

RapidMatch™ X-5

Best Practices





RapidMatch™ X-5 Hardware and Software Support

- For questions regarding the PaintManager™ Program Software with RapidMatch™ X-5 functionality, contact the **PPG Computer Support Help Desk at 1-800-647-6050, options 1,2,2,1**

RapidMatch™ X-5 Color Support

- For color questions regarding Match Rating, Filtered Search and assistance with tinting, contact the **Color Library at 1-800-647-6050, options 1,2,1**

RapidMatch™ X-5 Instrument Service

- **PPG Computer Support Help Desk: 1-800-647-6050 options 1,2,2,1**
 - To confirm the instrument and software are correctly set up and working properly.
 - Assist to determine if there is a hardware or software issue.
- **X-Rite Corp: 1-888-826-3042**
 - Determine warranty, assign RMA
 - Have billing, ship to and equipment information available.
 - Product model: CM64
 - Problem details
 - Serial number
 - Return CM64 along with docking station, cal tile and cables
 - Details of problem

RapidMatch™ X-5 Instrument Warranty Information

- **3 year limited warranty**
 - From date of purchase
 - Excludes batteries
- **Out of warranty**
 - \$400.00 USD, flat rate repair fee
 - \$65.00 USD Replacement battery



Calibration

What does Calibration do?

Calibration is an internal diagnostic check of the instruments lamp and optical system. It is imperative that you use the exact white calibration tile that came with your RapidMatch™ X-5 instrument. A proper calibration ensures that your instrument will perform correctly. If you calibrate using anything other than the exact white calibration tile (which originally came with instrument) the performance and instrument integrity will be compromised, leading to poor formula choices. Likewise, the black calibration is important to perform and maintain as well.

Refer to the “Instrument Operator’s Manual” for full details. This guide is offered as a short reference of highlights for best performance.

1. Charge device well before using.
 - a. 12 hours for complete charge
2. Serial number on calibration tile should match the RapidMatch™ X-5 unit serial number.
3. Clean tiles are needed for the best performance!
 - a. White tile: Inspect and clean with soft cloth if needed.
 - b. Black tile: Remove from bottom of docking station and clean with soft cloth.

Awareness issues:

There are several items that can affect the outcome of a formula lookup, including but not limited to correct measurement techniques, correct software setup, fitness of instrument or contaminated samples. It is important to communicate and separate the variables to help diagnose the source of the error.

The following “instrument fitness” protocol will determine if the instrument is performing to the manufactures specifications. The measurement technique can have a dramatic effect on the output of a formula. The instrument should be oriented horizontally to the automobile panel.

Procedure for insuring fitness of RapidMatch™ X-5 instrument

The following steps should be performed after the calibration tiles have been correctly cleaned. Perform instrument calibration.

1. Measure the white calibration tile as if you were taking a measurement on a car. Place the white tile on a solid study surface to insure the tile does not move and hold the instrument steady during the measurement.
2. Press the view button and compare the L*a*b* values displayed on the instrument to the values on the back of the white calibration tile.
 - a. Review the data for 25°, 45° and 75° angles.
 - b. The numbers viewed on the instrument display should not vary more than 0.15 from the values on the white calibration tile decal.

If there is greater deviation than 0.15, then do the following:

Review cleaning procedures for both the white tile and black trap. Ensure no dust is in the instrument measurement port (follow directions for cleaning instrument). Perform calibration procedure again and then repeat procedure above. If the deviation continues to be more than 0.15 still persists, contact an X-Rite Corporation customer service representative.



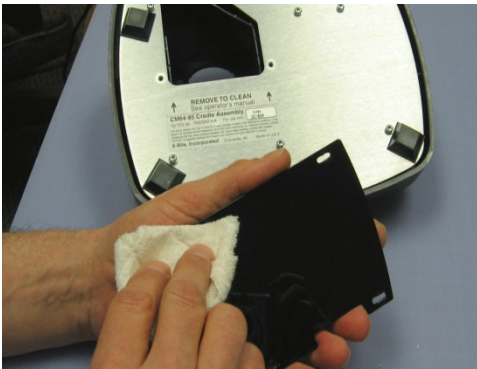
Maintenance

- 1) RapidMatch™ X-5 is a sensitive and technical instrument – handle with care!
- 2) Cover the docking station when not in use for extended time
- 3) Clean white & black tiles regularly
- 4) Optics – clean weekly with short bursts of clean, dry air into measurement aperture.



DO NOT use high pressure hoses.
DO NOT use cans with Freon

Wipe white tile with clean soft cloth



Remove black tile from back of docking station to wipe with clean soft cloth.



Carry the RapidMatch™ X-5 unit in the RapidMatch™ X-5 carry case.

Correct Positioning for reading vehicle parts

1) Be consistent when positioning the RapidMatch™ X-5 unit. Position the unit horizontal to the panel and keep all 5 readings in the horizontal position. Do not rotate the device.



When measuring parts that have aluminum or pearls, changing the position from horizontal to vertical, or rotating it, will dramatically hinder the performance.

- 2) Hold the RapidMatch™ X-5 unit with both hands
- 3) Place on clean, polished flat surface
- 4) Press firmly against panel without moving
- 5) Carefully slide the RapidMatch™ X-5 unit back into the docking station when finished reading the part.

