

Sekonic Repair & Return Service Rule

We greatly appreciate your continued patronage and using our products. We believe that fast and good service to all customers is one of the most important things to sell the products. Hereunder we are pleased to inform you of our Repair & Service rule.

● Repair & Return

- We entrust all sales and marketing activity including repair service to our authorized distributor in each country. So, please kindly contact them and ask for quotation of repair & return service.

The List of Models for Repair/Calibration

Current Products	
Model	Name
L-208 - see Note 5	TwinMate
L-308S/308DC/308X	FlashMate
L-398A - see Note 5	Studio Deluxe III
L-478D/478DR/478DR-EL/PX	Lite Master Pro
L-858D	SpeedMaster
i-346	Illuminometer
C-800	Spectrometer
C-7000	Spectrometer
Discontinued Products	
Model	Name
L-758D/758DR	DigitalMaster
L-758CINE	DigitalMaster
C-700/C-700R	Spectrometer

Note 1: Repair fee is NOT applied when the repair is caused by our production fault within warranty period. For details, see "Product Warranty Provision" on page 3.

Note 2: If the meter was broken by drop, shock, water or other special condition, we will charge additional cost.

Note 3: Repair service will be refused if there is a breakdown or damage due to disassembly or modification (including software), or if there are traces of disassembly or modification, even for products for which repairs are accepted.

Note 4: **Please do NOT include batteries (especially lithium batteries)** with the light meter inside or in the package when you send it back to Sekonic distributors for repair. Even if the batteries are included in the package, you will receive the repaired meter without batteries due to the regulation of international transportation.

Note 5: Regarding the repair of L-208 and L-398A, we will supply a new replacement meter under consideration of cost & efficiency. So, please confirm if replacement is acceptable instead of repair in advance.

Note 6: Please note that the fee of "Inspection / Calibration (measurement adjustment)" is chargeable even if no problem is found on the products after our check.

Note 7: When returning the product for repair, please pack it carefully so that the product will not be scratched or damaged. If the product is thought to have been lost or damaged during transportation due to insufficient packaging, we cannot accept the repair request.

● Certification of Calibration

- We can issue “Certificate of Calibration” that is **to measure the actual meter with our standard lamp** (2,856K incandescent lamp) which is traceable to the National Institute of Advanced Industrial Science and Technology as the upper organization. **We cannot make these documents without the actual meter.**
- “Certificate of Calibration” contains three documents in one set: i) Certificate of Inspection, ii) Certificate of Calibration, and iii) Calibration Traceability Schema.
- The fee of certification of calibration does not include the measurement adjustment or repair. If necessary, please contact your local distributor and ask for quotation.

Measurement Points of Certification of Calibration:

Service	Model
Certification of calibration (excluding the repair and measurement adjustment)	C-700/C-700R/C-800
	* 2856K value
	* 800 lx value
	* Additional lux point
	C-7000
	* 2856K value
	* 800 lx value
	* Additional lux point
	i-346
	* Four lx values (40, 160, 1,280, 10,240lx)
All Light Meter	
* Four points (EV for incident & reflected light)	

Note 1: **Please do NOT include batteries (especially lithium batteries) with the light meter inside or in the package when you send it back to Sekonic distributors for repair. Even if the batteries are included in the package, you will receive the repaired meter without batteries due to the regulation of international transportation.**

Note 2: Additional lux point should be the range within 40lx to 10,240lx.

● Data Back Up (Before sending back a meter to each distributor)

All data which are stored in the meter will be erased if the circuit board in the meter is changed for repair, or the factory reset is performed during inspection. Sekonic will not back up the data unless we receive such a request. Accordingly, please make sure to back up the data before sending the meter in any case, either repair, adjustment, or calibration. The memorized data in spectrometers (C-800/C-700R/C-700/C-7000) can be backed up via Utility software on computer. Exposure profile in light meters (L-858D/L-758 series/L-478 Series) can be backed up via Data Transfer Software on computer.

● Product Warranty Provision

➤ Warranty Limitation:

- **Warranty Period: Please check with your local distributor.**

We charge no repair fee if you send the product along with the warranty card or a copy of sales receipt to your local distributor. The warranty card has to indicate purchased date on it. When the problem or fault occurs, please send back the actual meter within one month to your local distributor for immediate inspection by Sekonic. If the faulty meter has been left for a long time, there is a possibility that we cannot accept the warranty repair.

Even if the product has been purchased within warranty period, 1) without warranty card or 2) the problem caused by wrong operation, wrong store condition, drop, shock, water or other special condition, we charge the repair fee. Sekonic reserves right to determine whether it is under warranty case or not.

➤ Second Repair:

If the same problem (same parts & same phenomenon) happened within three months after we repaired it, we will repair it for no charge along with our Repair Report. Repair Report is always required for second repair for no charge repair service. Sekonic reserves the right to determine whether it is under warranty case or not.

Your understanding would be highly appreciated.

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