

DULUX® SNAPSHOT® - FAQ

THE SNAPSHOT DEVICE

What is Snapshot?

It is a colour measuring device. Snapshot can read the colour of any flat surface and display the closest colour from Dulux World of Colour Atlas.

Snapshot pairs with an app on your smart phone or tablet device. The snapshot unit will not work on its own.

What surfaces can it be used on?

Solid flat surfaces are recommended. It will not pick up multiple colours from a pattern, just the one colour that the device is placed over.

Curved or textured surface may impact the colour measuring ability of the device because this may introduce external light which can impact the result.

How many colour recommendations does the unit provide?

The Snapshot app will provide the closest three Dulux colours from the Dulux World of Colour Atlas.

How do I recharge the unit?

A USB charger is provided with the unit.

How long should the battery last?

This depends on how often the device is used and whether or not it has been switched off after use. Refer to the setting in the app to monitor the battery life.

Can you purchase replacement batteries?

No. Should the battery fail during warranty period. Please return the unit to your nearest Dulux Trade Centre

The unit won't recharge. What do I do?

Please contact Dulux Customer Service

COLOUR MATCHING

How accurate is the colour matching?

When tested against the Dulux World of Colour Atlas, the Snapshot device returns the selected colour as the number one choice over 80% of the time, and in the top 3 over 95% of the time.



Are there colours that are difficult to match?

Whilst the Dulux World of Colour Atlas covers a large colour space there are certain areas of colour that are more difficult to replicate, particularly if the chosen surface is not a paint material.

Does sheen level influence the colour matching?

The unit is optimized for low sheen surfaces however you can still colour match on all sheen levels for the nearest Dulux colour match.

The colour calibration doesn't seem right, what do I do?

You can manually recalibrate the unit. Switch the device on, open the app. Go to settings and click 'Calibrate my Snapshot'

Will it always provide a closest colour option?

The unit will always display the closest three Dulux colours. In the instance the colour is outside of the Dulux colour spectrum, there may be a colour difference between the actual and the recommended colour.

Can I find competitor colours?

No, the app only matches to the nearest Dulux Colours. The unit is exclusive to Dulux in the Australasia region.

Does it match to Dulux Acratex, Powders and PC colours?

No, it only matches to colours for Dulux Decorative products. The app only has the Dulux World of Colour colours included. Dulux Design Metallics, Suede, Stone etc... are not included.

I'm struggling to use the unit. Is there a User Guide?

A comprehensive user guide can be downloaded from the Dulux website at www.dulux.com.au/snapshot

Can it be used on timber stains?

If the unit is used on a timber stain it will provide the nearest Dulux solid colour match for the stain. The unit does not match to a timber stain.

THE APP

Does it cost to download the app?

No. The app is free to download from the Apple App Store or Google Play.

Where do I get the app from?

Search Dulux Snapshot in the Apple App Store or Google Play



How will the update?

If you have your app settings to update apps in the background then the app will be updated automatically as required.

If background app refresh has been turned off, customers will need to download updates to the app manually through the stores

The unit won't pair to my mobile device?

- Ensure the device is switched on
- Check to see if Bluetooth is switched on the phone or table device
- If your phone is running Android 6.0 ensure Location Services are enabled

Does the product come with a warranty?

Yes, refer to the warranty link on the webpage dulux.com.au/snapshot

Where do I purchase the unit?

The unit is available from Dulux Trade Centres and Inspirations Stores.

Can I purchase it online?

- Yes, from the Specifier shop, using Visa or Mastercard

If I order the unit online, how long will it take to be delivered?

Online purchases can take up 10 working days depending on where you live. In most instances the order will be received within 5 working days.

WARRANTY

What if I lost my documentation?

If you are unable to source another copy of the proof of purchase, the warranty can be void.

What if I don't have my receipt?

If the unit was purchased on a Dulux Trade account, speak to your sales representative.

How do I verify my warranty period?

To verify warranty period a proof of purchase must be provided.

What constitutes a return?

The unit can be returned if it appears to have a technical fault such as:

- Does not switch on
- Won't recharge
- Battery life is significantly shorter than the recommended battery life

Please take the unit to your nearest Dulux Trade Centre. They will provide you with a replacement unit.