compliance with IIA (Inter-Instrument Agreement), offer usability suggestions, and answer any questions you have about your spectrophotometer.

Field Service Certification Benefits

- Ensure unit is compliant with ISO:9001 standards.
- Guarantee your device meets ISO:17025 calibration standards with an A2LA certificate included with each visit.
- Confirm current manufacturing IIA specifications are being met based on X-Rite's recommended annual instrument recertification.
- Conduct adjustments or corrections to your device for the highest quality and most accurate results.
- Minimize repair and recertification expenses that can be costly and disruptive to daily business operations.

Confidently Measure Color with Calibrated Equipment

The benefit of certification services is to eliminate inconsistencies within IIA specifications. By having one of our Field Service Engineers travel to your location, they can evaluate equipment and make recommendations based on environmental conditions. With X-Rite's Field Service Certification Program, you can properly maintain your visual evaluation systems within your supply chain, year after year.

Field Service Program Features

Convenient Scheduling

We make it easy to ensure your spectrophotometer continues to perform with proactive and organized scheduling. X-Rite will contact you in advance of your certification date, so you can reduce equipment downtime and increase efficiency without losing productivity.

Expert Evaluation

Our factory-trained and certified service technicians have over 50 years of combined experience to help guarantee professional execution of all maintenance activities.

Calibration Certification

We can partner with you to meet your quality and regulatory requirements. Maintenance and service is performed by trained X-Rite technicians according to strict OEM and ISO:17025 verified and audited processes for all products. Only X-Rite can maintain BCRA tile centroids using Master Benchtop Spectrophotometers Standards. This is the only method of ensuring accuracy of measurement and consistencies within the IIA specifications.

Trustworthy Repair

To prevent voiding your warranty, only X-Rite can provide certified parts when your spectrophotometer needs repair.

Comprehensive Service

The X-Rite Field Service Certification Program services various benchtop spectrophotometers.

Field Service Five-Point Inspection Process



Contact us for More Information

For questions or choosing the best plan to fit your needs, contact your local sales representative. You can also call 1-888-826-3042 and press prompt 2, or e-mail fieldservices@xrite.com for more information.