



How do I start the calibration process for my Creafom HandySCAN or Go!SCAN Scanner?

Annual calibrations are recommended by Creafom. If your scanner is under an active Complete or Complete Plus maintenance plan they are included at no charge. Simply email Creafom.Support@ametek.com and provide the following information:

- E-mail subject: Calibration Request
- serial # of your scanner
- your courier, account# and shipping address for the return of the scanner after calibration
- Preference for Ground or Overnight service
- Details of any other concerns you are having with your scanner that you would like investigated or addressed

Within 1-2 business days, Creafom will provide you with a packing checklist and an RMA shipping label. Complete the checklist, print it, and place the list inside of your scanner's carrying case. Then package your scanner/case inside of another shipping box for additional protection. Then put the RMA shipping label on at least one side of the box and ship with the courier of your choice to the address on your RMA label.

Rapid 3D is happy to assist you with this process if you have any questions or concerns.