SmartPro Instrument

FAQs

Finder – I

Why does the device give same result for diamond and CVD and HPHT and Moissanite?

*Finder – I is based on thermal conductivity test. Moissanites, CVDs and HPHT stones have high thermal conductivity as diamond, so the tester will register as same.

Reader - I

Why does Reader – I give same result for CVDs and HPHT?

*Reader - I is based on thermal and electrical conductivity test. Moissanites are electric conductive while CVDs, HPHT have high thermal conductivity as diamond, so the tester will register as same.

SCREEN - I

Why normally when power ON the machine, it shows as green color on TEST button? But recently this color changed to Orange color?

*If customers using low power batteries as power supply, it will show as red color. If batteries are in normal status it will appear as green color.

What diamond color range can Screen-I test effectively?

*Screen-I is able to test on D-J color type perfectly beyond these recommended colors the result is not 100 percent guarantee.

When I check SCREEN – I with CVDs on mounted why is it registered as diamond?

*Only open through hole setting ring available to check with SCREEN- I. SCREEN-I uses UV light absorption test to distinguish objects. So, make sure your mounted ring has some proper hole under.

Why does SCREEN – I registered HPHT as a diamond while I check on the loose mode?

*Make sure the hole is not blocked by dust or anything before checking an object. SCREEN-I uses UV light absorption test to distinguish objects make sure there are nothings block the hole with the light must go through.

Why Moissanite result as CVDs, HPHT?

*SCREEN – I is used to test only colorless Diamond, CVD/ HPHT. Moissanite will not show as a correct result.

Why SCREEN – I gives the result from CZ same as Diamond?

*Because CZ has a similar UV absorption as diamond.

The Screen I was designed to distinguish between CVD /HPHT and Natural Diamond not for CZ. If Users want to separate CZ from Natural Diamond. We recommended suing Reader- I or GemEye – I Tester.

Optimum – I

What diamond color range Optimum – I test effectively?

*Optimum – I is able to test on D-M color type perfectly beyond these recommended colors the result is not 100 percent guarantee.

Could Optimum separate natural diamond from synthetic? Could you tell me what kind of synthetic diamond can optimum distinguish?

*Optimum was developed to identify Natural diamond, CVD/HPHT, Moissanite, F1 Moissanite certainly.

What do I use for power supply as handheld when there are no plug-in available nearby?

*In Optimum package, there are also power bank provided in case end user prefers to use it as handheld function.

What is wrong with the calibration fail?

*End user must make sure that the fiber probe is covered using its cover. Because the fiber probe is sensitive to the light. User must avoid starting device while probe is uncovered otherwise result might be incorrect as well.