

# HARDWARE SERVICES

Keep your systems top performing



**Datacolor services to streamline color related processes and consistent output**

- Ability to deliver service and certification on site
- Short reaction time
- Regional availability of all services
- Modular structure to suit your needs
- Traceability to a physical master

In today's world, the ability to accurately measure color is a must, down- or up-stream color communication relies more and more on exchanging color information in a digital format. We understand accuracy requires that the same values for the same sample can be achieved irrespective of when the measurement is taken. It also requires that values produced by one instrument are in the same range as those obtained by another instrument.

However despite the high-tech design of Datacolor's Instruments, quite a few disruptive factors can endanger the above goal including the environment, intensity of usage as well as other influences. Fortunately Datacolor offers a number of services that greatly reduce the effects of these bad influences.

Datacolor Support contract offers bundled services that include diagnostic testing aimed at detecting the current state of the equipment, adjustments to correct for wear and tear and coverage for worn-out or defective parts.

## **FULLY CONFIGURABLE SERVICE & SUPPORT CONTRACT CONTRACTS & PLANS**



To meet the diverse needs of all our customers wherever they are located, Datacolor offers modular and fully configurable Service and Support contracts and plans. These can include different options from the modules **Maintenance & Certification Services**, **Repair Services** and **Remote Monitoring and Diagnostics**.



## **MAINTENANCE & CERTIFICATION SERVICES**

	<b>PM-PLUS SERVICE</b>	<b>COLOR CHECK SERVICE</b>	<b>CALIBRATION SERVICE</b>
Essential spare parts replacement	✓	✓	✓
Regional Availability	✓	✓	✓
Annual Preventive Maintenance	✓	✓	✓
Preventive Maintenance Report	✓	✓	✓
Color Performance Test & Certification	-	✓	✓
Annual Replacement of the White Calibration Tile & Certification	-	-	✓
ISO Documentation for Tracability	-	-	✓
Discount on Spare Parts	✓	✓	✓
First Tier Technical Support	✓	✓	✓
Live Web Instrument Support	✓	✓	✓
UV Characterization Option (depending on your instruments model)	-	Option	Option
Instrument Firmware Update	✓	✓	✓

## **PREVENTIVE MAINTENANCE PLUS SERVICE**

Our Basic Service for each color measurement instrument, includes first tier technical support and an annual preventive maintenance of the hardware. A preventive maintenance report, with up to 35 checkpoints, is generated digitally. Our service technicians run an endurance test based on Datacolor standards and make small adjustments where necessary. In case parts need to be replaced, you enjoy a discount on spare parts.

### **Who Should Buy?**

As the performance of every spectrophotometer deteriorates with time, Datacolor recommends that every one of its instruments is serviced on a regular basis.

## **COLOR CHECK SERVICE**

In addition to the Preventive Maintenance, this service includes a Color Performance (also known as SpectralTest) Certificate. The instrument is tested for color performance against Datacolor's Master instrument and the obtained data is archived for future reference.

### **Who Should Buy?**

Customers with a basic (internal) quality system in place which does not put high demands on instrument certification. Customers owning more than one instrument and where the inter-instrument agreement is important.

## **CALIBRATION SERVICE**

Designed to be fully compliant with ISO and QS 9000 standards and eliminating all possible measurement errors and uncertainties, the Calibration Service is Datacolor's full package. In addition to the Preventive Maintenance and the Color Check Service, the White Calibration Standard is replaced and certified.

### **Who Should Buy?**

Customers with a standard or advanced quality system (ISO900x or equivalent) in place, which puts high demands on instrument certification and require a traceability testimonial.

Customers owning more than one instrument and where the inter-instrument agreement is important.

## **UV-WHITENESS CHARACTERIZATION OPTION**

Datacolor's engineers fully test the instruments UV capabilities against a valid Whiteness standard and re-characterize the provided UV Illuminant Checker (Fluorescent Tile).

### **Who Should Buy?**

Customers with an instrument allowing a UV calibration.

**OLDER OR COMPETITIVE INSTRUMENT?**

Talk to a Datacolor representative for more information.

## REPAIR SERVICES

	FULL REPAIR COVERAGE
On-Site Service Available	✓
24 Hour Response Time	✓
Annual Preventive Maintenance	✓
Repair & Calibration to Datacolor Master	✓
Repair Labor	✓
Repair Loaner as needed	✓
Certified Datacolor Parts included	✓

### FULL REPAIR COVERAGE

Our Full Repair Coverage ensures that your instruments are repaired and correlated to the Datacolor Master. With a fast response time and a free loan instrument (if required during the duration of the repair), this repair coverage ensures that your production can continue. In addition, the work hours and all materials and certified Datacolor spare parts are included.

### Who Should Buy?

Customers who need a quick reaction time and where budgeting is very important as all parts are included and no additional costs apply.

## REMOTE MONITORING AND DIAGNOSTICS WITH DATACOLOR GUARDIAN

### ALL THE ESSENTIAL TOOLS TO BE ABLE TO MONITOR THE TOP PERFORMANCE OF YOUR INSTRUMENTS

Datacolor's Guardian software is a unique way to monitor the performance of your system.

It provides you with an advanced warning in case your system is not measuring in the correct way. Datacolor Guardian does not replace a regular maintenance on your instrument.

The Guardian package includes a software license, 12 coloured diagnostic tiles and a Thermo-Hygrometer to ensure correct operating temperature and humidity.

DATACOLOR GUARDIAN FEATURES		AVAILABLE
Instrument Diagnostics	B&W Calibration	✓
	Short Term Drift Test	✓
	Energy Level Test	✓
	Color Performance Test	✓
Publish Test Results	Send to Fleetmanager	✓
	Export to External File(s)	✓
Correlation	To Datacolor Master	✓
Performance Monitoring Service	provided by Datacolor	✓
Test Samples	Disposable (Ceramic) Tile Set	✓



### Who Should Buy?

Material producers and supply chain managers who depend upon spectrophotometers as mission critical instruments.

## **PURCHASE A NEW INSTRUMENT WITH A SERVICE CONTRACT INCLUDED**


We recommend that our instruments are serviced and calibrated back to our master instrument at least once a year.


Datacolor also offers a “peace of mind” service included at the time of sale of our instruments.


This ensures your instrument gets its essential service just as its warranty period ends with the further possibility of an extra years warranty on spares and repairs “bolted” on if required.


## **CHECK OUT OUR SUPPORT WEBSITE**

Whether you are in need of immediate help or just want to improve your skills, Datacolor’s training and certification programs and knowledge-base can help you achieve your goals. Our online resources and events enable you to focus on learning just what you want on your time-frame.

 Have a problem or question? Check out our list of Frequently Asked Questions to see if your issue has been addressed.

 Our Learning section includes articles and videos to help you use and get the most out of your Datacolor product. Also available are expert tips, as well as in-depth information about color management.

 View and download various installation and user guides for Datacolor’s color management solutions and products.

 Check out the site to find a calendar of Color Seminars and User Courses organized in your neighborhood.

Please visit <http://industrial.datacolor.com/support/>

## **DOES YOUR WORLD DEPEND ON COLOR?**

Understanding the power of perfect color, Datacolor brings truth and accuracy to the most challenging projects and processes.

Datacolor, a global leader in color management solutions, provides software, instruments and services to assure accurate color of materials, products and images. The world’s leading brands, manufacturers and creative professionals have used Datacolor’s innovative solutions to consistently achieve the right color for more than 50 years.

The company provides sales, service and support in over 100 countries throughout Europe, the Americas and Asia. Industries served include textile and apparel, paint and coatings, automotive, plastics, photography and videography.

For additional information, please visit [www.datacolor.com](http://www.datacolor.com)