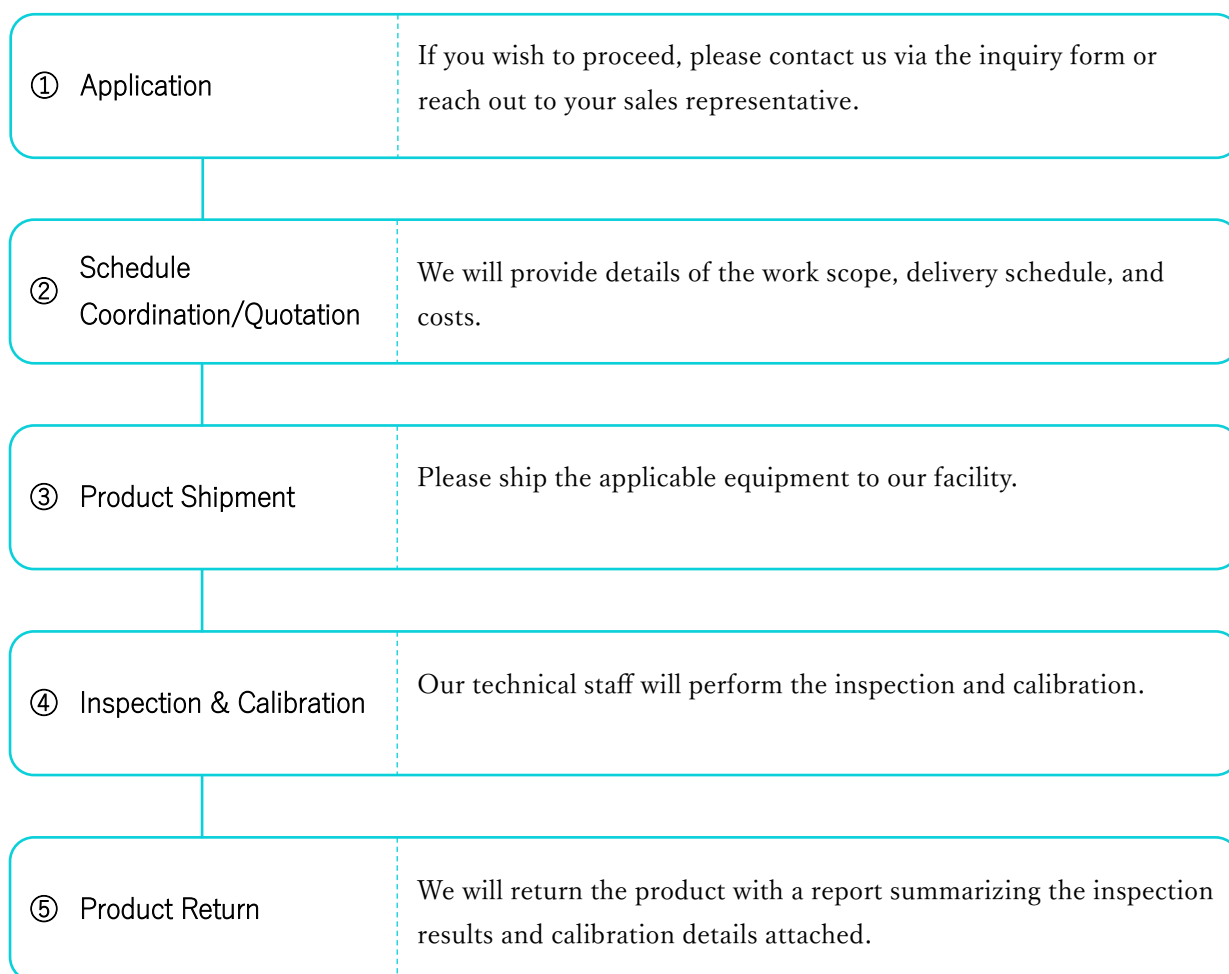


## After-sales Service Inspection & Calibration Service

### [Process Flow]



- The equipment cannot be used during inspection and calibration. Please adjust your usage schedule accordingly.
- If the inspection/calibration results indicate that worn parts need to be replaced, additional costs may apply. We will proceed only after obtaining your prior approval.

Q1. Why is the inspection and calibration service necessary?

A. For 2D colorimeters, the accuracy of the camera, lighting, and optical components has a significant impact on the measurement results.

Since minor deviations can occur through long-term use and aging, regular inspection and calibration are important to maintain accuracy and stability.

Q2. How often should I request this service?

A. Although it depends on how frequently you use the device, we recommend periodic inspection and calibration about once a year.

Q3. Can calibration be performed in-house?

A. Because this service includes specialized work performed at our facility, we will need to take the device into our custody temporarily.

Q4. Will I receive a report of the measurement results?

A. Yes. We will return the product with a report summarizing the inspection and calibration results. The report includes calibration values, adjustment details, and the condition of consumable parts.

Q5. Can I request the service if I notice issues during use?

A. Yes. If you experience any malfunction or irregularities in the measurements, we can respond promptly through inspection and calibration.

If repairs are required, we will consult with you separately and proceed accordingly.

### [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         | Initial Setup Service | We set optimal measurement conditions tailored to your samples.    |
|                             | Maintenance Service   | We provide support to help keep your product in optimal condition. |

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