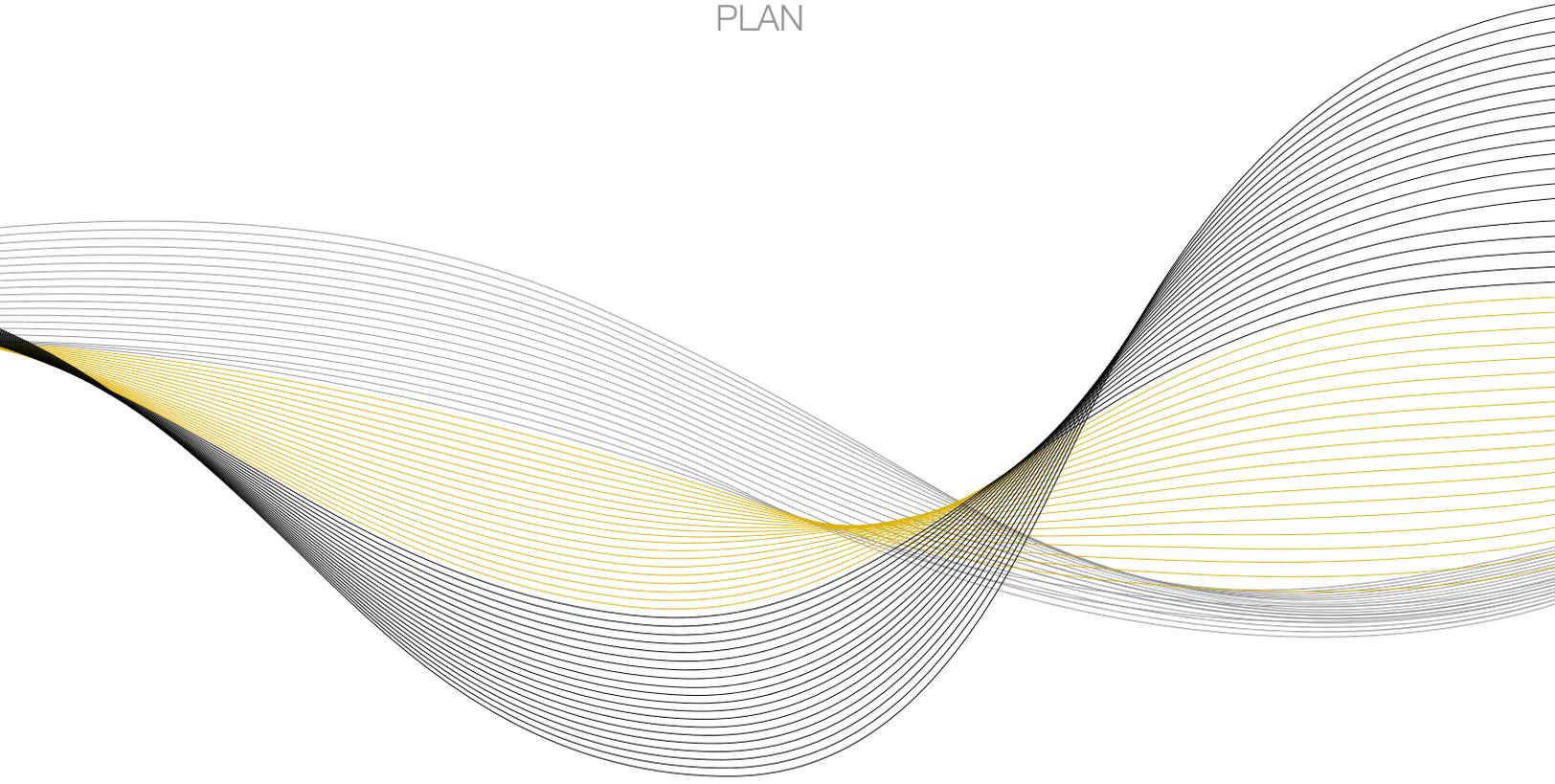


**EXTENDED WARRANTY
& CALIBRATION
PLAN**



EXTENDED WARRANTY & CALIBRATION PLAN

Our 5 Star Service Pledge

At Konica Minolta Sensing, 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 understands the need to feel secure when purchasing valuable equipment. To ensure your equipment is protected throughout its lifespan, we offer three main Extended Warranty & Calibration Plan memberships, Silver, Gold, and Platinum.

Quality Service You Can Depend On

All calls made to Konica Minolta Sensing's 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 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, all non-hardware, technical issues are guaranteed to be resolved 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 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 Sensing Promise

Konica Minolta Sensing 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 promise.



NEED TO KNOW (FAQs)

EXTENDED WARRANTY & CALIBRATION PLAN

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 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.

LEVEL OF SERVICES

EXTENDED WARRANTY & CALIBRATION PLAN

Silver

SILVER 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.

Silver Level Includes:

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

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

Gold

GOLD 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.

Gold Level Includes:

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

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

Platinum

Great for customers who cannot be without an instrument for any length of time. **PLATINUM** level includes on-site calibration in addition to an extended 1 year equipment warranty.

Platinum Level Includes:

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

Available only for CM-5, CM-3700d, CM-3700A, CM-3600d and CM-3600A. Maintenance includes replacement of Xenon lamps, cleaning of all reference sensors, repeatability check, and absolute value check.

**Excludes 3D Scanners*

	Silver	Gold	Platinum
Parts and Labor for Instrument Repairs	•	•	•
4-6 Business Day Service Time	•	•	•
Traceable Certificate(s) of Calibration	2	2	1
Loaner Units During Scheduled Maintenance		•	•
On-Site Yearly Calibration			•
Minor Repairs			•
Routine Maintenance			•

For pricing and details on all packages, please call (888) 473-2656

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 hotline, fax, or email our Calibration & Certification Laboratory: