

On-Site Field Service Certification

Protect Your Color Investment & Minimize Operation Interruptions

Field Service Certification at your location is offered for a variety of X-Rite industrial instruments. Our service engineers visit most states at least twice per year. Certification and preventative maintenance at your location offers the convenience you need to ensure your instrument is operating at peak performance all year long.



On-Site Field Service Certification

Protect Your Color Investment & Minimize Operation Interruptions

Minimize loss of production, time, and expense by utilizing X-Rite's Field Service Certification program. Limit your operational downtime, minimize operation interruptions, and ensure you are completely satisfied with your X-Rite products year after year. A qualified X-Rite service engineer will come to your location to perform preventive maintenance and certify your device. If an issue is discovered, on your benchtop spectrophotometer, limited corrective maintenance can be done on-site and if needed the instrument will be sent back for repair at X-Rite by a certified technician. X-Rite offers loaner devices to ensure you are never without an instrument. Visual evaluation equipment, such as our SpectraLight series is completely serviced and repaired on-site. The Judge II requires a return to our service department for repair. As a result, you will be able to continue to complete your color measurements.

Ensuring your device meets the annual requirements of ISO 9001 and 17025 is a key competitive advantage in the marketplace. X-Rite wants to ensure that your instrument is properly functioning and that it meets NIST A2LA and ISO standards. X-Rite meets annual ISO 9001 certification and 17025 accreditation by A2LA in order to adhere to the highest quality standards and tolerances for the color measurement equipment we manufacture. As a result, only X-Rite is qualified to perform field service on our benchtop and visual evaluation equipment due to our certainty of measurement testing tools and authorized parts.

*X-Rite offers loaner devices to ensure
you are never without an instrument.*

X-Rite offers Field Service Certification and Preventive Maintenance in two categories of equipment:

Benchtop Spectrophotometers

- Ci7800, Ci7600, Ci5, Ci7 & CE7000A

Light Booths for "Visual Color Evaluation"

- SpectraLight III (SPLIII), SpectraLight QC (SPLQC), Judge QC & Judge II

Field Service Certification Schedule:

Qualified X-Rite service engineers visit most states in the continental US on a regular schedule as part of our Regional Field Service Certification. This allows us to work with you in advance of our visit to your state in order to ensure your instrument is serviced annually at a competitive price. X-Rite will work with you to set up a date for a service appointment. Travel expenses are included in the price.

If your schedule does not allow X-Rite to visit during our regular schedule to your state, we will work with you to visit at your convenience. When requested, an X-Rite service engineer will make arrangements to visit your site outside of our standard annual visits as part of our Non-Regional Field Service Certification. Travel expenses will be added to the service price.

The benefits of Field Service Certification from X-Rite are numerous. Customers have shared with us the following key differentiators between our Field Service Certification and those offered by our competitors:

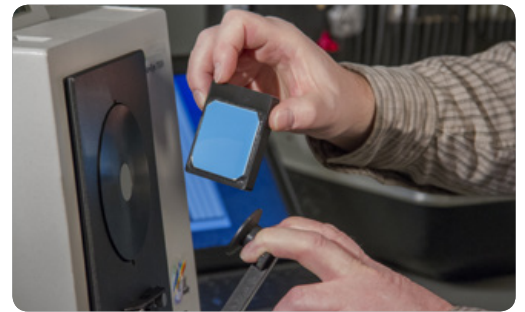
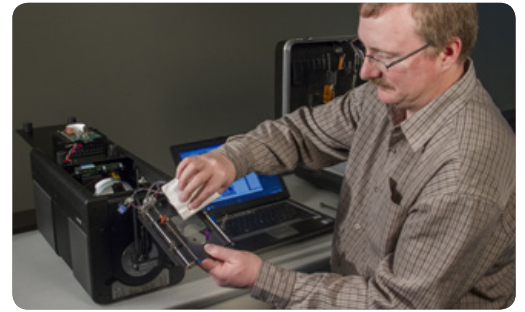
- Our ISO 9001 certification and 17025 accreditation by A2LA is industry leading. This includes our service tools, engineering expertise, and audits of our engineers.
- A qualified X-Rite service engineer will come to your site thus requiring no need to pack and ship your instrument.
- We will identify any issues or problems at the earliest possible point to minimize production and time losses including the use of authorized parts.
- X-Rite provides a certificate for servicing your instrument ensuring that it meets our performance requirements.
- In the event that your instrument needs repair, it will be performed at an X-Rite depot service center. X-Rite's service centers achieve ISO 9001 certification and 17025 accreditation by A2LA every year.

While performing Field Service Certification and Preventive Maintenance on your benchtop spectrophotometer, X-Rite will complete the following to ensure it is operating at our industry leading quality specifications:

- Initial "AS Found" test using NIST traceable calibrated 6-Tile BCRA II Test Tiles
- Verify & Diagnose any problems
- Clean & Visually inspect all parts
- Repair problems that are "Field Repairable"
- Perform "As Left" final test using NIST traceable calibrated 6-Tile BCRA II Test Tiles
- Issue certificates for the Initial "As Found" test and the Final "As Left" Certificate of Performance" and NIST label

While performing Field Service and Preventive Maintenance on your light booth, X-Rite will complete the following to ensure it is operating at our industry leading quality specifications:

- Initial "AS Found" test using an NIST calibrated and Traceable Spectroradiometer
- Verify & Diagnose any problems
- Clean & Visually inspect all parts
- Repair problems - SpectraLights are Field Repaired Only (Judge II is return to factory repair)
- Adjust Correlated Color Temperatures as needed
- Perform "As Left" final test using NIST calibrated and Traceable Spectroradiometer
- Issue certificates for the Initial "As Found" test and the Final "As Left" Certificate of Performance" and NIST label



ISO standards require that your X-Rite instruments are certified once per year. Eliminate down time and schedule a field service appointment to have an X-Rite technician come to you.

Frequently Asked Questions

When should I schedule my first Field Service Certification appointment?

To ensure that your instrument stays current under annual certification requirements, schedule an appointment before your current certification expires. All new units purchased from X-Rite ship with a 1-year factory warranty. Once this factory warranty expires, your unit is out of certification and requires service from X-Rite.

How often should my instrument be certified by X-Rite?

X-Rite is certified annually by its accreditation agency to ensure it is complying with industry standards. It is also important that you are certified annually by X-Rite to comply with these same standards.

Which states are visited by X-Rite for Field Service Certification?

X-Rite technicians visit most states in the continental United States.

How often are the states visited?

Most states are visited at least twice per year.

How do I know when X-Rite will be visiting my state for my first Field Service Certification appointment?

X-Rite proactively contacts its customers that provide contact phone numbers and e-mails at the time they purchase products to inform them on our future Field Service schedule.

I have completed Field Service Certification on my X-Rite color instrument. How do I schedule Field Service Certification for future years?

X-Rite works with its customers that have had Field Service performed in order to proactively schedule future appointments.

What happens if my instrument needs to be repaired?

All instruments that are diagnosed as requiring repair during Field Service visits and must be returned to the service department will receive an RMA number to send back to an X-Rite service depot. Take advantage of the X-Rite loaner instrument program to ensure you are never without an instrument. If your instrument needs to be shipped to X-Rite to be serviced, we will provide a loaner instrument at a marginal cost.

I know X-Rite offers service contracts on their units. Does X-Rite offer annual service contracts for Field Service as well?

X-Rite offers Field Service contracts that cover annual Regional Field Service and any repairs that require the unit to be sent to an X-Rite service depot. Contact X-Rite for more details!

Does X-Rite also offer certification on its instruments at an X-Rite depot service center?

Yes, customers can send their instruments to an X-Rite depot service center to be certified if our Field Service schedule does not meet your needs.

Contact X-Rite to schedule your Field Service Certification today!

Call (800) 248-9748 or visit www.xrite.com
