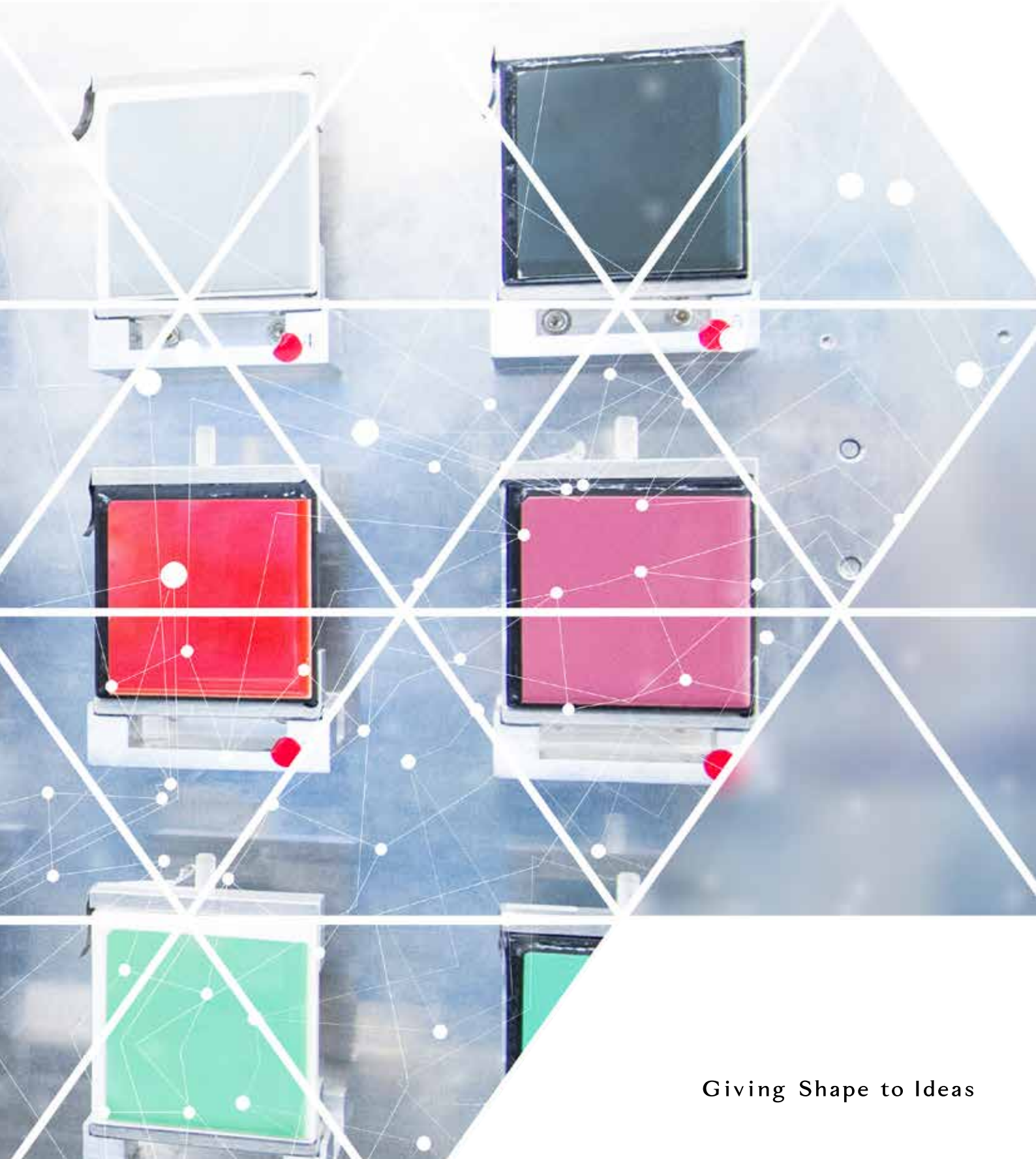




KONICA MINOLTA

TECHNICAL SERVICE

Konica Minolta Sensing offer global service coverage for our measuring instruments with a range of service and calibration options.



Giving Shape to Ideas



SERVICE

By selecting Konica Minolta you have chosen some of the most accurate and reliable optical technology available. All Konica Minolta equipment is guaranteed for 1 year, however, as with all working instruments, they require regular expert maintenance and calibration to maintain optimum performance.

Providing the world's finest technology is therefore only part of the Konica Minolta service. We also offer our customers the highest levels of after sales support.

Regular maintenance ensures optimum performance within the manufacturer's specifications. Customers can store and act upon traceable accurate data and confidently communicate colour or light within the business and supply chain, minimising costly errors and increasing the value and quality of their products and services.



CALIBRATION

Even the most reliably manufactured measuring equipment requires re-calibration at least once a year, particularly if it is in constant use. The only way to ensure that there is no drift in measurement results and that your quality system remains consistently accurate is to have service and calibration carried out by a Konica Minolta service engineer.

During the calibration a strict procedure is followed that compares your instrument with the "Konica Minolta standard". This in turn has been calibrated against recognised International Standards. Any deviation, no matter how small, is corrected and the results entered on a calibration certificate.

The procedures followed are recorded on the certificate along with a diagram illustrating the traceability to International Standards. An official label with the calibration date is applied to your instrument and Konica Minolta will inform you when the next calibration is required.

Scope of calibration activities:

- **Instrument body**
Check for any damage, dirt or wear that may impair functions or performance
- **Mechanical parts**
Check of all buttons, gloss trap, measurement area selector, etc.
- **Check of electrical parts**
Battery chamber, switches, displays, indicators, cables, plugs, connectors, etc.)
- **Xenon lamp** (Spectrophotometer and Chroma Meter only)
Replacement if required
- **Optical system**
Check and cleaning of optical axis, focus
Dusting and re-adjustment if required
- **Instrument Functions**
Calibration, measurement, etc.
Communication with PC
- **Performance check**
Repeatability of measurement values
Accuracy of measurement values





SERVICE AGREEMENT

Investing in a Konica Minolta service contract ensures that your instruments will always be in the optimum working order, providing you and your customers with measurements that can be relied upon with complete confidence.

In addition to ad-hoc STANDARD service, Konica Minolta offer three levels of PREMIUM service agreement: **PREMIUM**, **PREMIUM PLUS** and **PREMIUM ON-SITE**.



PREMIUM

An annual return-to-base service performed at one of our service facilities at a time that suits your needs.



PREMIUM PLUS

All the benefits of a PREMIUM service agreement with the added benefit of a loan unit whilst your instrument is serviced. PREMIUM PLUS allows customers to minimise costly downtime.



PREMIUM ON-SITE*

All the benefits of PREMIUM service carried out at your premises at a time convenient for you, allowing you to minimize downtime and the risk of transport damage. The service engineer will also perform some basic preventative maintenance to provide added peace of mind.

*Only available for benchtop spectrophotometers and not in every country

Advantages of our **PREMIUM** service agreements:

- **EASY**
KONICA MINOLTA will send a reminder when annual calibration is due.
- **BUDGET**
Plan your annual maintenance budget.
- **PREVENT BREAKDOWN & EXTEND INSTRUMENT LIFE**
Minimise the risk of instrument failure and costly downtime.
- **CONFIDENCE IN MEASUREMENTS**
Ensure traceable accuracy of measurements.
- **IMPROVED VALUE**
About 20% lower prices compared to ad-hoc STANDARD Service calibration.
- **PRIORITY TREATMENT**
Priority treatment ahead of ad-hoc STANDARD service customers.

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Certificate No: YKA 0937 154
Registration Date:
March 3, 1995



Certificate No: JQA-E-80027
Registration Date:
March 12, 1997