

FAQ's and Information About Camera Cleaning

As a photographer in the digital era, you need to trust in the quality of your images. To ensure this, the equipment must be dust-free and properly calibrated. Many people feel that “cleaning” is the only maintenance required for their equipment to perform properly; this is not the case. With all digital cameras, a thorough cleaning of the imaging sensor should be performed regularly to ensure spot free images.

In addition to the cleaning, the camera should be tested thoroughly, with the camera manufacturers custom designed test equipment, to ensure it is focusing and exposing properly.

When should you have your camera checked?

A yearly check-up should be sufficient, and it will allow us to identify any camera problems early enough to prevent them from affecting your images. If you use the equipment professionally, you may want to have it checked on a more frequent basis.

A Clean & Check will have your camera or lens back in your hands clean and ready to shoot in no time – it will also allow us to diagnose the camera or lens and notify you of any repairs that it may need for it to continue working properly.

Got dust?

Most photographers have experienced unsightly dust spots in their images. These dust spots are characteristically round gray/black areas and are usually visible when photographing continuous tone scenes. Cleaning your camera equipment is not only a great way to ensure it continues working properly but is also a necessity in today's digital world.

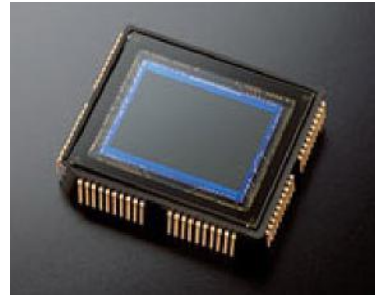
Digital sensors are electrically charged devices, which attract dust particles and cause them to adhere to the sensor's filter. If not cleaned properly, this will result in images with black spots scattered throughout. When a professional cleaning is performed we also check the entire camera's operations. This ensures that all functions are operating properly and the optics and sensor are dust free.

Why do a CLA (clean, lube & adjust) on your camera?

All cameras are sensitive to minor impacts and extended periods of vibrations (car and air travel, etc). Our CLA covers the full diagnosis of the camera and ensures, among other things, that your camera is functioning as it should. Misalignments of the Mirror Box, Auto Focus sensor and Auto Exposure sensor are some of the things we look for when performing a CLA. Because we know that all too often such misalignments can affect your images, we perform the necessary adjustments and provide you with a report explaining the necessary repairs. Any internal repair includes a full Clean, Lube & Adjustment procedure. When we perform these adjustments, we use specially designed, manufacturer/model specific tools & software to ensure the camera is working exactly as the manufacturer specifications dictate.

Included with every Clean & Check is:

- External Cleaning
- Sensor Cleaning
- Focusing Screen/Viewfinder Cleaning
- Mirror Box Cleaning
- Camera Inspection:
 - o Exposure Test
 - o Focus Test
 - o Shutter Test
 - o General Functions Test
- Firmware Upgrade
- Minor Repair (if necessary)



Only manufacturer-authorized service facilities can perform a repair/cleaning that is in accordance with the manufacturer's specifications. To perform the repairs/cleanings, factory-trained technicians and special adjustment tools/software are required.

Upon completing the cleaning process, the camera is tested to ensure that the sensor is free of dust. The camera is then put through several tests, which include shutter speed accuracy tests, exposure tests and focus tests. Many shops will claim to be able to perform a cleaning on your sensor but few will guarantee a full inspection and diagnosis of your camera free of charge included with your cleaning.

At Precision Camera, we not only guarantee the camera gets to you spot free but also inspect it to ensure it is operating at or above the manufacturer's specifications.

Cleaning the Digital Camera Sensor

Cleaning a sensor may sound like a simple procedure, but in reality, it requires trained technicians and controlled clean rooms. Our customers demand perfection from their equipment, which is why we demand perfection from ourselves.

Factory-trained technicians, using special tools and procedures, which are in accordance with the manufacturer's specifications, perform every cleaning. An image sensor is too delicate and too expensive to risk damage through improper cleaning techniques. Cleaning with the incorrect tools and chemicals could lead to permanent scratches and deterioration of the low pass filter, which would result in degraded image quality.

A carefully placed Low-Pass filter protects digital Image Sensors - this filter is designed to reduce moiré, color fringing and overall picture sharpness. Because this filter is so important to the overall image quality, it is crucial that manufacturer recommended cleaning solutions and techniques are used. This prevents the filter from deteriorating, clouding and scratching, which can permanently affect your image quality.

Let the professionals at Precision Camera clean your camera for spot free images – you'll be glad you did!