

## Re-Certification

Device has to be sent to X-Rite where a certified technician will:

- 1 Verify and document the device's incoming performance.**
  - Device tested and adjusted to meet factory specifications
  - Lamp tested and replaced as necessary at no additional charge
  - Ceramic calibration references will be recalibrated
- 2 Inspect and clean the device.**
- 3 Test measurement accuracy.**
- 4 Verify repeatability and consistency.**
- 5 Certify the device and document certification.**



## Contact details

### Technical Service team and Technical Support team

For any further questions and inquiries regarding Application questions please call X-Rite Administration and Support Team.

- Toll free phone number:  
**+800 700 300 01** (please follow the voice instruction)
- E-mail address for Service and repair:  
**rma-de@xrite.com**
- You may directly access to our WEB RMA:  
**[http://www.xrite.com/support\\_repair\\_info.aspx](http://www.xrite.com/support_repair_info.aspx)**

**Technical Service team in Martinsried, Germany**  
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**Colortronic 2**  
Service and repair options  
Maintenance advice

Perfection made simple



## Service and Repair options

### Warranty Repair

(within 36 mo of mfg date)\* **Included:**

- Verify and document the device's incoming performance.
- Inspect and clean the device.
- Test measurement accuracy.
- Verify repeatability and consistency.
- Certify the device and document certification.
- Labor and Parts fully covered.

### Service Plus\* **Included:**

- Renewable 12 months contract Service Plus.
- Device to be sent in before warranty (or 12 month contract) expires for one certification & calibration (applies only to devices without user damage or abuse, i.e. good shape).
- Certification costs included into the contract.
- Unlimited unit repairs due to normal "usage" non abuse.
- Free loaner.
- Renewable only if no interruption of contract.

### Certification\* **Included:**

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

### Excluded:

- Does not cover instrument repair. If a repair is necessary, you will be notified and we will send you a quotation for the repair.

### Flat Rate Repair\* **Included:**

- Verify and document the device's incoming performance.
- Inspect and clean the device.
- Test measurement accuracy.
- Verify repeatability and consistency.
- Certify the device and document certification.
- Labor and Parts fully covered.

\* Includes Calibration

## Cleaning the instrument result

Your instrument requires very little maintenance to achieve years of reliable operation. However, to protect your investment and maintain reading accuracy, a few simple-cleaning procedures should be performed from time to time.

### General cleaning

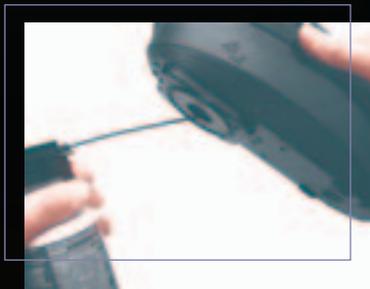
The exterior of the instrument may be wiped clean with a cloth dampened in water or mild cleaner.

### Cleaning the optics

The optics should be cleaned once a week in a normal environment. If the instrument is used in a dirty or dusty environment, more frequent cleaning may be required. Carefully lift the instrument and blow short bursts of clean, dry air into the measurement port. This should remove any accumulated debris from the optics.

### IMPORTANT:

If can air is used for cleaning, do not invert or tilt the can during use. This could cause damage to the optics.



### Cleaning the Calibration Reference

The white plaque in the calibration reference should be cleaned using a mild soap and warm water solution, thoroughly rinsed with warm water, and wiped dry with a clean, lint-free cloth. You must let the plaque dry completely before taking a calibration measurement.

### Cleaning the Black Trap

The black trap should be cleaned with clean, dry air from time to time to remove any dust or contamination. The black trap can be taken apart for easy cleaning. Simply compress the two locking tabs on both sides of the case with your fingers, and separating the two sections.



### NOTE:

**DO NOT use any solvents to clean the instrument; this will cause damage to the cover. Use clean, dry air to clean the inner surfaces**

