

Dear Valued Customer,

Thank you for choosing our DK10200 The Gemtrue™ ARETE Synthetic Diamond Tester. We value your business and aim to provide both a high-quality product and exceptional customer service. Please review the following key points for optimal use of your Synthetic Diamond Tester:

1. The device does not test CZ (Cubic Zirconia) stones. We strongly advise against testing CZ stones as most portable CVD testers cannot differentiate between CZ and synthetic stones. For CZ separation, consider using our DK8900 Diamond Experior thermal tester first, then proceed with the DK10200 ARETE Synthetic Diamond tester. Alternatively, our DK10200-8900 Gemtrue Combo Pro Set is available for purchase at Gemtrue.com.
2. This device is solely for testing loose stones and stones mounted in open or closed backed jewelry. It is not intended for any other objects to prevent damage and warranty voiding. Only Diamonds, CVD/HPHT/Type IIa, and Moissanite can be tested with this device.
3. 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.
4. Exclusively for Diamonds, CVD/HPHT/Type IIa, and Moissanite. Not suitable for testing other gemstones, glass stone-shaped objects, or any other items. Testing anything else may result in device malfunction and voiding of warranty.
5. For uncertain stone types, use our DK8900 Diamond Experior Tester to distinguish diamonds from CZ, ruby, and Sapphire. Avoid testing other stone types with the DK10200 ARETE Synthetic Diamond Tester.
6. To power ON, press the button for 3 seconds, release. To power OFF, press the turn-off icon on the touch screen display.
7. Use high-quality AAA alkaline batteries. 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.
8. The Gemtrue™ ARETE Synthetic Diamond Tester undergoes rigorous laboratory testing before sale, ensuring clear and reliable readings. If, you have any doubts about the test of your stone, please carry out additional supporting tests.
9. Always refer to instructions or watch instructional videos on our YouTube channel for troubleshooting. Seek professional gemmologist assistance if issues persist, as most commonly either the stone or the way tester is being used is the issue.
10. Review Gemtrue™ warranty terms and conditions in the provided warranty card. Warranty covers manufacturing defects under proper use conditions as outlined in the user handbook.
11. Ensure accurate results by conducting multiple tests according to provided instructions. Consult a professional gemmologist if uncertainty remains.
12. 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.
13. 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.