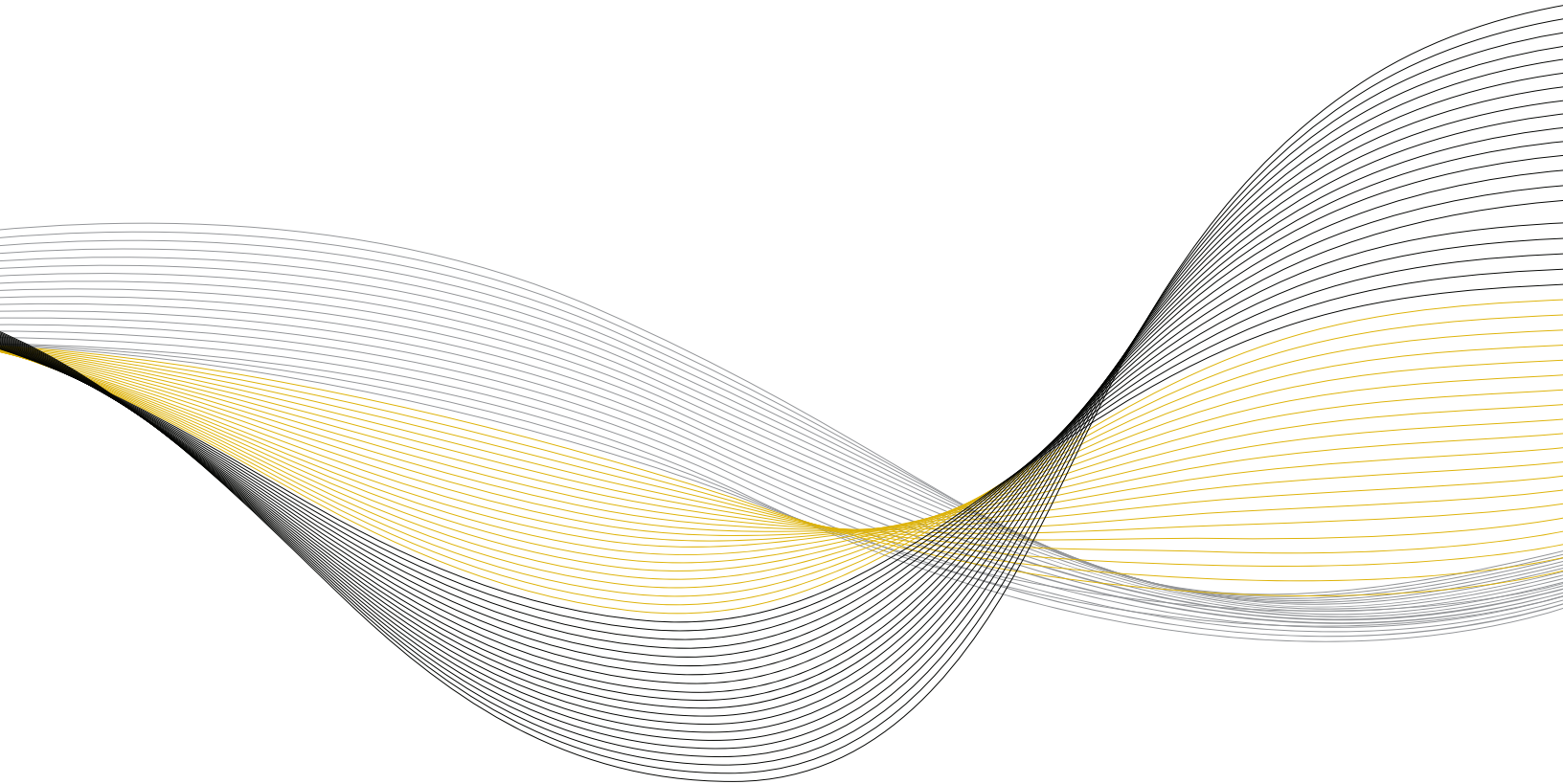


Maximize Instrument Lifespan  
with Essential Service and  
Calibration Support



## Our 5 Star Service Pledge

At Konica Minolta Sensing Americas, it's always been our policy to provide best-in-class service. Our 5 Star Service pledge reinforces this commitment to excellence through five basic principles:

### Complete Protection When You Need It Most

Konica Minolta Sensing Americas understands the need to feel secure when purchasing valuable equipment. To ensure your equipment is protected throughout its lifespan, we offer four main Extended Warranty & Calibration Plan memberships, Core, Assurance, Enterprise, and Select.

### Quality Service You Can Depend On

All calls made to Konica Minolta Sensing Americas Service Center are answered by factory-certified technicians. During the repair or maintenance process, each instrument is assigned a dedicated service technician to guarantee the highest level of care and quality service.

### Fast Repairs to Keep Your Operations Running Smoothly

Konica Minolta Sensing Americas boasts the industry's fastest turnaround time for service. If a repair takes longer than the quoted time frame, loaner equipment may be provided free of charge to keep your operations running as smooth as possible. In addition, Konica Minolta Sensing America strives to resolve all non-hardware technical issues within 24 hours.

### Convenient Solutions for Relief During Inconvenient Times

When equipment needs repairs or maintenance, your entire workflow may be disrupted. To prevent this, Konica Minolta Sensing Americas offers rental equipment or 48 hour expedited service to customers who can't afford to be without their instrument for any length of time. As a result, your process remains seamless and uninterrupted.

### The Konica Minolta SensingAmericas Promise

Konica Minolta Sensing Americas has been manufacturing high quality, world class measurement solutions for over thirty years. This quality, however, doesn't end with our products. Service Center customers are guaranteed the same high level of service and care as put into our manufacturing work – this is the Konica Minolta Sensing Americas promise.



## **NEED TO KNOW (FAQs)**

### **What is calibration?**

Calibration is the comparison between measurement results of a device (unit under test) and another (standard) device with known or assigned values. Thus calibration only means recognizing the differences, whilst adjustment also means taking the necessary corrective actions to bring the unit under test into a defined tolerance.

Calibration should not be confused with the instruments white & dark calibration. Dark and white calibration of an instrument is performed on a daily basis by the user, utilizing the zero calibration box and the white calibration plate. These two calibrations are necessary for the instrument to work within a defined reflectance range. However, the white calibration plate and optics of the instrument may also change over time and, therefore, a full factory calibration and service should be carried out once a year by an authorized service station.

### **Why is calibration important?**

Over time drifting can occur so yearly inspection and calibrations should be made. Calibration quantifies and controls errors or uncertainties within measurement processes to an acceptable level. To be confident in the results being measured, it is imperative to maintain the calibration of equipment throughout its lifetime for reliable, accurate, and repeatable measurements.

### **What is maintenance service?**

While calibration only covers the recognition of the instrument's condition, a maintenance service will assure that these conditions are within the defined specifications. Maintenance includes cleaning of the instrument, preventative maintenance and replacement of parts such as the xenon lamps as well as any re-adjustments necessary should the instrument not reach the specified accuracy.

### **Is your company ISO certified?**

ISO certified companies must inspect and calibrate instruments on a regular basis since it is part of the ISO certification process. Only Konica Minolta can maintain your Konica Minolta instrument to the original manufacturer specifications. All Konica Minolta instruments are maintained with proprietary software and factory certified technicians.

### **What is traceability?**

Traceability is the process established to relate each standard object or measuring instrument to national standards through calibration to a higher standard. For high-accuracy measuring instruments, even small deviations from national standards may cause problems. To avoid these problems, maintenance of Konica Minolta's in-house standards are performed by periodically re-calibrating each standard to Japanese national standards or other international standards. These standards are selected according to the functions of the Konica Minolta products being sold.

### **What is the benefit of the Extended Warranty & Calibration Plan (EWCP) compared to spot service?**

A service and calibration schedule along with a valid calibration certificate is not only good practice for the long term health of your asset but also for accuracy and traceability of color data. An Extended Warranty & Calibration Plan assures that you have an annual (or in some cases biannual) calibration certificate which is required for ISO certification and most audit schemes.

## Authorized Konica Minolta Service Centers vs. Third Party Service Providers

Choosing the right service provider directly affects your instrument’s accuracy, long-term reliability, and overall performance. While unauthorized third-party providers may appear convenient, they lack the factory training, certified tools, and accredited processes required to protect your investment. The comparison below highlights the critical differences to help you make an informed, confident decision.

Category	Authorized Konica Minolta Service Centers	Unauthorized Third-Party Providers
<b>Technician Training</b>	Factory Trained & certified; Competency regularly evaluated and documented	Not factory trained; higher risk of incorrect inspection/repair
<b>Tools &amp; Equipment</b>	Use proprietary KM factory tools available only through Konica Minolta	No access to proprietary tools; may use improper or incompatible equipment
<b>Calibration Standards</b>	Fully traceable to NMIs (e.g., NIST) ensuring measurement integrity	Standards may not be traceable or approved by KM
<b>Parts Quality</b>	Only genuine, factory-approved replacement parts	Cannot obtain genuine parts; non-approved parts may reduce performance
<b>Accreditation</b>	ISO/IEC 17025 accredited; recognized globally under ILAC MRA	Typically, not ISO/IEC 17025 accredited
<b>Service Consistency</b>	Standardized global procedures ensure consistent performance & inter-instrument agreement	Can’t adjust instrument response back to original factory specs
<b>Risk to Instrument</b>	Maintains original factory performance specifications	Increased risk of inaccurate measurements, improper repairs, or damage
<b>Firm Upgrades</b>	Official, validated firmware installed by Konica Minolta; ensures compatibility, performance, and compliance with factory specifications	Firmware updates may be unavailable, outdated, or unofficial; risk of incompatibility, feature loss, or performance issues

### Understanding the Benefits of Having EWCP Coverage for your Instrument

- The sensors & optics inside your instrument are designed to simulate the human eye’s detection of Color and Light to produce the final measurement values you rely on.
- Like how the human eye response changes due to aging and exposure to various environmental conditions, the instrument’s response also changes due to aging of its sensors and exposure to various environmental conditions that can affect its accuracy.
- It is normal to have eyes checked annually to ensure all is working properly and to capture any serious condition before they deteriorate. Therefore, having the performance of your instrument checked annually to ensure its sensitivity and accuracy continue to meet the specifications it was designed for should be standard practice.

## EXTENDED WARRANTY & CALIBRATION PLAN

**ECWP Core** is for moderate users of instruments that are not exposed to harsh environments. Instruments may not be used daily but still require assurance that overall performance, accuracy, and reliability continue to meet original specifications between annual checkups.

**EWCP Core Includes:**

- Optical Parts Cleaning
- Factory Adjustments and Firmware Updates
- Updates to \*WAA Function
- Calibration Certificate

Maintenance includes cleaning of optical components, factory performance adjustments, firmware upgrades, and verification that the instrument continues to meet its designed accuracy between annual calibrations.

**EWCP Assurance** level customers receive an extended 1 year equipment warranty and expedited service for their yearly instrument calibration. Konica Minolta guarantees return of the instrument within 4-6 business days.

**EWCP Assurance Includes:**

- Parts & Labor for Instrument
- Repairs Traceable
- Certificate of Calibration\*
- Expedited Service Time

Maintenance includes certification, parts, labor, firmware upgrades, and cleaning of optics. Calibration of white tiles (for reflection instruments) and calibration of instruments (for light measurement instruments) is also included.

**EWCP Enterprise** level customers receive an extended 1 year equipment warranty and expedited service for their yearly instrument calibration. Konica Minolta guarantees return of the instrument within 4-6 business days. Plus, a loaner instrument is provided during the scheduled service of the unit.

**EWCP Enterprise Includes:**

- Loaner Unit During Scheduled Maintenance
- Parts & Labor for Instrument Repairs
- Traceable Certificate of Calibration\*
- Expedited Service Time

Maintenance includes certification, parts, labor, firmware upgrades, and cleaning of optics. Calibration of white tiles (for reflection instruments) and calibration of instruments (for light measurement instruments) is also included.

**EWCP Select** level customers receive an extended 1-year equipment warranty along with enhanced service coverage designed for high-usage or critical applications. This plan provides comprehensive support to help maintain peak instrument performance, minimize downtime, and ensure consistent accuracy between calibrations.

**EWCP Select Includes:**

- On-Site Yearly Calibration Traceable
- Certificate of Calibration\*
- Firmware Upgrades
- Minor Repairs
- Parts & Labor for Instrument
- Repairs Routine Maintenance

**For the CM-5, CM-36dG, and CM-3700A. Maintenance includes: Replacement of Xenon lamps, cleaning of all reference sensors, repeatability check, and absolute value check. \*Excludes 3D Scanners**

**For pricing and details on all packages, please email us: [service.sus@konicaminolta.com](mailto:service.sus@konicaminolta.com)**

Items	EWCP Enterprise	EWCP Assurance	EWCP Core
Loaner + 2 Calibration Certificates (1st at 12 months, 2nd at 24 months)	X	-	-
2 Calibration Certificates (1st at 12 months, 2nd at 24 months)	-	X	X
Full Repair Parts	X	X	-
Optical Cleaning	X	X	X
Factory Adjustment	X	X	X
Firmware Update	X	X	X
*WAA Update	X	X	X
New Unit Calibration Certificate	X	X	X

**\*For models with Wavelength Analysis & Adjustment feature**

**\*Wavelength Analysis & Adjustment or WAA, a Konica Minolta Sensing innovation, compensates for slight shifts in measurement values due to external factors. It assures the highest accuracy and repeatability levels for this class of instrument when done together with annual calibration and maintenance.**

\*30 days service warranty applies for instruments without the Extended Warranty & Calibration Plan. The Extended Warranty & Calibration Plan is only valid in the USA.

\*The Extended Warranty & Calibration plans are only valid for Konica Minolta Color and Appearance, Light Meters and Radiometric instruments

\*Certificate of Calibration traceable to a National Standard is included at the time of purchase with an additional Traceable Certificate of Calibration included one year later.

\*Impact damage and abuse is not covered by the Extended Warranty & Calibration Plan.



Contact us today to take advantage of Konica Minolta Sensing Americas, Inc. top-rated Extended Warranty & Calibration Plan.

For complete details, including cost information and shipping procedures, call our toll free service hot-line, fax, or email our Calibration & Certification Laboratory.

