

# GemID<sup>®</sup>

User Manual v 1.0.1



## **Quick Start Guide and User Manual version 1.0.1**

### **Introduction**

GemID generates (registers) and recognizes (finds) distinctive 'DNA' (fingerprint) of a diamond based on its optical characteristics. It ensures that no one switches or changes your own unique diamond.

The purpose of this invention is to provide a secure method to stop diamond swapping while it goes from one operation to another operation during manufacturing, marketing, sales from one person to another person. Recognition of the loose piece of gemstone from the database and studded piece of jewellery with the original piece of diamond, it is made up of.

**CONFIDENTIAL**

The information contained herein is the property of DRC.  
Any reproduction, publication, or distribution to a third party is strictly forbidden.

# Table of Contents

## Contents

<b>1</b>	<b><i>Safety First</i></b> .....	<b>4</b>
1.1	Symbol Notations and Definitions .....	4
<b>2</b>	<b><i>Physical Specifications, Designed Functions, Capabilities and Features</i></b> .....	<b>5</b>
<b>3</b>	<b><i>The GemID Suite</i></b> .....	<b>6</b>
<b>4</b>	<b><i>Quick Set Up (no tools are required for assembly)</i></b> .....	<b>8</b>
4.1	Un-boxing.....	8
4.3	Set Up the Machine .....	8
4.4	Preparing for Operation.....	8
4.5	Initial Start-Up .....	9
<b>5</b>	<b><i>GemID Program Desktop</i></b> .....	<b>10</b>
<b>6</b>	<b><i>Calibration</i></b> .....	<b>11</b>
<b>7</b>	<b><i>Registration Process</i></b> .....	<b>13</b>
7.1	Preparing to register diamonds.....	13
7.2	Register Diamond.....	14
<b>8</b>	<b><i>Find or Verify Diamond</i></b> .....	<b>15</b>
8.1	Preparing to find or verify diamond .....	15
8.2	Find Diamond.....	16
8.2	Verify Diamond.....	17
<b>9</b>	<b><i>Edit and Delete diamond</i></b> .....	<b>18</b>
9.1	Edit diamond.....	18
9.2	Delete diamond .....	18
<b>10</b>	<b><i>Database</i></b> .....	<b>19</b>
10.1	Database View .....	19
10.2	Database Import.....	19
10.3	Database Export.....	20
<b>11</b>	<b><i>Report</i></b> .....	<b>20</b>
<b>12</b>	<b><i>Help</i></b> .....	<b>21</b>
<b>13</b>	<b><i>Maintenance and Support</i></b> .....	<b>22</b>
11.1	Warranty Claim Process .....	22
11.2	Software License .....	23
<b>14</b>	<b><i>Troubleshoot</i></b> .....	<b>23</b>

12.1 If the Machine is not working. ....	23
<b>13. FAQ</b> .....	<b>24</b>
<b>15 Maintenance and Support</b> .....	<b>28</b>
13.1 Warranty Claim Process.....	28
13.2 Software License .....	28
<b>16 Warranty</b> .....	<b>29</b>
14.1 Limited Warranty.....	29
14.2 Exclusion .....	29
14.3 Terms and Conditions.....	29
14.4 Privacy.....	32
14.5 Machine Maintenance Policy .....	33
14.6 Machine Service Policy .....	33
14.7 Using Third-Party Apps and Services Policy.....	34
<b>About DRC</b> .....	<b>35</b>

GemID, its hardware and operating software are the exclusive property of DRC, Surat, India. The purchase of a GemID includes only a license to operate the proprietary software that we have developed. Altering or copying the software is prohibited. It may result in the degradation of the software program and danger to the user. Tampering with the software or hardware may result in damage and inoperability of the instrument and also result in the injury of the operator. Tampering with GemID also voids the warranty or the obligation of DRC to maintain or support the operation of GemID.

# 1 Safety First

At DRC, the safety of everyone who uses our instruments is important. We recommend reading the safety information and operating instructions before operating GemID. Failure to observe these instructions can lead to injury, damage to the device, and less than optimal operating results.

GemID has been designed to be operated safely and effectively by conscientious operators who observe the safety and operational protocols explained in this document.

## 1.1 Symbol Notations and Definitions

Please observe the written and graphic cautions and warnings explained in this manual

Symbol	Description
	<p>This symbol indicates possible software damage or loss of data that may occur and result in a permanent loss of stored information. Attention is required by an authorized DRC technical specialist.</p>
	<p>This symbol indicates potential exposure to rays of invisible laser radiation. Avoid exposing eyes and skin to direct or scattered radiation. Proper eye and skin protection is required.</p>
	<p>To reduce the risk of electric shock or damage to the equipment:</p> <ul style="list-style-type: none"> <li>• Do not disable the power cord grounding plug. It is an important safety feature.</li> <li>• Plug the power cord into a grounded electrical outlet that is always easily accessible.</li> <li>• Unplug the power cord from the power supply to disconnect power to the equipment.</li> </ul> <p>Place the power cord where it is not damaged by or compressed by items placed near it.</p>

## 2 Physical Specifications, Designed Functions, Capabilities and Features

### Physical Specifications for GemID

- Dimensions: 163 x 150 x 380.5 mm. (6.4 x 5.9 x 14.9 inches)
- Weight: 6 kg (approximately 14 pounds)

### Power Supply

- Input voltage range: 230V AC
- Input Current:  $\geq 3A$
- Typical Response Time: 5 s
- Temperature Range: 5 – 35 degrees C

The GemID manufactured by DRC has been designed and developed to provide a secure method to stop diamond swapping while it goes from one operation to another operation during manufacturing, marketing, sales from one person to another person. It has been created with the following functions.

- Diamond shapes : recognizes Round and All fancy diamond shapes i.e. Heart, Cushion, Oval, Princess, Emerald, Marquise and Padma.
- Diamond sizes : from 0.3ct up to 22 mm diameter.
- Diamond clarity : FL (Flawless) to I3 (Included).
- Tracking : finds the registered (already added in your database) loose diamond and matches even after it is mounted on a piece of jewellery.
- Deep duplicate : Eliminates the possibility of duplicate entry of a diamond of any shape and size in the database.
- Verify : Instantly provides the information of already registered diamond within 5 seconds from your database based on previously allotted diamond ID.
- Global access : Access your database from your secure server from anywhere in the world – Diamond registered in one city/country can be found or identified in any other city/country across the world.
- Report : report for the register, edit, delete, find, and verify operation along with the history of machine id, user id, and time makes the system secure.
- Filters : Find diamond from database with filters like weight, colour, clarity, box (dabbi) , duration, fluorescent.
- Integration : provision to integrate with the ERP.
- Optimized find option for finding a single entry of diamond.
- Diamond can be saved without any data (auto generation of unique id).
- Diamond can also be matched without accurate centering.
- Designed for ease of use by both technical and non-technical staff
- Intuitive GUI (Graphic User Interface) for click-to-scan features
- Automatic storage of every scan in four different viewing modes
- Keep the device dry and away from liquids to avoid electrical shorts and shocks.
- Repairs must be performed only by an authorized service engineer. Unauthorized tampering with the device will void the warranty.

### CONFIDENTIAL

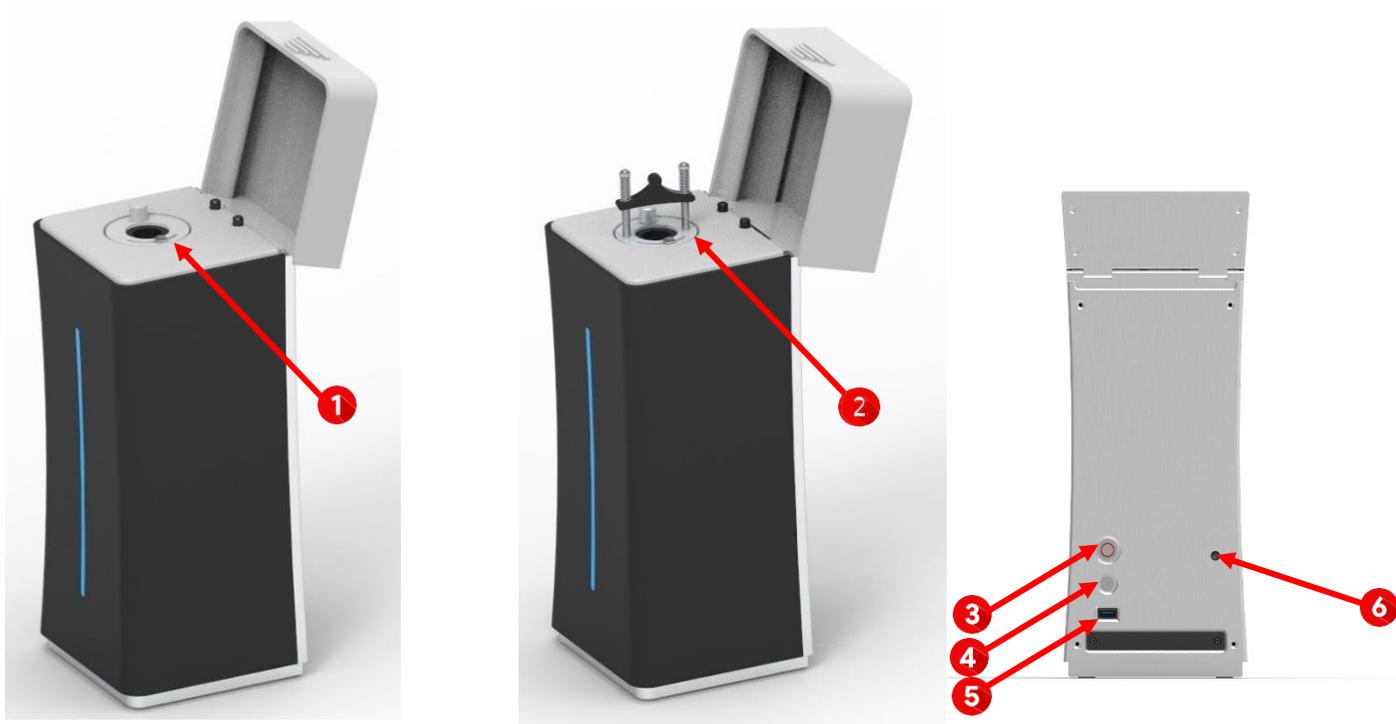
The information contained herein is the property of DRC.

Any reproduction, publication, or distribution to a third party is strictly forbidden

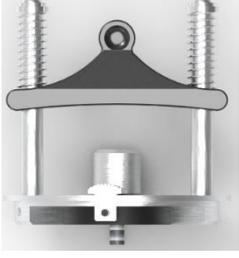
- Do not modify or alter the device.
- Never operate any electrical device if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged. Call DRC for technical support.

## 3 The GemID Suite

The GemID machine comes with a variety of components and accessories.



- |   |                         |
|---|-------------------------|
| 1 | Diamond Iris Mount      |
| 2 | Ring Holder Mount       |
| 3 | ON/OFF Switch           |
| 4 | Power Plug              |
| 5 | USB port                |
| 6 | Light Calibration Point |

				
<p>Power Cable</p>	<p>Power Adaptor</p>	<p>Round Glass</p>	<p>USB Cable</p>	<p>Ring Holder Mount</p>

		
<p>Diamond Iris Mount</p>	<p>Screw Driver</p>	<p>Lux Meter with Mount</p>

## 4 Quick Set Up (no tools are required for assembly)

### 4.1 Un-boxing

1. Cut the exterior strapping, any cellophane wrapping and discard (responsibly)
2. Remove the top of the package
3. Remove the sides of the packaging exposing the inner foam-cushioned components
4. Separate the contents from the foam packaging
5. We suggest that you keep the box, if possible, for at least 60 days



### 4.2 Inventory the Contents

1. Lay out all the components
2. Check them against the above itemization of components
3. Make note of any items that are missing or damaged
4. Contact the DRC Support Team as noted on the laminated worksheet to arrange for replacements to be sent and possibly a claim request from the carrier

### 4.3 Set Up the Machine

1. Set the GemID on a study table, countertop, or desk
2. The surface should be flat and level

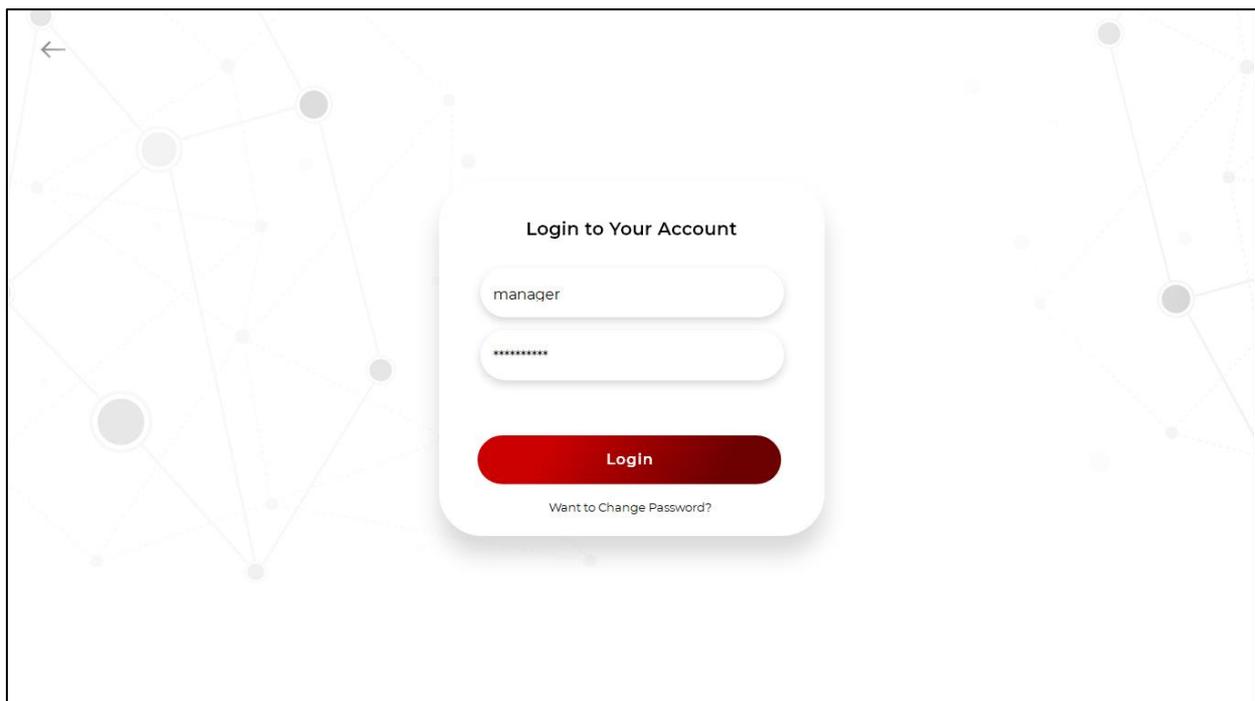
### 4.4 Preparing for Operation

1. Connect the USB Cable to the Machine and PC.
2. Connect the Power Adaptor and Switch on the Machine.
3. Clean the glass.
4. Setup the Diamond Iris Mount for loose diamonds and Ring Holder Mount for studded jewellery.
5. Plug in barcode scanner (if available)
6. Power on the PC and Open the GemID Software.

## 4.5 Initial Start-Up



1. Click on the “Login” button.



2. Enter the Username and Password.
3. Password can be changed by clicking on “want to change password” option in the login popup.
4. There are 3 types of the user account.
  - Operator : Operator account is for the machine operator who will do the operations. The editing function access is not allowed.

### CONFIDENTIAL

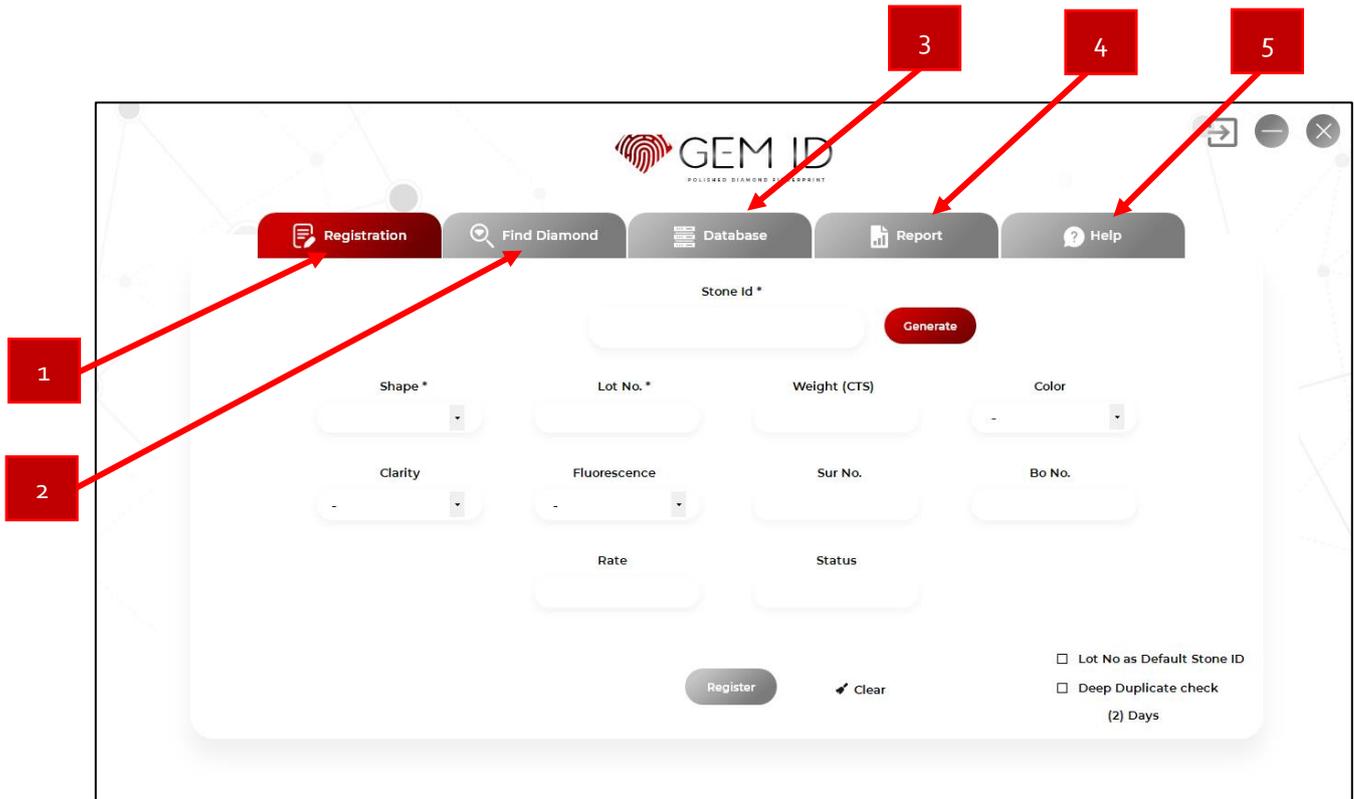
The information contained herein is the property of DRC.

Any reproduction, publication, or distribution to a third party is strictly forbidden

- Manager : Editing, Import and Export function is allowed.
- Developer : Customize text field alias and the server integrations.

## 5 GemID Program Desktop

The opening desktop for the GemID software program is arranged for easy operation.



1	Registration – Generate and save unique diamond DNA (fingerprint) data of the loose diamond or mounted diamond in a jewellery and data provided by the user to the system
2	Find Diamond- To check or verify your diamond DNA (fingerprint) data
3	Database: Diamond data of specific date can be imported or exported
4	Report : The diamond details can be viewed and the report for the same can be generated.
5	Help : The Software version, Hardware version, Firmware version and Machine serial number can be seen in the Help Window.

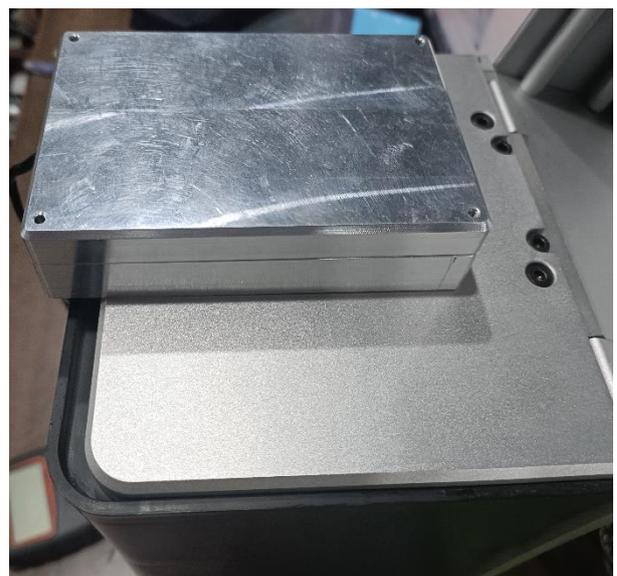
## 6 Calibration

At the beginning of each day or after a session where you restart GemID desktop, you will need to calibrate the machine. Whenever you start the GemID program, perform a calibration with Lux Meter. To complete the calibration, follow the process given below.

1. Remove mount for loose diamonds or Ring Holder Mount as well as Glass



2. Adjust the mount of Lux Meter with machine as show in figure below (Remove Glass).



3. Turn ON the meter and set limit of Lux meter at 2000 lux.



4. Measure the lux and adjust the value with calibration knob, which is given at the back side of the machine, with screw driver. (Rotate the knob clock wise to increase the lux value & anti clock wise to decrease the lux.)

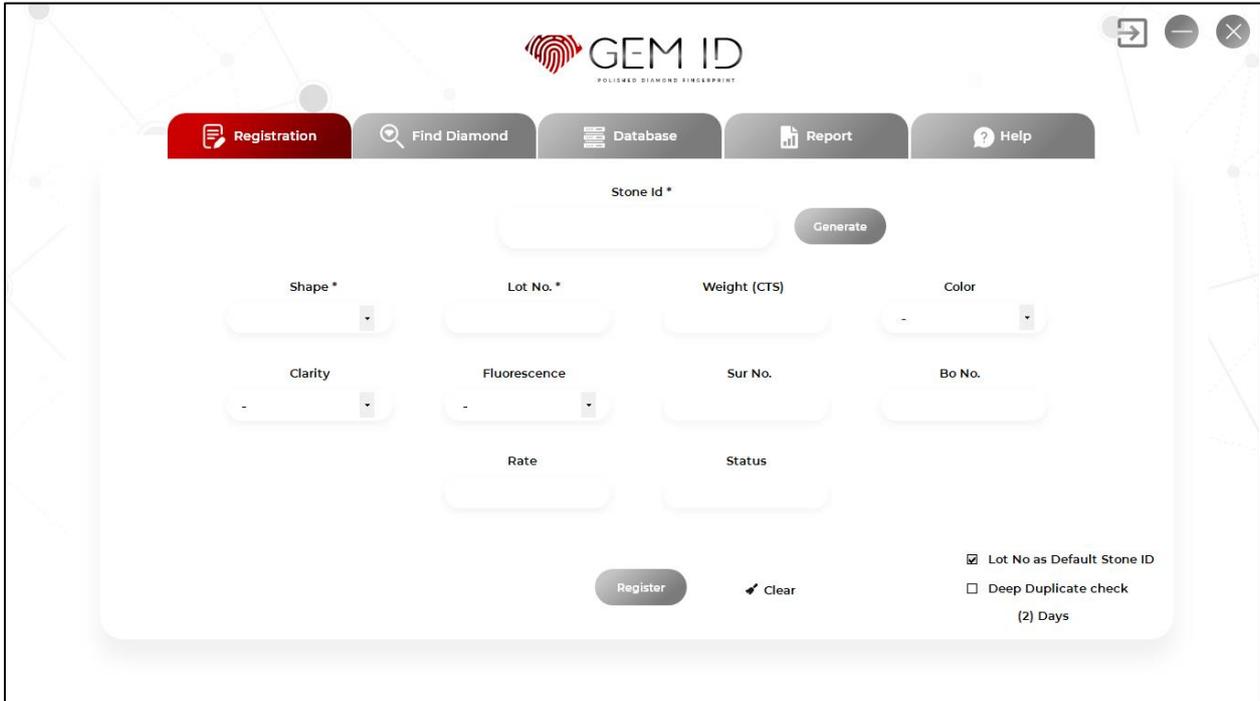


5. Set 800 lux
6. Remove the lux meter mount and set up a loose diamond or Ring Holder Mount as it is.

# 7 Registration Process

## 7.1 Preparing to register diamonds

The GemID machine must be set to the right merchandise category so that the camera can accurately capture and diagnose the image of each diamond.



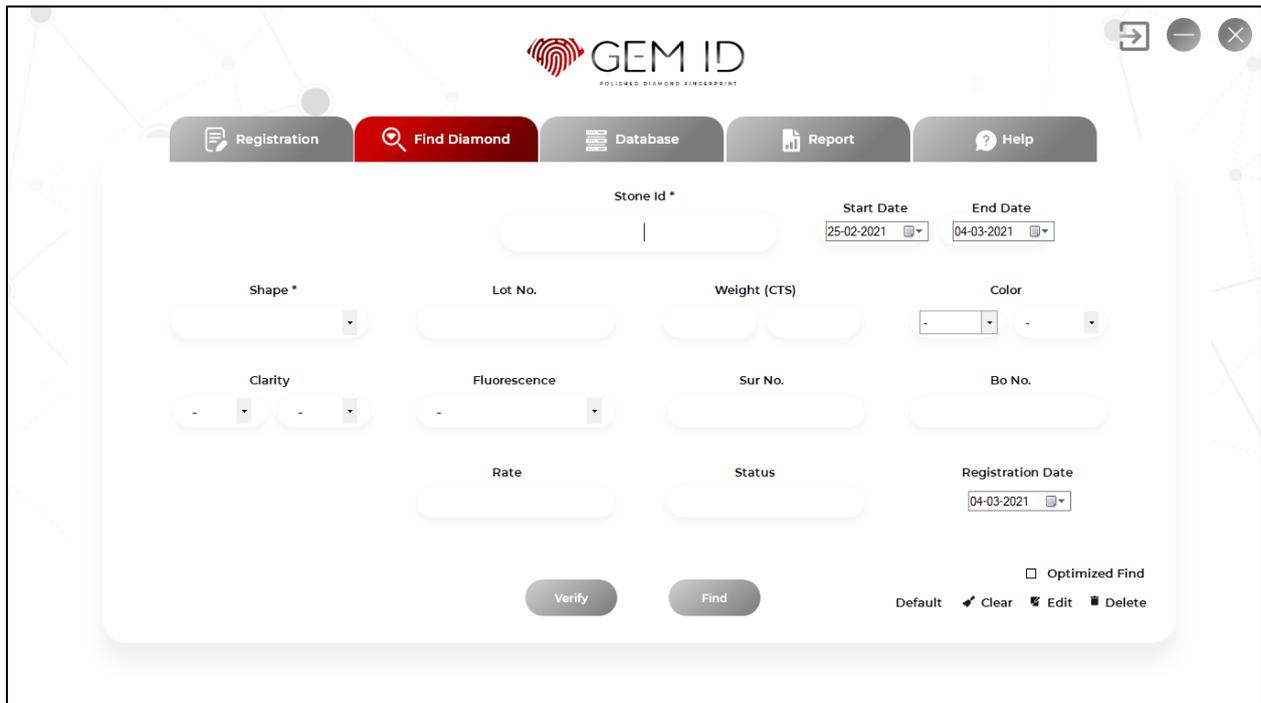
	<p>This setting is to generate unique stone id. It is generated automatically. User can change auto generated stone id with ‘ <b>Generate</b> ’ button</p>
	<p>If user does not have Lot No, then this setting is used to set Lot No as Default Stone ID</p>
	<p>This setting is used so as not to allow registration of already registered or Duplicate diamond within last certain days. This setting helps to prevent duplicate registration or second time registration of same diamond..</p>
	<p>In above setting, number of days can be entered by clicking <b>(N) Days</b> button. One pop up as shown in figure will get open. Enter number of days user want and click the “ok” button</p>
	<p>Clear function is used for clearing all field data. The shortcut key for the clear function is “ALT+C”.</p>

## 7.2 Register Diamond

- Clean the loose diamond or Ring mount diamond before you put in machine.
- Clean the loose diamond or Ring mount diamond before you put in machine.
- Close the diaphragm properly and close the cover of the machine.
- By clicking on the check box “Lot No as Default Stone ID”, if lot no. is not entered in such a case, the system will take the stone id as lot no. Otherwise, it will show enter lot no.
- The diamond shape can be selected from the drop box menu. It is mandatory to select the diamond shape.
- Enter Lot No., Weight, Color, Clarity, Fluorescence which are the default text field.
- Enter Sur No, Bom No, Rate, Status that are the customize text field alias and can be reset as per one used by the manager user account.
- Finally, on clicking on the  button the diamond gets registered in the database.

# 8 Find or Verify Diamond

## 8.1 Preparing to find or verify diamond



<p><b>Start Date</b>      <b>End Date</b></p> <p>07-10-2022      14-10-2022</p>	<p>This function helps to select the specific duration. So that machine can find or check database of that duration. This helps to reduce processing time.</p>
<p><input checked="" type="checkbox"/> <b>Optimized Find</b></p>	<p>Optimized find setting helps user to select the range of weight, color and clarity. Machine finds or checks the data of all diamonds that falls under this range.</p>
<p> <b>Delete</b></p>	<p>Delete function is used for deleting entries from the database. This option is disabled and can only be used with the manager account. The shortcut key for the delete function is "ALT + D".</p>
<p> <b>Edit</b></p>	<p>Edit function is used for editing diamond data that is already saved. For security reasons this option is disabled and can only be used with a manager account. The shortcut key for the edit function is "ALT + E".</p>
<p> <b>Clear</b></p>	<p>Clear function is used for clearing all field data. The shortcut key for the clear function is "ALT+C".</p>
<p><b>Default</b></p>	<p>Default function is used to set the entered range as the default for all the next find diamond operations. The shortcut key for the default function is "ALT + T".</p>

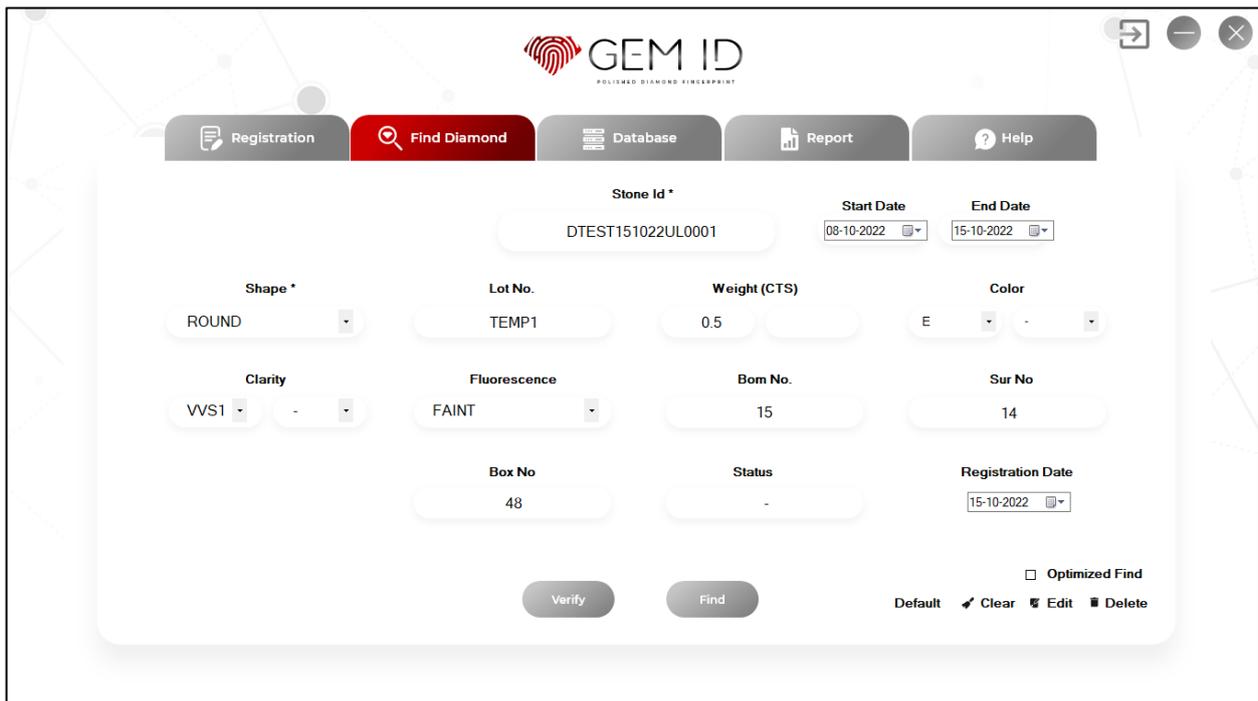
## 8.2 Find Diamond

- First of all, clear all the detail like weight, color, clarity etc. with **Alt+ C** or **Clear** button that is present at bottom right corner.
- Check and select the right date to find the diamond from the database .
- The diamond shape can be selected from the drop box menu. It is mandatory to select the diamond shape.
- If user want to go with Optimized Find then select true range of weight, colour, clarity etc.
- Finally, by clicking on the  button the diamond gets found from the database.

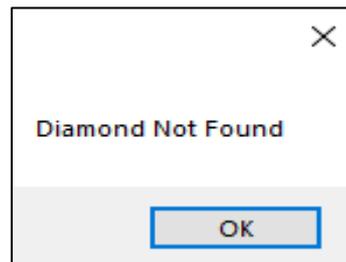
- If the diamond would have been registered and would have not been swapped, then diamond would get found from the database and result pop as shown in figure appears on the screen.



- By clicking on 'OK' button, user can see the all detail about the diamond that is entered by the user while registration of it as shown in figure.

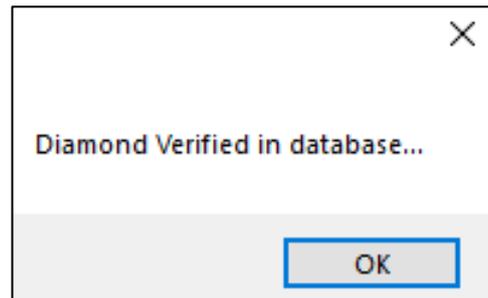


- If diamond would have been swapped, then not found pop up appears on the screen.

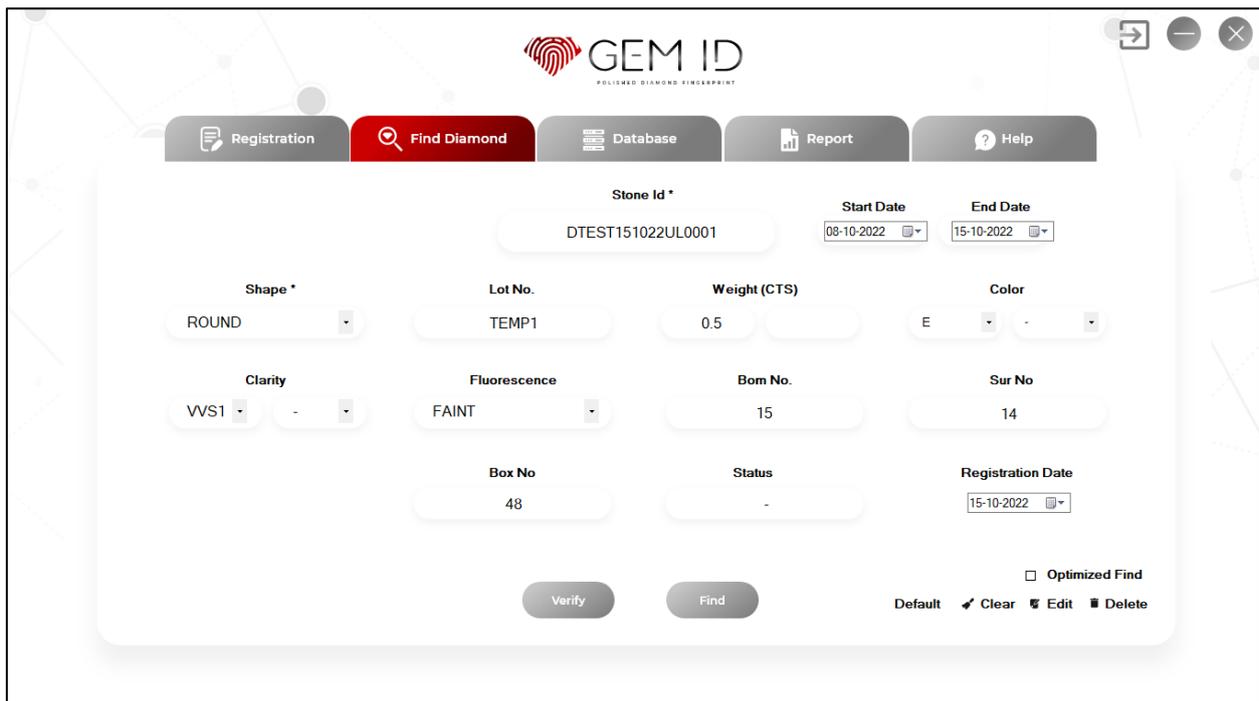


## 8.2 Verify Diamond

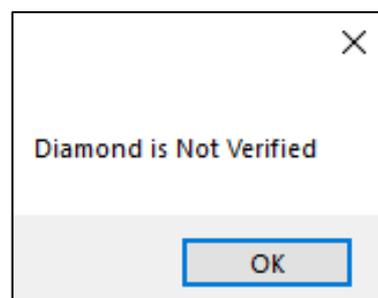
- Clean the loose diamond or Ring mount diamond before you put in machine.
- Close the diaphragm properly and close the cover of the machine.
- First of all, clear all the detail like weight, color, clarity etc. with **Alt+ C or Clear** button that is present at bottom right corner.
- The diamond shape can be selected from the drop box menu. It is mandatory to select the diamond shape.
- Enter Lot No and other detail like weight, color, clarity etc. that user has.
- Finally, by clicking on the  button the diamond gets verified with particular lot into the database.
- If the diamond would have not been swapped, then result pop appears on the screen.



- By clicking on 'OK' button, user can see the all detail about the diamond that is entered by the user while registration of it as shown in figure.



- If the diamond would have been swapped, then not verified pop appears on the screen.



## 9 Edit and Delete diamond

### 9.1 Edit diamond

- Complete find or verify process first
- Edit the detail such as weight, color, clarity etc. that user want to change into the database.
- By clicking on the 'Edit' button, diamond's detail gets edited into the database

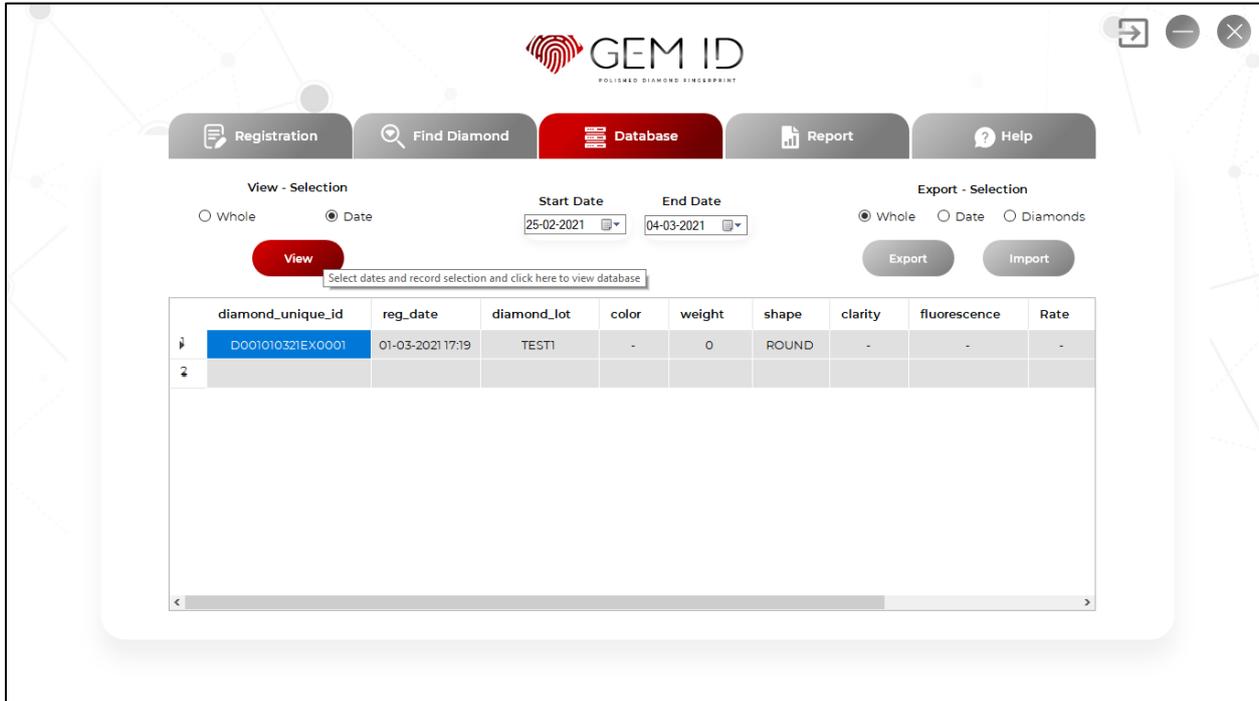
### 9.2 Delete diamond

- Complete find or verify process first or enter Lot no of the diamond (which user want to delete from the database) that user entered while registration.
- By clicking on the 'Delete' button, diamond's detail gets deleted into the database.

## 10 Database

### 10.1 Database View

The database window will appear as shown in Figure.



- View function is used to view the diamond data from database.
- View Selection - 1. Whole : The whole database is showed.  
2. Date : The database for selected duration from start date to end date is showed
- By clicking on **View** button, available diamond data into the database can be seen.

### 10.2 Database Import

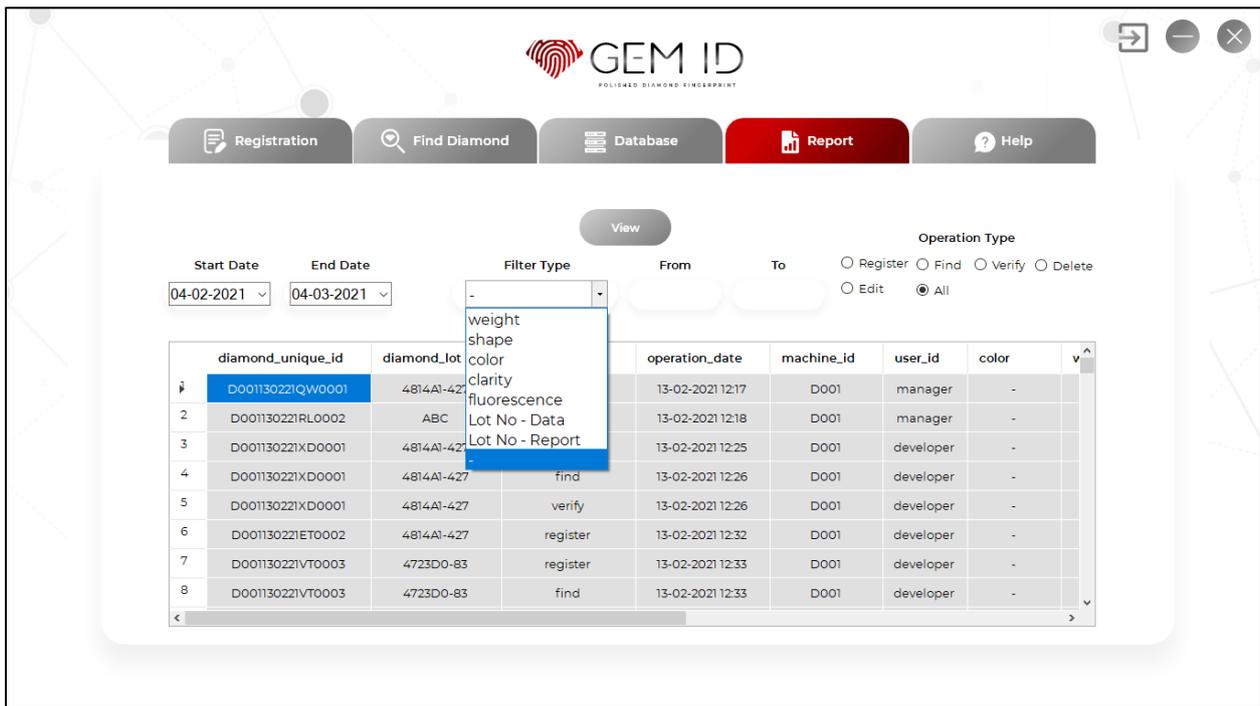
- The data file of diamond can be imported and the operation history can also be done using file name without location and extension.
- First of all , put your data file into 'Database\_test\_folder' that is available in D-drive of PC
- Click on **Import** button and enter the file name without '.accdb' extension
- By clicking on 'OK' , data gets imported.

## 10.3 Database Export

- The database can be exported by clicking on **Export** button.
- There are 3 options to export the database.
  1. Whole : The whole database is exported.
  2. Date : The database for selected duration from start date to end date is exported.
  3. Diamonds : Only the selected diamonds are exported.
- After clicking on the **Export** button, the popup will open to Enter the name by which the file can be saved.
- Data file is saved automatically in into 'Database\_test\_folder'

## 11 Report

- Report window will appear as shown in figure.



- The diamond details can be viewed and the report for the same can be generated. Filters can be applied such as weight, shape, colour, clarity, fluorescence, lot no. data, lot no. report.
- Operation type such as register, find, verify, delete, edit can be selected and the report showing particular operation data can be viewed.
- The report can be generated on the basis of "Lot No - data" which will show the latest entry in the database of that particular lot no.
- The report can be generated on the bases of "Lot No - Report" which will show all diamond entries of that lot no. with the operation history.
- The particular diamond data in the database can be edited from here as well.

## 12 Help

- The Software version, Hardware version, Firmware version and Machine serial number can be seen in the Help Window as shown figure.



## 13 Maintenance and Support

- GemID requires little maintenance or upkeep. It is best, whenever possible, to keep the machine clean and dust free. The lenses and filters used in the machine are sensitive to dust and debris contamination. If you experience a problem, contact DRC 's 24-hour-a-day Support Team for their assistance.
- Your GemID machine comes with a one-year comprehensive warranty. All hardware, software, and labor are covered. Also included are unlimited updates from DRC.
- Shown below is contact information and procedures for speaking with someone on our Support Team. We will assist you, at no charge, in learning how to operate your GemID.
- If you experience a particular operational or identification problem, advise Support. They will do their best to be of assistance.

### 11.1 Warranty Claim Process

- If the original purchaser of the GemID believes that the GemID is defective, then the original purchaser will promptly contact DRC Warranty or Customer Service at +91 9909990867 or [Support@drcindia.in](mailto:Support@drcindia.in).

- The original purchaser will provide to the DRC customer service representative the product model and serial number, the date of purchase, and details of the alleged defect. In addition, if requested by the DRC customer service representative, the original purchaser will also provide to DRC customer service representative additional information regarding the alleged defect and the use of the GemID
- DRC will review the information provided by the original purchaser to confirm that the Warranty Period has not yet expired, and (c) DRC's belief that the GemID is likely defective, DRC will guide the further steps to the original purchaser.

## 11.2 Software License

DRC hereby grants to the original purchaser of the GemID a non-exclusive, non-transferable license, without the right to sublicense, to use the software embedded in the GemID (the "Software") solely with the GemID and solely for the purpose for which it was designed, and not for any other purpose. This license terminates when the owner of the GemID ceases to possess the GemID (including without limitation upon the transfer or sale of the GemID to a third party). No license is granted and no person or entity has the right to sell, transfer, license, loan or otherwise make available in any form to third parties the Software other than the transfer of the Software to the purchaser or transferee of the applicable GemID. No owner of the GemID may disassemble, decompile or reverse engineer, copy, modify, enhance, or otherwise change or supplement the Software without DRC's prior written consent. DRC retains all right, title, and interest in and to the Software and the intellectual property rights in the Software and the GemID, whether such intellectual property rights are registered or unregistered, and wherever in the world those rights may exist.

# 14 Troubleshoot

## 12.1 If the Machine is not working.

- Plug in the right power supply as specified in the operation manual. Switch on the "Device".
- Clean diamond before registration and find or verify
- Always use twister to place and pick up the diamond.
- Put diamond and close diaphragm properly (table of diamond must be at bottom)
- This device has been invented to detect natural diamonds only.
- The machine should be switched off for 15 minutes in every four hours for better performance.

## 13. FAQ

### 1. What does do GemID?

GemID generates (registers) and recognizes (finds) distinctive 'DNA' (fingerprint) of a diamond based on its optical characteristics. It ensures that no one switches or changes your own unique diamond. The purpose of this invention is to provide a secure method to stop diamond swapping while it goes from one operation to another operation during manufacturing, marketing, sales from one person to another person. Recognition of the loose piece of gemstone from the database and studded piece of jewellery with the original piece of diamond, it is made up of.

### 2. Why GemID?

Most of the detection tools or devices available in the market are either very costly or are limited to specific sizes, shapes, speed, accuracy or the device is being made for specific clientele alone. After years of research of the perennial issues, we have consolidated the solution in one single device i.e. GemID. GemID was developed to detect Natural Diamonds.

### 3. What size of diamonds it detects?

GemID is a device that detect natural diamonds of all sizes from 0.30Cts and larger, whether colorless or near to colorless diamonds.

### 4. What diamond shapes does it detect?

Any shape is detectable.

### 5. Is it good for rough diamonds also?

No.

### 6. What is the speed?

Currently, it scans one diamond in about 5 seconds.

### 7. How to operate?

Operating this device is very simple and easily understandable. The operator needs to go through the operation manual before operating GemID. For the test, ensure that the right size tools are chosen, diamonds must be properly cleaned/boiled.

### 8. How about after sales service?

While designing the machine, we have taken care of using limited parts that require service in the machine. If anything happens to the machine within the warranty period or even after the warranty period, the customer is advised to contact our India support centre.

# Warranty & Service Contact Information



DRC is a manufacturer of highly technical instruments. They come with a one year, all-inclusive Warranty. After one-year optional service and warranty programs are available on a subscription basis. To initiate your warranty, register it at [www.drcindia.in/register](http://www.drcindia.in/register).

## **DRC Support Contact Options**

Email DRC Support Team .....[support@drcindia.in](mailto:support@drcindia.in)  
 Telephone in Surat, India (charges may apply) .....+91-990 999 0867 or  
 Or call us on WhatsApp (free) ..... +91 990 999 0867  
 SKYPE..... Support DrcIndia

Although your instrument does not require a continual internet connection, most problems and any updates can be handled online in cooperation with our Support Team. We encourage our customers to communicate directly with our support engineers who are generally available 24 hours a day.

Our online service engineers have extensive training on both the hardware and software parts of our instruments, they occasionally require the additional support of hardware engineers, programmers, database software engineers, or someone from our research and gemology teams.

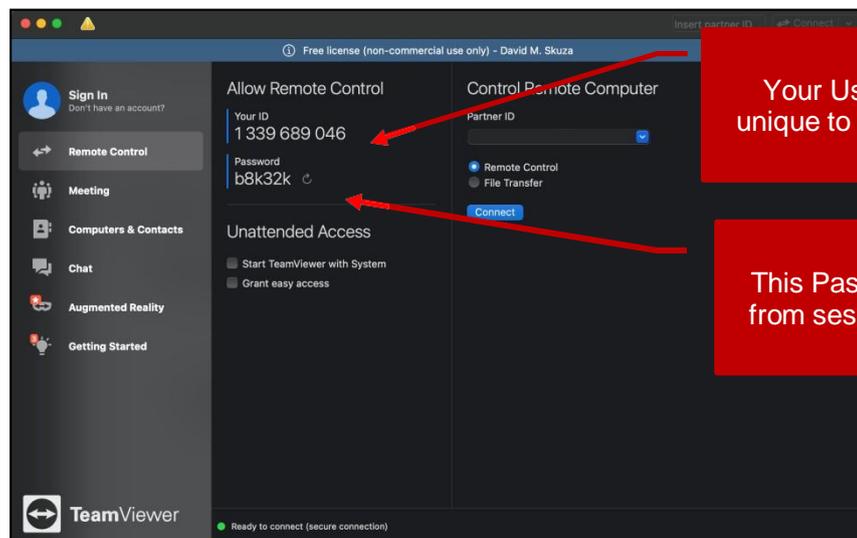
Follow these steps so that we can help you in the resolution of any question or problem.

1. Make sure that you have a proper internet connection. If you elect not to have a constant connection, please have someone from your technical service team establish a stable connection.
2. Be prepared to provide a full description of the problem or issue to the service engineer. Stay available in the event that they require your hands-on intervention.
3. Start TeamViewer. It is a program that allows our Support Team access to your DRC Techno instrument for service.

- a. Click on the TeamViewer icon on the desktop of your DRC instrument. This begins the TeamViewer program which allows us to remotely diagnose and repair your instrument.



- b. Go to the menu bar for TeamViewer in the upper left hand corner. Open the **Help** menu, then **Check for Updates**. If there is an update available, download and install it. Exit TeamViewer and then restart the TeamViewer program.
- c. When TeamViewer is running, you will see a pop-up window that displays a User ID (a unique, static number for your machine) and Password.



Your User ID that is unique to your machine.

This Password changes from session to session.

- d. DRC Techno needs this information to access your machine. Be prepared to provide this login to the Support Team by email, SKYPE, phone, or messaging picture.
- e. Contacting our Support Team directly is the best way to resolve your issue.
  - i. We log in only for the duration of the session.
  - ii. The Support Team only resolves an issue or performs an update. We do not access your archive of scanned images without your request and permission.

## 15 Maintenance and Support

- GemID requires little maintenance or upkeep. It is best, whenever possible, to keep the machine clean and dust free. GemID requires little maintenance or upkeep. It is best, whenever possible, to keep the machine clean and dust free. The lenses and filters used in the machine are sensitive to dust and debris contamination. If you experience a problem, contact DRC 's 24-hour-a-day Support Team for their assistance.
- Your GemID machine comes with a one-year comprehensive warranty. All hardware, software, and labor are covered. Also included are unlimited updates from DRC.
- Shown below is contact information and procedures for speaking with someone on our Support Team. We will assist you, at no charge, in learning how to operate your GemID.
- If you experience a particular operational or identification problem, advise Support. They will do their best to be of assistance.

### 13.1 Warranty Claim Process

If the original purchaser of the GemID believes that the GemID is defective, then the original purchaser will promptly contact DRC Warranty or Customer Service at +91 9909990867 or [Support@drcindia.in](mailto:Support@drcindia.in).

The original purchaser will provide to the DRC customer service representative the product model and serial number, the date of purchase, and details of the alleged defect. In addition, if requested by the DRC customer service representative, the original purchaser will also provide to DRC customer service representative additional information regarding the alleged defect and the use of the GemID.

DRC will review the information provided by the original purchaser to confirm that the Warranty Period has not yet expired, and (c) DRC 's belief that the GemID is likely defective, DRC will guide the further steps to the original purchaser.

### 13.2 Software License

DRC hereby grants to the original purchaser of the GemID a non-exclusive, non-transferable license, without the right to sublicense, to use the software embedded in the GemID (the "Software") solely with the GemID and solely for the purpose for which it was designed, and not for any other purpose. This license terminates when the owner of the GemID ceases to possess the GemID (including without limitation upon the transfer or sale of the GemID to a third party). No license is granted and no person or entity has the right to sell, transfer, license, loan or otherwise make available in any form to third parties the Software other than the transfer of the Software to the purchaser or transferee of the applicable GemID. No owner of the GemID may disassemble, decompile or reverse engineer, copy, modify, enhance, or otherwise change or supplement the Software without DRC's prior written consent. DRC retains all right, title, and interest in and to the Software and the intellectual property rights in the Software and the GemID, whether such intellectual property rights are registered or unregistered, and wherever in the world those rights may exist.

# 16 Warranty

## 14.1 Limited Warranty

Subject to the exclusions, limitations, and conditions set forth below, DRC warrants to the original purchaser of the GemID will be free from defects in material and workmanship, when subjected to normal, proper, and intended usage by properly trained and informed users, for twelve (12) months from the date of shipment of the GemID to the original purchaser (the "Warranty Period".)

DRC shall not have any liability if the GemID (a) is unable to determine, distinguish or detect whether an item being analyzed by the GemID is a natural diamond, potential laboratory-grown, processed or treated, or potentially a diamond simulant or (b) makes an inaccurate determination or gives an inaccurate reading as to whether the item is a natural diamond, potentially laboratory-grown, treated, or processed, or is potentially a diamond simulant.

For any defective GemID that is returned to DRC by the original purchaser during the Warranty Period in compliance with the process specified below, DRC will, at DRC's option, repair or replace the defective GemID, or refund the price paid to DRC for the defective GemID. A replacement may be a new or refurbished GemID in DRC's sole discretion and any such replacement will continue to be subject to the warranty set forth above for the balance of the Warranty Period for the GemID initially purchased.

## 14.2 Exclusion

GemID will not be deemed defective and DRC will not have any obligation to repair or replace a GemID or refund the price paid for the GemID as a result of any one or more of the following:

(i) normal wear and tear, (ii) accident, disaster, or event of force majeure, (iii) misuse, fault, or negligence of or by any user or other person, (iv) use of the GemID in a manner for which it was not designed, (v) causes external to the GemID such as, but not limited to, power failure, electrical power surges, exposure to fire, water, other liquids, excessive humidity or temperature, virus software attacks (vi) improper storage or handling of the GemID, or (vii) use of the GemID in combination with equipment or software not supplied by GemID.

## 14.3 Terms and Conditions

### 14.3.1 DEFINITION

In this document the following words shall have the following meanings:

- "Buyer" means the organization or person who buys Goods.
- "Goods" means the articles to be supplied to the Buyer by the Seller.
- "Intellectual Property Rights" means all patents, registered and unregistered designs, copyright, trademarks, know-how and all other forms of intellectual property wherever in the world enforceable.
- "Seller" means an individual or entity that exchanges any type of good or service in return for the payment.

## 14.3.2 GENERAL

These Terms and Conditions shall apply to sales of Goods by the Seller to the Buyer to the exclusion of all other terms and conditions referred to, offered or relied on by the Buyer whether in negotiation or at any stage in the dealings between the parties, including any standard or printed terms tendered by the Buyer, unless the Buyer specifically states in writing, separately from such terms, that it wishes such terms to apply and this has been acknowledged by the Seller in writing. Any variation to these Terms and Conditions (including any special terms and the conditions agreed between the parties) shall be inapplicable unless agreed in writing by the Seller.

### 14.3.2.1 ORDER

Order is only valid once 30% deposit received. Once the buyer fills the complete order-form, a Proforma Invoice will be generated through which the buyer needs to pay 100% of the price of the goods.

### 14.3.2.2 PRICE & PAYMENT

- The price shall be the Recommended Retail Price less agreed discount, unless otherwise agreed in writing between the parties. The price is exclusive of VAT or any other applicable taxes.
- Credit terms may be offered subject to satisfactory credit vetting of the Buyer by the Seller. The offer of credit will be at the sole discretion of the Seller.
- Where credit is offered payment of the price and VAT and any other applicable taxes shall be due within 15 days of the date of the invoice supplied by the Seller, unless otherwise agreed in writing. In cases where credit is not offered payment will be required before release of goods by the Seller.
- The Seller shall be entitled to charge interest on overdue invoices from the date when payment becomes due from day to day until the date of payment at a rate of 12 per cent per annum.
- If payment of the price or any part thereof is not made by the due date, the Seller shall be entitled to:
  - Require payment in advance of delivery in relation to any Goods not previously delivered.
  - Refuse to make delivery of any undelivered Goods without incurring any liability whatever to the Buyer for non-delivery or any delay in delivery.

### 14.3.2.3 DESCRIPTION

Any description given or applied to the Goods is given by way of identification only and these of such description shall not constitute a sale by description. For the avoidance of doubt, the Buyer hereby affirms that it does not in any way rely on any description.

### 14.3.2.4 DELIVERY

- Unless otherwise agreed in writing, delivery of the Goods shall take place at the address specified by the Buyer on, or as close as possible to the date required by the Buyer. The Buyer shall make all arrangements necessary to take delivery of the Goods whenever they are tendered for delivery.

- If the Seller is unable to deliver the Goods because of actions or circumstances under the control of the Buyer, then the Seller shall be entitled to place the Goods in storage until such times as delivery may be affected and the Buyer shall be liable for any expense associated with such storage.
- Any damages, shortages, over deliveries and duplicated orders should be reported to the Seller within 14 days of signed receipt to enable replacement or refund.
- Delivery is strictly based on First come First Serve bases and sole discretions of DRC.

### 14.3.2.5 RISK

Risk in the Goods shall pass to the Buyer upon receipt of the goods. Where the Buyer chooses to collect the Goods itself, risk will pass when the Goods are entrusted to it or set aside for its collection, whichever happens first.

### 14.3.2.6 TITLE

Title in the Goods shall not pass to the Buyer until the Seller has been paid in full for the Goods.

### 14.3.2.7 RETURN OF UNUSED GOODS

- All goods are sold on a firm sale basis, i.e. the Seller will not take back any goods not required or sold by the Buyer, unless otherwise agreed, in which case the following terms apply.
- Any returns must be authorized by a representative of the Seller before any credit will be given.
- Credit of amount due or paid-in will only be given for goods that are in saleable condition.

### 14.3.2.8 LIMITATION OF LIABILITY& WARRANTY

Warranty is void if the device is tampered / physically damaged / dispersed or dissipated by other than the authorized technician; will full damage is offensive under IP law.

### 14.3.2.9 INTELLECTUAL PROPERTY RIGHTS

All Intellectual Property Rights produced from or arising as a result of the performance of this Agreement shall, so far as not already vested, become the absolute property of the Seller, and the Buyer shall do all that is reasonably necessary to ensure that such rights vest in the Seller by the execution of appropriate instruments or the making of agreements with the third parties.

### 14.3.2.10 FORCE MAJEURE

The Seller shall not be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, breakdown of plant or machinery or shortage or unavailability of raw materials from a natural source of supply, and the Seller shall be entitled to a reasonable extension of its obligations. If the delay persists for such time as the Seller considers unreasonable, it may, without liability on its part, terminate the contract.

## 14.3.2.11 RELATIONSHIP OF PARTIES

Nothing contained in these Terms and Conditions shall be construed as establishing or implying any partnership or joint venture between the parties and nothing in these Terms and Conditions shall be deemed to construe either of the parties as the agent of the other.

## 14.3.2.12 ASSIGNMENT AND SUB-CONTRACTING

The contract between the Buyer and Seller for the sale of Goods shall not be assigned or transferred, nor the performance of any obligation sub-contracted, in either case by the Buyer, without the prior written consent of the Seller.

## 14.3.2.13 WAIVER

The failure by either party to enforce at any time or for any period any one or more of the Terms and Conditions herein shall not be a waiver of them or of the right at any times subsequently to enforce all Terms and Conditions of this Agreement.

## 14.3.2.14 SEVERABILITY

If any term or provision of these Terms and Conditions is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction such provision shall be severed and the remainder of the provisions hereof shall continue in full force and effect as if these Terms and Conditions had been agreed with the invalid, illegal or unenforceable provision eliminated.

## 14.3.2.15 GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the laws of India and the parties hereby submit to the exclusive jurisdiction of Surat district court.

## 14.4 Privacy

**14.4.1** Buyers/Users of this device must keep it periodically connected to the internet to receive regular over the air software updates.

**14.4.2** Buyers/Users are not allowed to resell without prior permission, GemID is running on an online validation process: the system will stop working if owner details do not correlate.

**14.4.3** Buyers of the device must register themselves with a UID (User Identifier) provided & listed with each device. The purpose of UID is to maintain a chain of custody. UID and scanning data may also be used to protect the user from fraudulent claims.

## 14.5 Machine Maintenance Policy

### 14.5.1 Following is the significance of the maintenance policy:

1. It ensures that the equipment is always operational and in the best working condition.
2. It ensures that the equipment is always maintained and calibrated to provide good result.
3. It ensures that your operators should be aware with the machine software and its operations.
4. It ensures to maintain proper earthing, power supply and spacing (for ventilation) as per the machine standard.

### 14.5.2 If the purchaser does not implement an effective maintenance policy, then it can result in the following results:

1. It reduces the production time.
2. It reduces the machine efficiency.
3. It requires increased, more frequent maintenance/service.
4. Parts may be damaged before their expected life.
5. The overall machine accuracy may be compromised.

## 14.6 Machine Service Policy

### A. Online Troubleshooting

- Client must have a High-Speed internet facility for the service support.
- Online service support will help you to troubleshoot on the basis of the virtual analysis.
- Online service support will help you to find out the cause of the problem.
- Online service support will try to resolve the problems through online but in rare cases it needs the engineer visit for further troubleshooting.

### B. Physical Troubleshoot

#### a) Customer Premises (Engineer visit)

- Our engineer will inform the client for critical/non-critical damaged parts in machine.
- Our engineer will inform/alert the client that which parts would get expired in future.
- Our engineer will guide you how to maintain external accessories and standard to be maintained.
- During Machine health check-up visit, our engineer will provide you detailed report.

#### b) Company Premises (DRC Office)

- During in house service if additional parts found to be damaged in machine, then it will be replaced after getting the confirmation from the client.

### C. Machine Transfer Policy

- If any client will sell or transfer the product, then client must have provided the supportive legal documents to the DRC for continuing service support.

## 14.7 Using Third-Party Apps and Services Policy

- At the time of troubleshooting, client must have enabled all the permissions and removed security restrictions from the machine.
- DRC will not take the responsibility of the accidental data loss, due to a third party product that has stopped or malfunctioned. (i.e. Corrupted MS Windows and HDD and accidental data loss.) We always recommend that users backup their data for safety and security.
- Third-Party app requires the permission and continuous attention for smooth operation.
- MS Windows security may inhibit third-party applications and their services which may require the user to update MS Windows software as well the third party app time to time.

## About DRC

DRC is a privately held, not-for-profit company based in Surat, India. The company's principal focus is on technological advancements for use in the diamond industry. In addition to a variety of instruments designed for the detection of laboratory-grown diamonds, DRC has created a variety of instruments to photograph gemstones or jewelry, uniquely identify diamonds, and assist in the evaluation of their qualities for the trade.

Also, DRC is an industry leader in machinery for the manufacture and finishing of diamonds for factories around the world.

### SUPPORT

Mobile Number : +91 99099 90867

Email : [support@drcindia.in](mailto:support@drcindia.in)

Skype Name : Support DrIndia

### WARRANTY

Mobile Number : +91 99099 92585

Email Id : [warranty@drcindia.in](mailto:warranty@drcindia.in)

Skype Name : Warranty DrIndia

### **DIAMTECH RESEARCH CENTRE PRIVATE LIMITED**

Plot No. 3, B/S Kiran Hospital

Vastadevdi Road , Katargam

Surat 395004 Gujarat

India

Phone: +91 261 2309900

[contact@drcindia.in](mailto:contact@drcindia.in)

[sales@drcindia.in](mailto:sales@drcindia.in)

[www.drcindia.in](http://www.drcindia.in)

### **CONFIDENTIAL**

The information contained herein is the property of DRC.

Any reproduction, publication, or distribution to a third party is strictly forbidden

