



## Color Measurement Device Protection for North America

X-Rite Technical Service Repair and Support Opportunities

### Protect Your Investment In Color Measurement Technology

X-Rite's color analysis and measurement solutions are engineered and manufactured to the most rigorous quality standards. These standards are backed by comprehensive global service, superior phone and web support, and preventative maintenance options to optimize your long-term investment.

X-Rite offers an array of industry-leading comprehensive warranties, many of them standard, on most handheld and benchtop spectrophotometers along with its portfolio of lighting technologies.

First, consider the basics: unless otherwise specified, each X-Rite product is covered by a one-year standard warranty in the U.S., Asia, and Europe.

You have the option of enhancing your original warranty and support to include an Extended Warranty, Full Service Contract, or Extended Support on most products. This expanded coverage is invaluable in protecting against unforeseen incidents or in cases where annual certification is required — an option often considered critical to satisfying the requirements of ISO 9001 and 17025.

# Customize Your Protection Plan: The Choices Are Yours

Depending on your industry and the type of color products and systems you produce, an enhanced warranty program offers peace of mind as well as measurement device investment protection.



## X-Rite Extended Warranty

The Extended Warranty is offered to X-Rite instrument owners at the time of a new sale who want to extend the protection provided by the standard one-year product warranty. The Extended Warranty is available for up to three years.

### Extended Warranty Entitlements

Under this agreement, X-Rite assures that: Products manufactured by the company are warranted to be free from defects in material and workmanship under normal use and service for a minimum period of twelve (12) months, longer if provided for under separate agreement. The company will repair or replace, at its option, products that prove to be defective within the warranty period. This coverage extends to parts dispatched with, but not necessarily installed in, the equipment. The Extended warranty also includes Extended Support for the Software delivered as part of the product you purchased.

### Extended Warranty Limitations

This warranty coverage does not cover certification. Consumables, accessories and calibration tiles are excluded. Damage caused to units by abuse or misuse is not covered. Outbound shipping is included.

## X-Rite Full Service Contract

The Full Service Contract includes X-Rite's exclusive Annual Five Point Checkup developed to keep your device performing in accordance with original manufactured specifications. Where applicable or necessary, X-Rite will provide printed documentation and/or a dated certification sticker.

X-Rite recommends the Full Service Contract be included at the time of purchasing color measurement hardware or before the expiration of the product warranty. Contracts are available for one, two, or three years.

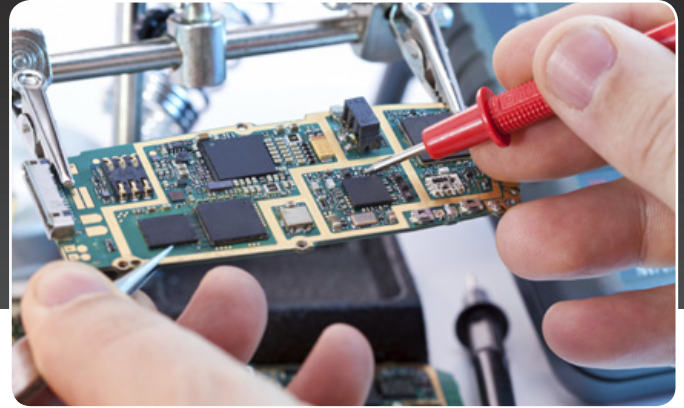
### Full Service Contract Entitlements

Under this contract, an X-Rite certified technician will annually:

- Verify and document the device's incoming performance
- Inspect and clean the device
- Test measurement accuracy
- Verify repeatability and consistency
- Certify the device

### Additional Program Benefits

- Priority turnaround time through our service depot
- One-way (outbound) shipping costs included
- Labor and Parts included — excluding consumables and calibration tiles
- Unlimited repairs during the contract period — excluding damages caused by customer abuse or misuse that results in a unit's operational failure
- Loaner Units available at no additional charge — loaner units are included for use while your unit is being serviced and are based upon availability



## X-Rite Certification & Preventive Maintenance

The Certification and Preventive Maintenance plan provides for a one-time certification and the X-Rite Five Point Checkup on all qualifying devices and is recommended after one year. Where applicable or necessary, X-Rite will provide printed documentation and/or a dated certification sticker.

### Certification & Preventive Maintenance Plan Entitlements

Under this plan, an X-Rite certified technician will:

- Verify and document the device's incoming performance
- Inspect and clean the device
- Test measurement accuracy
- Verify repeatability and consistency
- Certify the device

### Certification & Preventive Maintenance Plan Limitations

This plan does not cover instrument repair. If a repair is necessary, it will be completed on a first-come, first-served basis. It will be billed at either a flat rate or for labor and parts at the time of service. Loaner units are available at a fee and the customer is required to pay both inbound and outbound shipping. Not all devices qualify for certification.

## X-Rite Flat Rate Repair

The Flat Rate Repair program allows customer to get their units repaired if they are out of warranty and not already under an X-Rite Full Service Contract. Where applicable or necessary X-Rite will certify your device and provide printed documentation and/or a dated certification sticker.

### Flat Rate Repair Program Entitlements

Under this option, an X-Rite certified technician will:

- Verify and document the device's incoming performance
- Inspect, clean and repair the device
- Test measurement accuracy
- Verify repeatability and consistency
- Certify the device

### Additional Program Benefits

- Depot service work conducted at an X-Rite or Certified Partner Service Center
- Service work billed at an all-inclusive flat rate fee, covering labor and parts
- Service work for large benchtop and lighting units billed under labor and materials at standard X-Rite list prices
- 90 day warranty

### Flat Rate Repair Program Limitations

Turnaround time is on a first-come, first-served basis. Service work on all units will be quoted by an X-Rite representative. Damage caused to units by abuse or misuse is not covered. Shipping costs for both ways are paid for by the customer. Loaner units are available for a fee.



# The X-Rite Commitment

*Limit your operational down time, eliminate hassle, and ensure you are completely satisfied with your X-Rite products, year after year.*



## X-Rite Field Service Repair

Field service repair and calibration is offered to X-Rite instrument owners and include Color i5, Color i7, CE2180, CE7000A, Judge II, and SpectraLight III Lighting products.

### Field Service Repair Program Entitlements

- **Regional On-Site:** Qualified X-Rite service engineers visit most regions on a regular schedule. X-Rite will work with you to set up a convenient date for a service stop. Depending on your region, travel expenses may or may not be included in the price.
- **On Demand:** When requested, an X-Rite service engineer will make arrangements to visit your site. Travel expenses will be added to the service price.

## Return Materials Authorization (RMA) Process

If there is a need to return materials, there is a form to list the necessary details. The form is located here: [http://www.xrite.com/support\\_repair\\_info.aspx](http://www.xrite.com/support_repair_info.aspx).

## Service Locations

**X-Rite, Inc.**  
4300 44th Street SE  
Grand Rapids, MI 49512  
(800) 248-9748

## X-Rite Extended Support

The Extended Support is offered to X-Rite Software owners at the time of a new sale who want to extend the complimentary technical support provided with your software (one year unless otherwise specified). The Extended Support is available for up to three years.

### Extended Support Program Entitlements

- Unlimited access to the X-Rite on-line help desk, including detailed support materials
- Unlimited access to all available X-Rite product interactive training videos
- **Personalized support:** Access to the X-Rite e-mail technical support and call center for product function questions and general product issues, provided you are a qualified customer (see Extended Support Program Limitations)

### Extended Support Program Limitations

You qualify for personalized support if you are:

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



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L10-457-NA (04/12)