



How do I start the hot swap calibration process for my Creafom MetraSCAN & C-track System?

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: Hot Swap Calibration Request
- serial # of your Scanner and C-track
- your courier, account# and shipping address for the shipment of fresh calibration artifacts
- Preference for Ground or Overnight shipment
- Details of any other concerns you are having with your scanner (if there are serious concerns, it is sometimes recommended to send the scanner in for an OEM calibration and possible repairs)

Within 1-2 business days, Creafom will confirm your request and provide you two RMA shipping labels. Creafom will first ship you a fresh calibration plate and calibration bar. You will exchange these with the existing (old) calibration artifacts and update your calibration software files in the Creafom portal. Once the system is up and running, please ship the old artifacts back to Creafom using the courier of your choice. Simply reuse the boxes that the new artifacts arrived in and attach the RMA shipping labels provided.

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