

Service & Warranty

Revision: June 2007

Dear Customer

thanks for choosing a high quality Quato product. With this product, you've also obtained a powerful and customer-friendly service, backed up by german engineering.

Quato's products are amongst the most reliable in the industry. In the - however possible - event of a technical problem or unit failure, please read this guide carefully.

Basically, the initial service contact is the local dealer or distributor. For your convenience, we've collected the addresses of the main local representatives as follows:



France:

www.prophot.com

+33 1 42 81 58 50



Spain

www.ingrafic.com

+34 96 158 96 20



UK

www.atech.co.uk

+44 1707 373738



Italy

www.eidomax.com

+39 335 201480



Benelux

www.megasupport.nl

+31 30 68 74 606



Switzerland

www.colormanager.ch

+41 1 380 57 84



Sweden/Scandinavia

www.molandars.se

+46 868 015 73



Greece

www.photometron.com

+30 2310 968686

Notice: If your unit was purchased in a different country, we only offer a Bring-in Service. In the event of component failure or any other defect with your QUATO product, you send the faulty device to our German QUATO headquarter. Shipping and handling are not covered by QUATO. The device will be repaired here free of charge in case of a valid warranty, and as soon as the repair is completed, your device will be returned to you at our expense. The repair procedure is initiated by our technical support team .

Fax: +49-531-281-3899

Tel: +49-531-281-3840

support@quato.de

QUATO[®]
Technology

Quatographic Technology GmbH
Hansestrasse 47b

38112 Braunschweig
Germany

fon: +49-(0)531-281381
fax: +49-(0)531-2813898

url: www.quato.de
mail: info@quato.de

While the exact type of logistical service differs from country to country, the warranty terms remain the same:

36 months warranty with Quato's pixel failure acceptance



3 year warranty

· *Intelli Proof/Color 190/201/213(ex)/230(ex)/260ex TFT-displays from 6/2006 on**

* Measurement devices always come with 24 months warranty

36 months warranty with ISO 13406-2 pixel failure acceptance



3 year warranty

· *Intelli Color/Proof 19/21/213TFT-displays up to 5/2006**

· *Radon TFTs**

* Measurement devices always come with 24 months warranty

24 months warranty with ISO 13406-2 pixel failure acceptance



2 year warranty

· *Mini Mate Display*

· *Special Displays on Customer's request*

24 months warranty



2 year warranty

· *Intelli Scan 1600/5000 Scanner*

· *X-Finity Scanner*

· *Silver Haze Pro Colorimeter, DTP20 (aka Pulse) Spectrophotometer, Datacolor 1005*

· *Lightbox XL(2)*

If a defect is qualified and an exchange is performed, you - on Quato's or our Partner's decision - will receive an identical or technically equal exchange unit or you get your original unit back after repair. Faulty units must always be shipped with their original carton box and cushion. Failing to do so can result in a loss of warranty if the unit is further damaged due to transportation. There is no legal customer's right to get an identical unit in exchange. Additionally, there is no legal customer's right to get a new unit in exchange. Exchanging the unit with a technically equal unit must be accepted by the customer. As the warranty period is calculated from the day of purchase on, a repair or exchange neither extends nor decreases the warranty.

Before you send in your product to QUATO for repair, please:

- Check whether the software you are using is the latest version.
- In case of TFT PIXEL DEFECTS, please make sure that these are beyond the acceptance rate
- In case the troubleshooting did not resolve your problem, turn to our TECHNICAL SUPPORT staff for assistance with troubleshooting.
- If there is still no "remedy" for your problem, fill in the SUPPORT FORM completely to receive a RMA number and explanations on the repair procedure.

Standard Pixel Failure Criteria

Although TFT technologies have been constantly improved in the past few years, single pixel defects can still not be completely avoided in the production process of TFT panels. Thus, ISO standard 13406-2 defined pixel defect classes I to IV, whereas only devices of the defect classes I,II and III are sold to the "public". Class I devices are distributed for military and clinical purposes only.

We defined special QUATO acceptance criteria (and subsequently the right for replacement if they are not met), which go beyond the demands of this ISO standard / defect class II. (Note: Each pixel of a TFT display consists of 3 subpixels for red, green and blue.)

As maximum defect rates for TFTs we defined the following:

With a 19" TFT with 1280x1024 pixels
(1.31 MP) the following defects are allowed:

- Type 1: a maximum of 3 light pixels
- Type 2: a maximum 3 dark pixels
- Type3: a maximum of 7 sub-pixels

With a 21" TFT with 1600x1200 pixels
(1.92 MP) the following defects are allowed:

- Type 1: a maximum of 4 light pixels
- Type 2: a maximum 4 dark pixels
- Type3: a maximum of 10 sub-pixels



ISO 13406 compliant

A lower number of defects than defined in the ISO 13406-2 regulation is not a warranty issue.

The above mentioned criteria is only valid for the date of delivery. Later occurring pixel failures are not covered by the warranty.

Uniformity and Luminance

Due to technical reasons, a TFT cannot be uniform. Compared to the standard CRTs non-uniformity of around 20%, a TFT with 10-15% is much better (besides all the other benefits of a TFT).

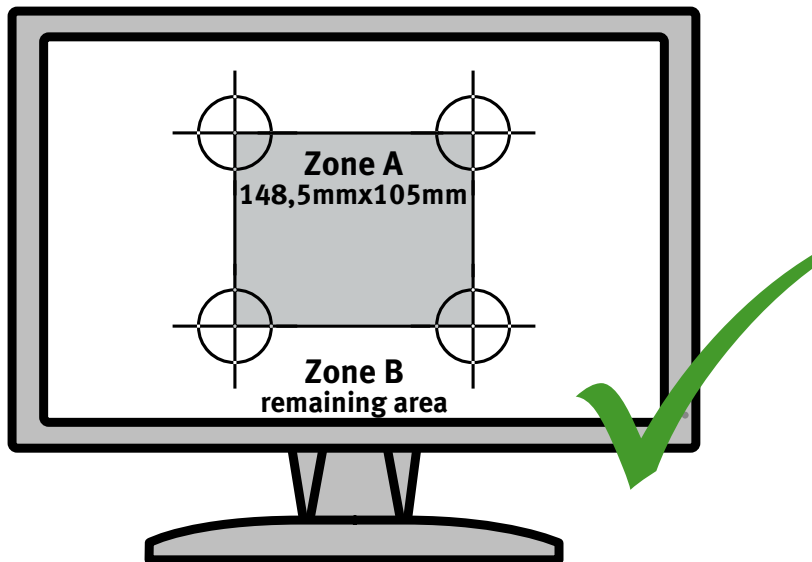
Quato uses only selected panels to ensure the highest possible uniformity. Even with new technologies like LED, uniformity is still an issue. The ISO 12646 defines the uniformity mismatch of 15% as being acceptable for high-end softproof systems. Mid-range systems are treated less harsh.

As a matter of fact, the luminance of the backlight ages over the time. **This normal uniformity and luminance decay is not covered by the warranty.**

Pixel failure criteria for Intelli Proof/Intelli Color Series from 6/2006 on.

The Intelli Proof and Color Series contain a new “Zero Pixel Tolerance” in the image center. That means at the end, that such a unit is free of defects in the image center and that a maximum of 2 defective pixel in the remaining image area is granted.

- Zone A) zero pixel tolerance for DIN A6 area (148,5 x 105,50 cm) in the center of the screen
- Zone B) a maximum of two defective pixels in the remaining area



**Zero Defects Policy
from 6/2006 on**

A lower number of defects than defined in this special Quato regulation is not a warranty issue.

The above mentioned criteria is only valid for the date of delivery. Later occurring pixel failures are not covered by the warranty.

Uniformity and Luminance

Due to technical reasons, a TFT cannot be uniform. Compared to the standard CRTs non-uniformity of around 20-30%, a TFT with 10-20% is much better (besides all the other benefits of a TFT).

Quato uses only selected panels to ensure the highest possible uniformity. Even with new technologies like LED, uniformity is still an issue. The ISO 12646 defines the uniformity mismatch of 15% as being acceptable for high-end softproof systems. Mid-range systems are treated less harsh.

As a matter of fact, the luminance of the backlight ages over the time. **This normal uniformity and luminance decay is not covered by the warranty.**

Service Form

Revision: June 2007

Address

Company
c/o
Street, Number, Floor
Zip, City
Phone
eMail

.....
.....
.....
.....
.....

Dealer

.....

Product

Intelli Scan 1600 / 5000
Radon 19 / 21
Intelli Proof 240 / 240 LE
Intelli Proof 262 ex

Silverhaze / Silver Haze Pro
 Intelli Color 19 / 190
 Intelli Color 201
 Intelli Color 21 / 213

Intelli Proof 19 / 190
 Intelli Proof 201
 Intelli Proof 21 / 213 (ex)
 Intelli Proof 230 (ex)/260 ex

Others

Description.....

Serial Number

.....

Purchase

.....

Error description

Unit is used with

Macintosh

Windows

Error occurs

always

random

Description

.....
.....
.....
.....
.....

Please keep in mind:

- that the unit must be shipped in its original carton box and cushion
- transportation locking (scanners) must be activated
- RMA number must be visibly placed on the box

I (we) declare to accept QUATO's service rules and guidelines.

Signature

.....

Signature in printed letters

.....

via Fax to: +49-531-281-3899