

Dear Valued Customer,

Thank you for your recent purchase of our DK10200-8900 Gemtrue™ Combo Pro Set. We appreciate your business and are committed to providing you with a high-quality product and exceptional customer service. To ensure that you can use the Combo Pro Set optimally, please take note of the following important points:

1. This combination set CAN BE used for testing CZ (Cubic Zirconia) stones. First, use only the DK8900 Diamond Experior tester for testing and separating CZ, sapphire, and ruby from diamonds.
2. Once you have separated your CZ, sapphire, and ruby from diamonds, you then must use the DK10200 ARETE Synthetic tester to separate mined diamonds from Synthetic manmade diamonds and Moissanite.
3. The DK10200 ARETE Synthetic Diamond tester does not test CZ (Cubic Zirconia) stones. We strongly advise against testing CZ stones as most portable Synthetic testers cannot differentiate between CZ and synthetic stones. Therefore, using this combination set and using the DK8900 Diamond Experior first For CZ separation, allows you to distinguish the CZ.
4. Note that when you use the DK8900 Diamond Experior if the stone is CZ, then the tester will NOT give you any test result therefore you know it's CZ or something other such as glass. If the stone being tested is a Real Diamond or Synthetic diamond this tester will illuminate blue and make a sound to show it is diamond. If it is a Ruby or Sapphire, it will illuminate red and make no sound.
5. The DK8900 Diamond Experior does not distinguish (separate) Ruby from Sapphire; it will only tell you that you have either when it illuminates red.
6. These devices are solely for testing loose stones and stones mounted in open or closed-backed jewelry. They are not intended for any other objects to prevent damage and warranty voiding. Only CZ, Diamonds, CVD/HPHT/Type IIa, and Moissanite can be tested with these devices as explained above.
7. The DK10200 ARETE Synthetic Diamond tester is only suitable for testing D to J cut polished Diamonds, CVD/HPHT/Type IIa, and Moissanite only. Stones outside of D to M colours may yield inaccurate results.
8. To power ON the DK8900 Diamond Experior, move the power switch forward to the word diamond; the red light will flash while it self-calibrates, please wait. When the green light appears, it is ready for use. For more information ensure to follow the full instruction manual provided for this tester.
9. To power ON The DK10200 ARETE Synthetic tester, press the button for 3 seconds, release. To power OFF, press the turn-off icon on the touch screen display. For more information ensure to follow the full instruction manual provided for this tester.
10. For the DK8900 Diamond Experior tester, 1 high-quality 9v alkaline battery as shown in the instruction booklet must always be used. If the battery is low and needs to be replaced, the red light will flash very fast either during start-up or when using. Always use genuine brand batteries for optimal performance.
11. For the DK10200 ARETE Synthetic tester, 4 high-quality AAA alkaline batteries must be used. Replace batteries promptly when the low battery indicator LED lights up or if the tester shuts down during use. Always use genuine brand batteries for optimal performance.
12. The Gemtrue™ ARETE Synthetic Diamond Tester and the Diamond Experior both undergo rigorous laboratory testing before sale, ensuring clear and reliable readings. If you have any doubts about the test of your stones, please carry out additional supporting tests.
13. Always refer to the instruction booklets provided for each tester and watch instructional videos on our YouTube channel for troubleshooting. Seek professional gemmologist assistance if you feel that test results of a stone are not correct in your opinion, as most commonly either the stone or the way the tester is being used is the issue.
14. Review Gemtrue™ warranty terms and conditions in the provided warranty cards for each device. Warranty covers manufacturing defects under proper use conditions as outlined in the user handbooks.

15. Ensure accurate results by conducting multiple tests according to provided instructions. Consult a professional gemmologist if uncertainty remains.
16. Gemtrue™ cannot be held liable for losses or damages resulting from incorrect testing procedures, misuse, or inaccurate results. We prioritize customer satisfaction and encourage cautious and diligent use of our products.
17. Gemtrue™ reserves the right to revise documents, including handbooks, without notice. Please check our website periodically for updates.

Thank you for your attention to these guidelines. Should you have any further inquiries or require assistance, please don't hesitate to contact us.

Sincerely,

The Gemtrue Team.