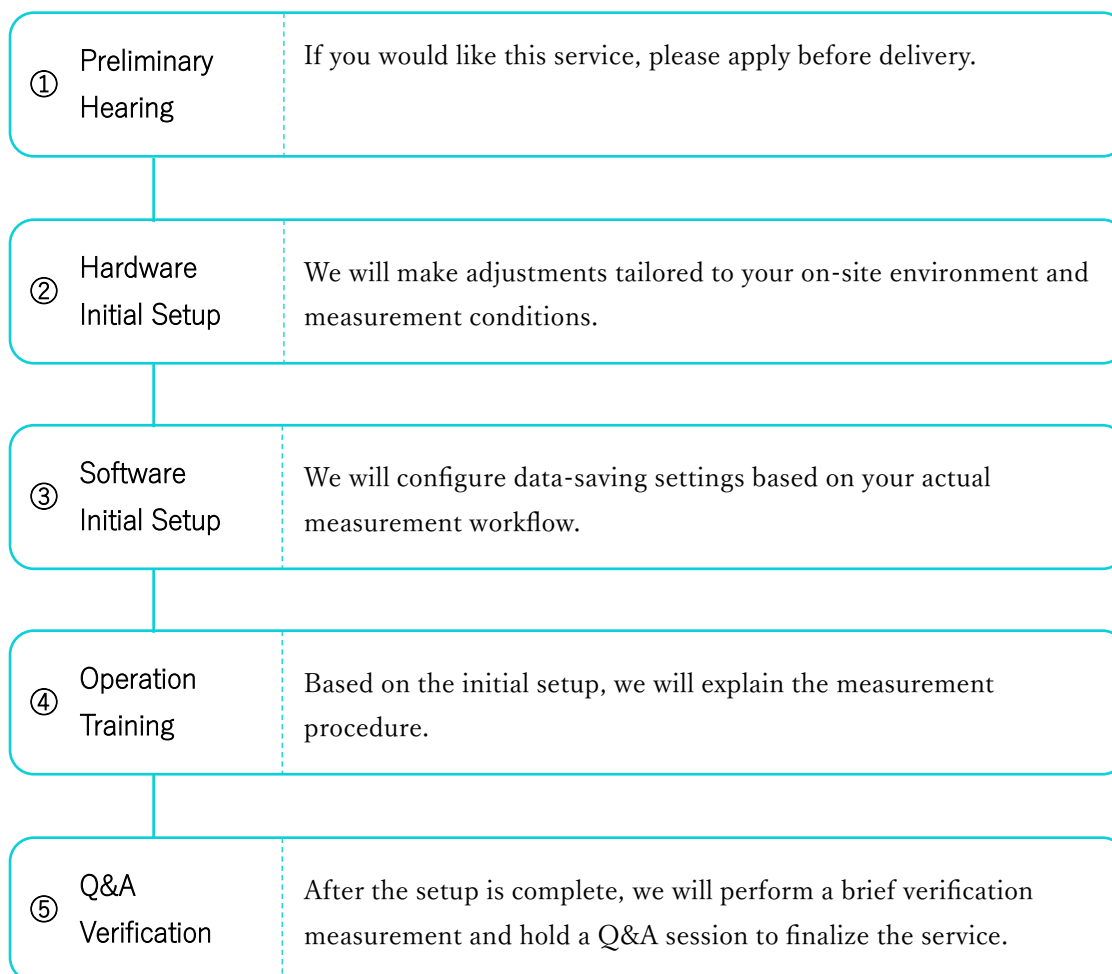


After-sales Service

Initial Setup Service

[Process Flow]



- This is a paid optional service. It is not included in the standard delivery “Basic Operation Explanation.”
- The items configured and explained in this service will be shared, as needed, in a simple manual format; please contact us separately if you would like company-wide deployment or creation of training materials.

Q1. What is the difference from the explanation provided at standard delivery?

A. With standard delivery, we provide a brief explanation of basic product operation and an overview of the software.

In contrast, the Initial Setup Service provides hardware/software configuration tailored to your specific measurement target, plus hands-on operation training on the actual unit.

Q2. What kinds of settings will you configure?

A. We will configure settings such as the following:

- Camera lens adjustment; optimization of measurement angle and distance (hardware)
- Data saving method and measurement area (ROI) settings (software)
- Operational training aligned with your actual workflow

Q3. By when do I need to apply?

A. As a guideline, please apply at least two weeks before the delivery date.

Advance preparation is required because the work is incorporated into the delivery-day tasks.

Q4. My sample has not been finalized yet—can I still apply?

A. Yes. If you contact us, we can respond flexibly depending on your situation.

Even provisional sample information is fine, so please contact us as early as possible.

Q5. Is this service paid?

A. Yes. The Initial Setup Service is a paid optional service.

Costs vary depending on the scope and time required, so please request a quotation.

[Related Services]

	Service Name	Description
Pre-Implementation Services	Trial Measurement	We perform trial measurements and provide a brief report.
	Contract Testing	We perform high-accuracy measurements and provide detailed data.
	Rental Service	You can use a 2D colorimeter for a short period of time.
After-sales Service	Maintenance Service	We provide support to help keep your product in optimal condition.
	Inspection & Calibration Service	We support accuracy maintenance and long-term stable operation.

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On our website, you can find detailed product information, a wide range of measurement case studies, and measurement videos.