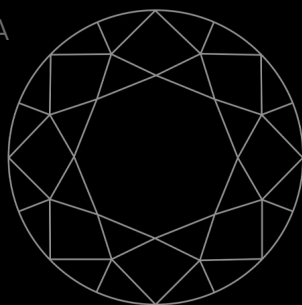


GIA Match iD™

USER GUIDE

SCIENTIFIC INSTRUMENTATION BY GIA



GIA®

IMPORTANT!

READ THIS USER GUIDE BEFORE SETTING UP AND USING THIS PRODUCT



CAUTION!

Risk of electrical shock

The instrument should be used in the manner specified by the manufacturer. Using the instrument in any other way may result in electrical shock.

Spray and moisture can cause an electric shock or hardware damage. DO NOT use the GIA Match iD™ instrument where it is likely to be affected by moisture or spray of fluids. Improper cabling can cause injury or a shock. DO NOT let anything rest on the power cord. DO NOT locate the GIA Match iD instrument where people will walk on the cord. When routing the cord, try to make rounded bends rather than sharp ones that can kink the cord.

Unstable positions can cause serious damage to the GIA Match iD instrument or personal danger, if it falls. DO NOT put the GIA Match iD on an unstable cart, stand, or table. Always position the GIA Match iD instrument so that it is easy to operate, and disconnect the instrument (power supply cord plug) when not in use.

ACTION IF FAULT OCCURS

A fault can cause electric shock or injury. Unplug the GIA Match iD instrument from the power outlet and contact qualified service personnel if the following conditions occur:

- The power cord or plug is damaged or frayed
- Liquid has been spilled into the GIA Match iD instrument
- The GIA Match iD instrument has been exposed to water



CAUTION!

Environmental

For indoor use only. Use only in a dry location.

Input: AC 100-240V, 0.5A

HZ: 50 and 60 kHz

Working Temperature: 10 to 35°C (50°F to 95°F)

Table of Contents

General Information	4
GIA Match iD™ Parts List.....	5
Setting Up Your GIA Match iD™	6
Selecting a Diamond Stage.....	7
Viewing a Diamond Inscription with the LCD Screen	8
Step-by-Step Instructions for Round Brilliant Diamonds	9
Connecting the GIA Match iD™ to the GIA App.....	16
Capturing an Inscription Image for Matching	18
Viewing and Sharing Reports	19
Maintenance	20
General Error Messages and Troubleshooting	21
Frequently Asked Questions.....	21
Technical Support.....	22
Ordering Parts	22
Return Information.....	22
Warranty and Terms.....	23

General Information

The GIA Match iD™ is an inscription viewing instrument that, when paired with the GIA App, can match a loose diamond to its GIA digital grading report using Artificial Intelligence (AI) technology. It is equipped with a high-definition camera, proprietary lighting filter technology and preset magnification that allow users to view a diamond's GIA laser inscription. The GIA Match iD can then transmit the image to the GIA App where it is captured and analyzed. By analyzing the physical characteristics of the diamond inscription along with the inscription number, the GIA App is able to match the inscription image to its corresponding grading report in the GIA database, thus confirming that the diamond is accompanied by an authentic GIA grading report.

GIA Match iD™ and Inscription Matching Service:

- Is available for loose diamonds only.
- Can view inscriptions on loose diamonds from 0.15 to 12 carats.
- Is ideal for round brilliant cut diamonds.
- Is available for fancy shape diamonds. Matching results may vary depending on placement of inscription.
- Is available for all diamonds with GIA Diamond Dossier® reports and most diamonds with Diamond Grading Reports issued after on or after February 22, 2022.

Inscription matching is only available on iOS devices.

GIA Match iD™ Parts List



Setting Up Your GIA Match iD™

1. Plug instrument into the power source; the USB-C power input jack is found on the back of the instrument.
2. Turn the instrument on by pressing the power button.
3. Press the Wi-Fi button to connect your mobile device to the GIA Match iD™.
A screen saver will appear on the LCD screen when the Wi-Fi is turned on and the GIA Match iD is connected to a mobile device. The LCD screen can be used to view the inscription when the mobile device is not connected.



Power
Input Jack

On/Off
Power
Button



Wi-Fi Off

Wi-Fi
Button



Wi-Fi On

Selecting a Diamond Stage



Glass Stage



Double-Sided Cone Stage

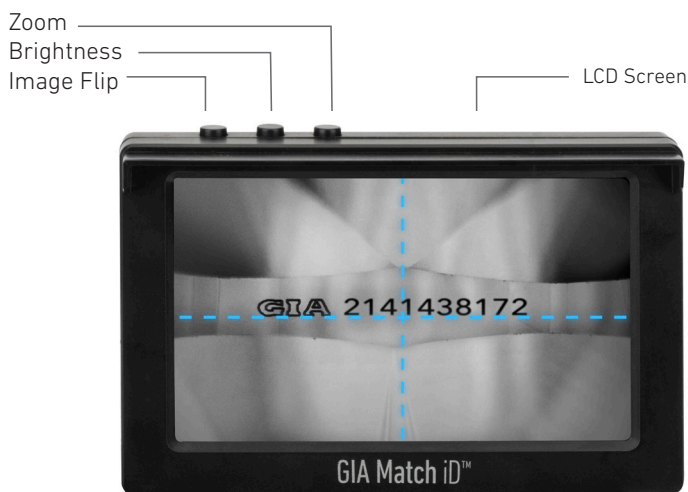
Overview of Stages		
Stage Name	Type of Diamond	Suggested Use
Glass Stage	Loose Diamonds	Loose diamond; this is the recommended stage as it ensures the girdle is horizontal when viewed with the GIA Match iD™, creating a better image for inscription matching.
Double-Sided Cone Stage	Loose Diamonds	Loose diamond

Viewing a Diamond Inscription with the LCD Screen

When your GIA Match iD™ is not connected to the GIA App, you can view the diamond inscription on the instrument monitor.

Use the buttons at the top to adjust the view.

- **Image Flip:** Rotate the image 180 degrees.
- **Brightness:** Adjust the brightness of the image.
- **Zoom:** Zoom in and out of the image.



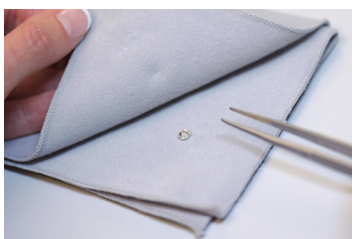
IMPORTANT: In this mode, you will not be able to match the inscription, only view it. In order to perform inscription matching, you will need to connect your GIA Match iD™ to the GIA App. See detailed instructions for connecting to the GIA App in the following sections.

Step-by-Step Instructions for Inscription Matching (7 steps)

Step #1: Keep the room bright (similar to daylight).



Step #2: Clean the stone stage, stone, tweezer, and camera.



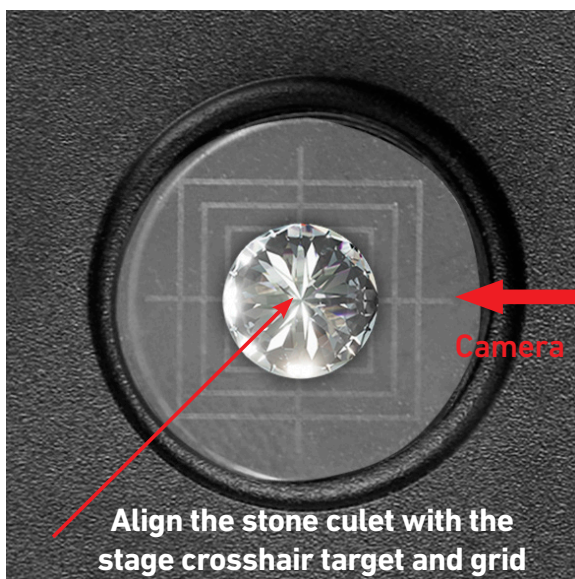
Stone cleaning



Camera cleaning

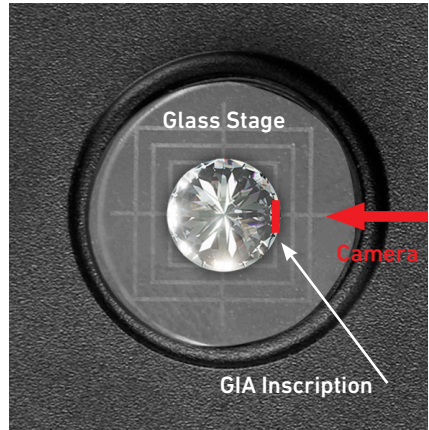
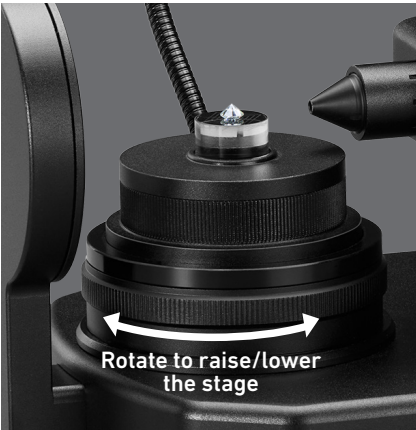
Step-by-Step Instructions for Inscription Matching

Step #3: Place your stone on the stone stage, and center it by placing its culet on the intersection of the crosshair target.



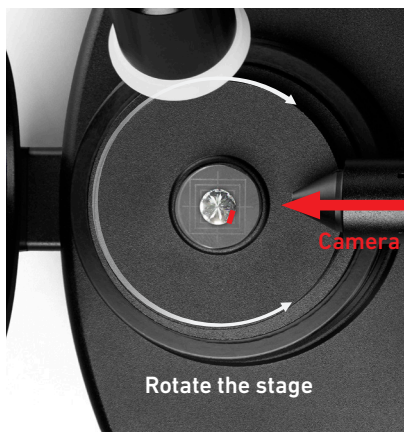
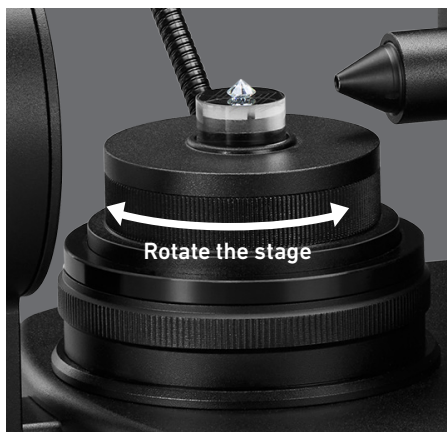
Step-by-Step Instructions for Inscription Matching

Step #4: Adjust the stage height to bring the stone's girdle into view. Use the focus dial on the side of the GIA Match iD™ to bring the stone into focus.



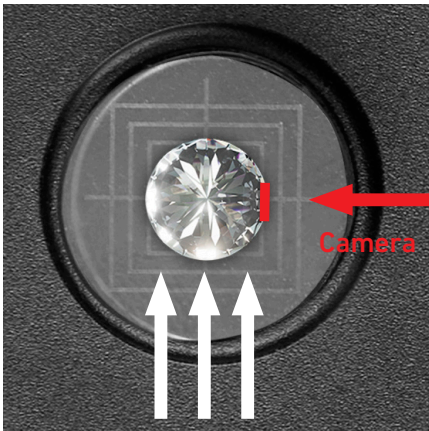
Step-by-Step Instructions for Inscription Matching

Step #5: Rotate the glass stage to locate GIA inscription.



Step-by-Step Instructions for Inscription Matching

Step #6: Align the stone inscription perpendicular to camera.



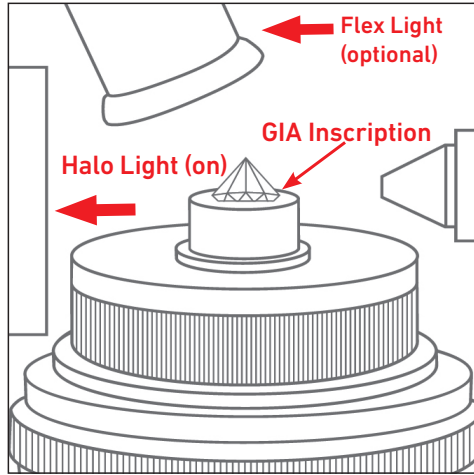
Push the stone up with tweezer to bring the GIA inscription to the center of the screen.



The bottom of the GIA inscription must align with the top of the cross-hairs.

Step-by-Step Instructions for Inscription Matching

Step #7: Adjust illumination condition by using both the halo light and flex light.



Position the flex light to improve the contrast of the stone image.



For optimal inscription matching, ensure the following:

- All parts of the inscription are clear.
- The bottom of the inscription aligns with the top of the crosshairs.
- All parts of the inscription show high contrast against the rest of the diamond.

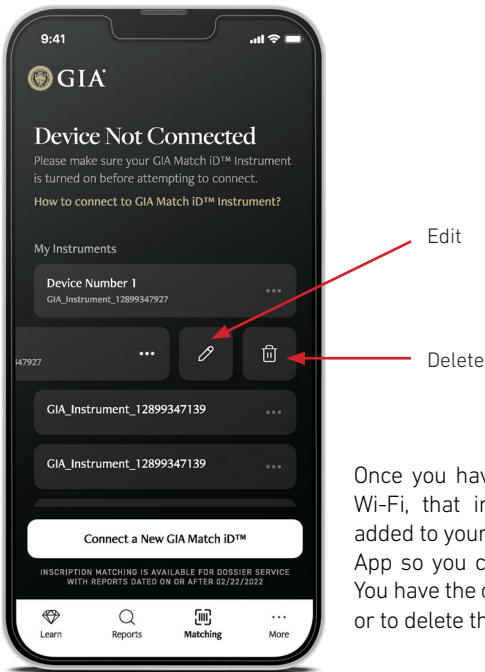
Once the diamond inscription is ready for matching, connect your GIA Match iD™ to your GIA App as noted in the following pages.

Connecting the GIA Match iD™ to the GIA App

IMPORTANT:






- The unique QR Code and Wi-Fi name for your GIA Match iD™ can be found on the back of the LCD screen.
- You will need to reconnect to the Wi-Fi if the instrument is turned off or the GIA App is closed.
- Only one mobile device at a time should be connected to a GIA Match iD instrument.
- Connecting multiple devices to a single GIA Match iD could cause a lag in display and performance.

Follow steps on subsequent pages to take optimal images for inscription matching.






Once you have connected to a GIA Match iD™ Wi-Fi, that instrument will be automatically added to your list of instruments within the GIA App so you can easily connect for future use. You have the option to rename each instrument or to delete them.

Connecting the GIA Match iD™ to the GIA App

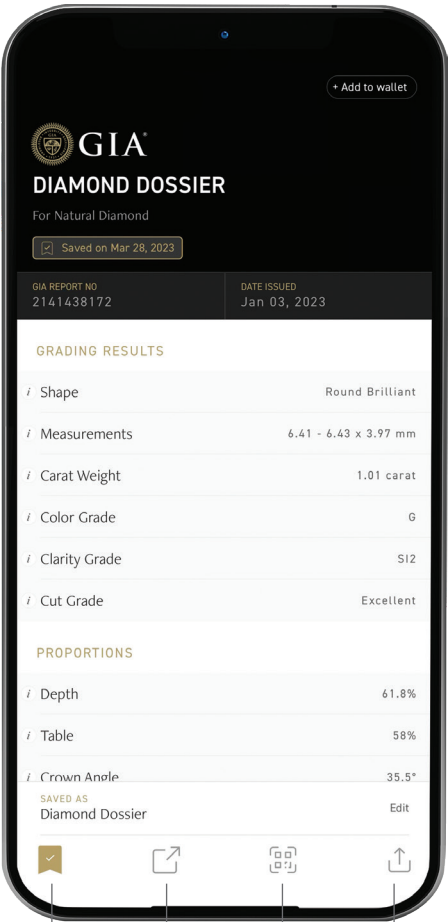
	Directions	App
1	Download the GIA app.	
2	With the GIA Match iD™ Wi-Fi button turned on, open the GIA App from your mobile device and select the Matching function from the bottom menu. Press 'Connect to GIA Match iD™.'	
3	The GIA App will prompt you to scan the QR code for your GIA Match iD. This QR code is found on the back of your GIA Match iD LCD screen. Scan QR code. Note: if you prefer, you can type the GIA Match iD Wi-Fi name manually. The unique Wi-Fi name for your GIA Match iD can be found on the back of the LCD screen. Press 'Type Wi-Fi Name Manually.'	
4	If you scanned the QR code, the full Wi-Fi name will automatically appear on the next screen. If you chose to manually enter the Wi-Fi, you may type it here. Press 'Connect to GIA Match iD™.'	
5	Your mobile device will prompt you to join the GIA Match iD Wi-Fi network. Select 'Join.'	
6	Once the GIA App is connected to the GIA Match iD, you can perform inscription matching.	

Capturing an Inscription Image for Matching

	Directions	App
1	Locate the diamond's inscription in the viewfinder. Press the white round button to capture image.	
2	If the inscription is clear and in focus, press 'Process Image.' Otherwise, press 'Retake Image' and adjust the GIA Match iD™.	
3	The GIA App processes the image and displays results. Once a match is found, 'Inscription Matched. Report Found' will appear on screen. Note that all loose diamonds with a GIA Diamond Dossier® and most diamonds with a Diamond Grading Report dated on or after February 22, 2022 are available for matching.	

Viewing and Sharing Reports

Once a report is successfully matched, it will appear on screen and provide several options for saving and sharing the report.



Save in
GIA App.

Download
report to
your mobile
device.

Show QR code
so that another
mobile device
can view
the report.

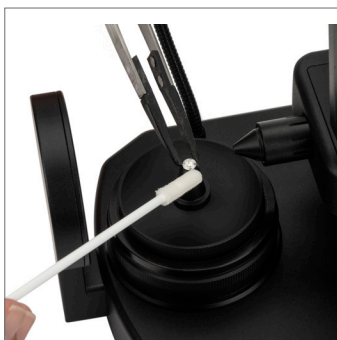
Share the
report via
text, email
or other
apps.

Maintenance

Cleaning the Optical Focusing Lens

Use a rubber air blower to gently clean the optical focusing lens.

Important: Do not use canned compressed air to clean the optical focusing lens.



Spot Cleaning and Problematic Faceting

Every diamond should be cleaned before it is viewed in the GIA Match iD™ by doing the following:

1. For the cone stage, use tweezer tips to gently secure the diamond in the stage. Do not apply too much pressure on the stone.
2. Use a dry applicator (soft-tipped swab) or applicator lightly moistened with isopropyl alcohol to clean the area while viewing on the screen.
3. For the glass stage, remove diamond with tweezers and use a dry applicator (soft-tipped swab) or applicator lightly moistened with isopropyl alcohol to clean the area.

IMPORTANT: The diamond's girdle must be completely clean and free of debris before attempting to capture an image.

Due to faceting or other surface inconsistencies on some diamond girdles, it may be difficult to achieve a completely focused view of the inscription. Use a soft applicator to tip the diamond slightly in order to get the most legible view of the inscription.

General Error Messages and Troubleshooting

Wi-Fi

If the GIA App fails to connect with the GIA Match iD™, go to your device Settings. Click on Wi-Fi. The mobile device should recognize the GIA Match iD Wi-Fi name, **GIA_Match_iD_#####**, where **#####** is the unique GIA Match iD name found on the bottom of the instrument.

Image Quality

There are several error messages you may receive regarding the quality of the image taken. See below for how to solve each:

- **The image is out of focus:** Please ensure the image is in focus using the focus dial on the GIA Match iD instrument and try again.
- **Please increase the brightness of the image and try again:** If imaging a darker colored stone, apply a side illumination using the flex light.
- **The inscription is not centered:** Please align the inscription with the center of the screen and try again.
- **The image is too saturated:** Please reduce the brightness of the Halo or Flex light by turning the power dial down and try again.
- **The image is too dark:** Please increase the brightness of the Halo or Flex light by turning the power dial up and try again.
- **The image has the wrong orientation:** Please flip the image to appear right side up by using the Image Flip button on the GIA App.
- **The image contains traces of dust:** Please clean the stone girdle. If traces of dust remain, please clean the camera lens with a clean, dry cloth or an air blower.

For all other problems related to software and hardware, please contact **Technical Support** listed below.

Frequently Asked Questions

For FAQ's related to the GIA Match iD and the GIA App, visit [GIA.edu/Match-iD-FAQs](https://gia.edu/Match-iD-FAQs)

Technical Support

For technical support please contact:

GIA (Gemological Institute of America)
The Robert Mouawad Campus
5345 Armada Drive
Carlsbad, California 92008
USA
Tel: +1 760 603 4200
Email: instrumentsupport@gia.edu

Before sending the GIA Match iD™ for repair, please contact GIA Instruments to obtain a Return Material Authorization (RMA) number and any other instructions.

Ordering Parts

Please visit the GIA store website at store.GIA.edu to see parts available for purchase.

Return Information

Packing

Packing materials are specifically designed to provide maximum protection for your GIA Match iD during transport. In the unlikely event of needing repairs or service, it is important that you save packing materials to use when returning your GIA Match iD.

Before returning any product, please contact GIA at **+1 760 603 4200** or email instrumentsupport@gia.edu for a Return Material Authorization (RMA) number.

Warranty and Terms

LIMITED WARRANTY

Subject to the exclusions, limitations and conditions set forth below, GIA warrants to the original purchaser of the GIA Match iD™ instrument that it will be free from defects in material and workmanship (each a “defect” and a GIA Match iD instrument with a defect is said to be “defective”), 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 GIA Match iD instrument to the original purchaser (the “Warranty Period”).

Consumable components, such as lamps, tubes, filters, liquids and batteries are guaranteed for 30 days.

LIMITATION OF USE

The result from using the GIA Match iD instrument should not be considered analogous to or a substitute for information provided by GIA on a GIA Report and should not be represented or interpreted as the opinion of GIA.

GIA DOES NOT WARRANT THAT THE GIA MATCH ID IS ERROR-FREE OR WILL ACCOMPLISH ANY PARTICULAR RESULT.

SOLE AND EXCLUSIVE REMEDY

For any defective GIA Match iD that is returned to GIA by the original purchaser during the Warranty Period in compliance with the process specified below, GIA will, at GIA’s option, request that the manufacturer repair or replace the defective GIA Match iD™ instrument. A replacement may be a new or refurbished GIA Match iD™ instrument, at the sole discretion of GIA or the manufacturer, and any such replacement will continue to be subject to the warranty provided by the manufacturer, if any.

THE FORGOING REMEDY SHALL BE THE SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF A DEFECTIVE GIA MATCH ID.

EXCLUSIONS FROM THE LIMITED WARRANTY

A GIA Match iD will not be deemed defective and neither the manufacturer nor GIA will have any obligation to repair or replace a GIA Match iD instrument 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 GIA Match iD instrument in a manner for which it was not designed, (v) causes external to the GIA Match iD instrument such as, but not limited to, power failure, electrical power surges, exposure to fire, water, other liquids, excessive humidity or temperature, (vi) improper storage or handling of the GIA Match iD instrument, or (vii) use of the GIA Match iD in combination with equipment or materials not supplied by GIA.

ANY MAINTENANCE, REPAIR, OTHER SERVICE, MODIFICATION, ALTERATION, OR OTHER TAMPERING WITH THE GIA MATCH ID (INCLUDING BUT NOT LIMITED TO OPENING OR ATTEMPTING TO OPEN THE GIA MATCH ID™ INSTRUMENT OR ANY PART OF THE GIA MATCH ID) THAT IS PERFORMED BY ANY PERSON OR ENTITY OTHER THAN GIA WITHOUT GIA'S PRIOR WRITTEN APPROVAL, OR THE USE OF ANY REPLACEMENT PARTS NOT SUPPLIED BY GIA, SHALL IMMEDIATELY VOID AND CANCEL ALL WARRANTIES WITH RESPECT TO THE AFFECTED GIA MATCH ID INSTRUMENT.

GIA MATCH ID WARRANTY CLAIM PROCESS

If the original purchaser of the GIA Match iD instrument believes that it is defective, then the original purchaser will promptly contact GIA technical service at +1 760 603 4200 or instrumentsupport@gia.edu. The original purchaser will provide to the GIA customer service representative the product model and serial number (if applicable), the date of purchase, and details of the alleged defect. In addition, if requested by the GIA customer service representative, the original purchaser will also provide to the GIA customer service representative additional information regarding the alleged defect and the use of the GIA Match iD instrument. After (a) GIA's review of the information provided by the original purchaser, (b) GIA confirming that the Warranty Period has not yet expired, and (c) GIA's belief that the GIA Match iD is likely defective, GIA will provide the original purchaser a Return Material Authorization ("RMA"). An RMA may include specific handling and labeling instructions and the original purchaser will comply with such instructions.

If the GIA Match iD instrument is returned to GIA without an RMA or without the proper handling and labeling, the delivery of the GIA Match iD instrument may be refused by GIA.

After receipt of an RMA from GIA, the original purchaser may return the allegedly defective GIA Match iD instrument to GIA to the address specified by the GIA customer service representative with all shipment and insurance costs prepaid by the original purchaser. If the GIA Match iD instrument is being returned within the 30-day period after the original shipment of the GIA Match iD™ instrument to the original purchaser and it is in fact defective, then GIA will reimburse the original purchaser the reasonable shipment and insurance costs. If the GIA Match iD instrument is being returned more than 30 days after shipment of the GIA Match iD instrument to the original purchaser and the GIA Match iD is in fact defective, then GIA may, in its discretion, reimburse the original purchaser the reasonable shipment and insurance costs.

Any returned GIA Match iD must be packaged in the original packaging or in packaging that is described in the RMA or is otherwise approved in advance by GIA and which adequately protects the GIA Match iD during shipment to GIA. Any loss or damage to the GIA Match iD that occurs during shipment to GIA will be at the original purchaser's sole risk.

If the returned GIA Match iD is defective, then GIA will provide one of the remedies set forth above. Replacement parts included by GIA in a repaired GIA Match iD may be new or refurbished, at the discretion of GIA. All parts that are replaced shall become the property of GIA.

Shipment to the original purchaser of the repaired or replacement GIA Match iD™ shall be at GIA's cost and expense. Any loss or damage to the GIA Match iD that occurs during return shipment by GIA to the original purchaser will be at GIA's sole risk.

If GIA determines that a GIA Match iD returned to GIA is not defective or is not covered by the limited warranty set forth above, the original purchaser shall pay or reimburse GIA for all costs of investigating and responding to such request at GIA's then-prevailing time and materials rates, including but not limited to the cost of shipping the GIA Match iD back to the original purchaser.

If GIA provides repair services or replacement parts that are not covered by the limited warranty, the original purchaser shall pay GIA for such services and parts at GIA's then current rates and prices.

DISCLAIMER OF ALL OTHER WARRANTIES

EXCEPT FOR THE LIMITED EXPRESS WARRANTY SET FORTH ABOVE, GIA, ITS SUPPLIERS AND ITS LICENSORS AND MANUFACTURERS MAKE NO OTHER REPRESENTATIONS, WARRANTIES, GUARANTEES OR CONDITIONS, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, WRITTEN OR ORAL, WITH RESPECT TO THE GIA MATCH ID OR WITH RESPECT TO THE RESULTS THAT WILL OR WILL NOT BE ACHIEVED USING THE GIA MATCH ID. THE GIA MATCH ID IS PROVIDED "AS IS". ALL IMPLIED WARRANTIES ARE HEREBY DISCLAIMED, INCLUDING WITHOUT LIMITATION ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT OF THIRD PARTY INTELLECTUAL PROPERTY RIGHTS, AND ANY WARRANTIES ARISING FROM COURSE OF DEALING, USAGE, TRADE OR ANY OTHER MANNER.

LIMITATION OF LIABILITY

TO THE FULL EXTENT PERMITTED BY APPLICABLE LAW, NEITHER GIA NOR ANY OF ITS SUPPLIERS OR LICENSORS OR MANUFACTURERS SHALL BE LIABLE TO THE ORIGINAL PURCHASER OR ANY OTHER PERSON OR ENTITY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, RELIANCE, OR PUNITIVE DAMAGES, LOST REVENUES, PROFITS OR BUSINESS, OR THE COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES ARISING FROM OR RELATED TO THE GIA MATCH ID, THE USE OF THE GIA MATCH ID, OR THE RESULTS OR OUTPUT FROM THE GIA MATCH ID, EVEN IF AN AUTHORIZED REPRESENTATIVE OF GIA IS AWARE OF OR IS ADVISED OF THE POSSIBILITY OR LIKELIHOOD OF ANY SUCH DAMAGES OR AMOUNTS.

TO THE FULL EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL GIA'S TOTAL CUMULATIVE LIABILITY TO THE ORIGINAL PURCHASER OR ANY OTHER PERSON OR ENTITY ARISING FROM OR RELATED TO THE GIA MATCH ID, THE USE OF THE GIA MATCH ID, OR THE RESULTS OR OUTPUT FROM THE GIA MATCH ID EXCEED

THE PRICE PAID TO GIA FOR THE GIA MATCH ID OR IF NO PURCHASE PRICE WAS PAID TO GIA, THEN THE SUM OF ONE HUNDRED U.S. DOLLARS (US\$100).

THE TERMS IN THIS SECTION (LIMITATION OF LIABILITY) AND IN THE SECTIONS RELATED TO THE WARRANTY MADE BY GIA (INCLUDING BUT NOT LIMITED TO REMEDIES, WARRANTY EXCLUSIONS AND WARRANTY DISCLAIMERS) SHALL APPLY (A) TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, (B) REGARDLESS OF THE NATURE OF THE CLAIM OR THEORY OF LIABILITY, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING, WITHOUT LIMITATION, STRICT LIABILITY AND NEGLIGENCE), BREACH OF WARRANTY, OR ANY OTHER THEORY OF LIABILITY, AND (C) EVEN IF A LIMITED REMEDY FAILS OF ITS ESSENTIAL PURPOSE. SOME STATES DO NOT PERMIT THE LIMITATION/EXCLUSION OF DAMAGES IN CERTAIN CIRCUMSTANCES AND SO PORTIONS OF THE FOREGOING LIMITATION/EXCLUSION OF DAMAGES MAY NOT APPLY IN ALL CIRCUMSTANCES.

THE TERMS IN THIS SECTION (LIMITATION OF LIABILITY) AND IN THE SECTION ENTITLED "SOLE AND EXCLUSIVE REMEDY" ARE AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.

If you have any questions concerning use and care of your product, available accessories, or service, please call +1 760 603 4200, or toll free +1 800 421 8161 (U.S. only). You may also fax to +1 760 603 4262, or toll free +1 888 421 7728 (U.S. only). Or please write to GIA, World Headquarters, The Robert Mouawad Campus, 5345 Armada Drive, Carlsbad, CA 92008, USA. Don't forget to visit our website at GIA.edu for customer support service and our catalog online for the latest available products and accessories.



©GIA 2023. GIA®, Gemological Institute of America®, the GIA seal and logo, and GIA Match iD™ are all trademarks owned by the Gemological Institute of America, Inc.