



# DigiMatch™

## FAQ



<p><b>1. What is PPG DigiMatch?</b></p>	<p>PPG DigiMatch is a compact, fast, easy-to-use spectrophotometer that has a functional ergonomic design and can be used with one hand, while also boasting a revolutionary multi-angle digital color camera.</p>
<p><b>2. How many angles does PPG DigiMatch have?</b></p>	<p>The device has 6 reflectance measurement angles and 6 camera imaging angles.</p>
<p><b>3. What are the dimensions and weight of the device?</b></p>	<p>Dimensions and weight are: L: 170mm; W:75mm; H:100mm; weight 0.6 kg</p>
<p><b>4. Can the device be used on curved surfaces?</b></p>	<p>PPG DigiMatch has enhanced features to take readings on a curved surface. Users should measure the flattest part of the sample and hold the device steady.</p>
<p><b>5. How often does PPG DigiMatch need calibration?</b></p>	<p>The spectrophotometer needs to be calibrated every 30 days with the white tile and the camera target tile which are included with each device.</p>
<p><b>6. How many measurements are required?</b></p>	<p>Users need to take 5 measurements.</p>
<p><b>7. After taking a measurement, what does the star rating mean?</b></p>	<p>The quality of the measurement is indicated with a 5-Star system:</p> <ul style="list-style-type: none"> <li>• 5 Stars indicate an excellent measurement without variation between the measurements.</li> <li>• 3-4 Stars indicate a good measurement.</li> <li>• 0-2 Stars – it is highly recommended to remeasure.</li> </ul>
<p><b>8. What is the Automatic / Manual Measurement mode feature and how is it used?</b></p>	<p>This is a feature that allows users to either take manual measurements, where they need to press the button on the side of the spectrophotometer or tap the screen, or take automatic measurements, which the device triggers when all three sensors are aligned.</p>
<p><b>9. What does the Inspect Feature do and how is it used?</b></p>	<p>The Inspect Feature is a live camera view where users can preview the measurement zone to avoid areas that are scratched or damaged before taking a measurement.</p>
<p><b>10. How many readings can be stored in the device?</b></p>	<p>Given the large storage capacity, users can store 160 jobs.</p>

Explore the PPG LINQ™ Digital Ecosystem. Visit [PPGLINQ.com](https://PPGLINQ.com)

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<b>11. How are readings downloaded?</b>	Measurement data can be transferred via USB cable or WiFi to PPG Color software.
<b>12. At what temperature is it recommended to take readings?</b>	Operating temperature recommendation is 50 to 95 degrees Fahrenheit or 10 to 35 degrees Celsius.
<b>13. At what temperature should users store their device?</b>	Between -4 to 122 degrees Fahrenheit or -20 to 50 degrees Celsius.
<b>14. How is the docking station used?</b>	The docking station should be used to house the spectrophotometer to protect it from dust / debris and to prevent damage. It is also used to charge the device and transfer measurement data.
<b>15. Can the battery be exchanged if needed?</b>	The device includes a Lithium-Ion battery. Users need to contact PPG customer service if a battery replacement is required.
<b>16. Does the device come with a warranty?</b>	The manufacturer warrants this product against defects in material and workmanship for a period of 12 months.
<b>17. What happens if the device is dropped?</b>	<p>If the instrument experiences a drop, a calibration should be performed followed by a Health Check before any further measurements are taken.</p> <p>If the Health Check shows the device is not working properly contact your PPG customer service.</p>
<b>18. Where are the local service centers?</b>	Please see below:

Countries	Service provided by	Certified Service Partner Name	Address	Contact Information
<b>Argentina</b>	Certified Service Partner	Abastecedora Grafica S.A.	Cochabamba 670, CP1150 CABA	Email: <a href="mailto:info@abastecedoragrafica.com.ar">info@abastecedoragrafica.com.ar</a> Email: Fernando Cavalieri ( <a href="mailto:info@xrite.com.ar">info@xrite.com.ar</a> ) Email: Guillermo Laurini ( <a href="mailto:capacitacion@xrite.com.ar">capacitacion@xrite.com.ar</a> )
<b>Australia &amp; NZ</b>	Certified Service Partner	Novasys Group Pty Ltd	PO Box 1150, Mountain Gate 3156	Contact: Ron Craigie Email: <a href="mailto:ronc@novasys.com.au/info@novasys.com.au">ronc@novasys.com.au/info@novasys.com.au</a>
<b>Brazil</b>	Certified Service Partner	PLENICOR COMERCIO E SERVICOS LTDA	Rua Mazel, 704-Sala 2, Cotia, SP Brazil, 06708- 235	Contact :Syossabro Koyama Phone :(11) 4617-3900 Email: <a href="mailto:koyama@plenikor.com.br">koyama@plenikor.com.br</a>
<b>China</b>	X-Rite, Inc.	-	1/F, Building#1, IBP Phase 2, 518 Fuquan North Road, Changning District, Shanghai, China 200335	Phone: 400-606-5155 Email: <a href="mailto:ServiceSH@xrite.com">ServiceSH@xrite.com</a>
<b>Germany</b>	X-Rite, Inc.	-	Fraunhoferstr. 11b Planegg-Martinsried, 82152 Germany	Phone: +800 700 300 01 Email: <a href="mailto:EMEAsupport@xrite.com">EMEAsupport@xrite.com</a>
<b>Hong Kong</b>	X-Rite, Inc.	-	Suite 2801, 28th Floor, AXA Tower, Landmark East, 100 How Ming Street, Kwun Tong, Kowloon, Hong Kong, China	Phone: +852 2568 6283 Email: <a href="mailto:ServiceAsia@xrite.com">ServiceAsia@xrite.com</a>
<b>India</b>	X-Rite, Inc.	-	X-Rite India Private Limited 4th Floor, Indiqube-Courtyard Marriott, No 2, 55 Outer Ring Rd, Jogappa Layout, Nagavara, Bengaluru Karnataka 560045, Bangalore, India	Phone: +91 8762758126 Email: <a href="mailto:ServiceIndia@xrite.com">ServiceIndia@xrite.com</a>

<b>Japan</b>	X-Rite, Inc.	-	6/F Telecom Center, 2-5-10 Aomi, Koto-ku, Tokyo, 135-0064 Japan	Phone: +81-3-5579-6907 Email: <a href="mailto:JapanServiceTeam@xrite.com">JapanServiceTeam@xrite.com</a>
<b>Mexico</b>	Certified Service Partner	Macrolab, S.A. de C.V.	Paseo de las Fuentes 5100 Col. del Paseo Residencial Monterrey, N.L. 64920	Contact: Joshua Sanchez Phone: 33-1894-3772 Email: <a href="mailto:joshua@macrolab.net">joshua@macrolab.net</a>
<b>Turkey</b>	Certified Service Partner	Odak Kimya Endüstrisi Ürünleri SAN. ve TIC. LTD. STI	İdealtepe Mahallesi Aydın Sk. Cinerler Apt. No: 18 D.:1, İstanbul	Contact: Hakan Calisan Phone: +90 216 489 93 13 Email: <a href="mailto:hakan@odakkimya.com.tr">hakan@odakkimya.com.tr</a>
<b>USA</b>	X-Rite, Inc.	-	4300 44th St. SE, Grand Rapids, MI 49512 United States	Phone: 888-826-3042 Option 2 Email: <a href="mailto:ServiceSupport@xrite.com">ServiceSupport@xrite.com</a>