



® Knowledge
Beyond
Measure.

Protect Your Investment

QualityGuard™ Service Contracts



QualityGuard™ Service Contracts

TSI's comprehensive line of instruments set the standard for reliability and accuracy. Protect your investment now and in the future with a TSI® QualityGuard™ Calibration or Bumper-to Bumper (B2B) Warranty Contracts.

At TSI® we understand that data quality problems and downtime can seriously impact your work. TSI QualityGuard™ Calibration and B2B Warranty Contracts are designed to ensure your instruments are properly cleaned, calibrated, repaired and are operating at peak performance.

What is a Calibration Contract? Is it the Same Thing as a Warranty?

A warranty merely protects the buyer against defects in materials and workmanship. The TSI® Calibration Contract expands on the warranty coverage benefit by providing annual factory calibration. TSI Calibration Contracts are available in two-year, three-year and five-year terms. Contract becomes valid for use 30 days after purchase.

See matrix chart for further QualityGuard™ Calibration Contract details.

What is a Bumper-To-Bumper (B2B) Extended Warranty Contract?


How is it different from a Calibration Contract?

The B2B Warranty Contract protects the buyer against defects in materials and workmanship for an extended period beyond the instrument's base warranty period. It expands the coverage benefit by providing both annual factory calibration and repair services throughout the extended warranty period. TSI B2B Warranty Contracts are available in three-year and five-year terms. Contract becomes valid for use 30 days after purchase. See matrix chart for further QualityGuard™ B2B Warranty Contract details.

Bumper-To Bumper (B2B) Extended Warranty Contracts do not include replacement past base warranty period for these consumable parts

- Batteries (internal or external)
- Pumps (internal or external pump module pumps)
- Carry Cases

Standard Warranty		QualityGuard™ Calibration Contract		QualityGuard™ Bumper-To-Bumper Warranty	
+ 2 year contract term + Standard with new equipment + Comprehensive TSI performed repair		+ 2, 3 or 5 year contract term + Available for new or presently owned equipment + Comprehensive TSI performed repair and calibration		+ 3 or 5 year contract term + Available for new or newly upgraded equipment + Comprehensive TSI performed repair and calibration	
2 Year Contract Term		2 Year Contract Term		3 Year Contract Term	
Repairs (years 1 and 2)	Unlimited for defects in materials and workmanship	Repairs (years 1 and 2)	Unlimited for defects in materials and workmanship (as provided for under standard warranty)	Repairs (years 1, 2 and 3)	Unlimited for defects in materials and workmanship
Calibrations (years 1 and 2)	No coverage, purchase separately	Calibrations (years 1 and 2)	Maximum of 2 during contract term	Calibrations (years 1, 2 and 3)	Maximum of 3 during contract term
		3 or 5' Year Contract Term		5' Year Contract Term	
		Repairs (years 1 and 2)	Unlimited for defects in materials and workmanship (as provided for under standard warranty)	Repairs (years 1, 2, 3, 4 and 5)	Unlimited for defects in materials and workmanship
		Repairs (years 3, 4 or 5)	No coverage	Calibrations (years 1, 2, 3, 4 and 5)	Maximum of 5 during contract term
		Calibrations (years 1, 2, 3, 4 and 5)	Maximum of 3 or 5 during contract term	Non-transferrable by serial # and/or customer. As found inspection testing/report. Technical support via phone or email. Factory repair service based on comprehensive inspection and failure analysis.	
		* 5 year contracts include Fast Trak (expedited) service.		* 5 year contracts include Fast Trak (expedited) service.	



CERTIFICATE OF CALIBRATION AND TESTING

TSI Incorporated, 500 Cardigan Road, Shoreview, MN 55126 USA
Tel: 1-800-424-7427 1-651-490-2811 Fax: 1-651-490-3824 <http://www.tsi.com>

ENVIRONMENT CONDITION				MODEL		9545-A		
TEMPERATURE	72.0 (22.2)	%F (°C)		SERIAL NUMBER		9545A0713014		
RELATIVE HUMIDITY	44	%RH						
BAROMETRIC PRESSURE	29.24 (990.2)	inHg (hPa)						
<input checked="" type="checkbox"/> AS LEFT		<input checked="" type="checkbox"/> IN TOLERANCE						
<input type="checkbox"/> AS FOUND		<input type="checkbox"/> OUT OF TOLERANCE						
- CALIBRATION VERIFICATION RESULTS -								
TEMPERATURE VERIFICATION				SYSTEM T-100				Unit: °F (°C)
#	STANDARD	MEASURED	ALLOWABLE RANGE	#	STANDARD	MEASURED	ALLOWABLE RANGE	
1	32.0 (0.0)	32.1 (0.0)	31.5-32.5 (-0.3-0.3)	2	140.0 (60.0)	140.1 (60.0)	139.5-140.5 (59.7-60.3)	
HUMIDITY VERIFICATION				SYSTEM H-100				Unit: %RH

Protect Your Data Accuracy

Why Do I Need a TSI® Service Contract?

- **Upfront Fixed Costs.** Budgeting made simple. No need to procure additional funding for annual calibration and repairs. A TSI® Calibration or B2B Warranty Contract guarantees your costs are fixed no matter what happens to TSI® Service prices in the future.
- **Optimal Performance.** Regular service and calibration is the best way to ensure optimal performance during critical projects.
- **Instrument and Firmware Updates.** TSI is committed to continual product improvement. Improvements are implemented to products on an on-going basis, some of which are available to customers at no additional charge when their instruments are returned for annual maintenance and calibration. QualityGuard™ ensures your instrument is up to date.
- **Quality.** TSI strives to meet or exceed our customers' needs and expectations through continual improvement of our processes, products and services. Our Quality System is registered to ISO 9001:2015, and TSI uses NIST traceable analytical tools and NIST traceable standard reference materials to check-out and calibrate instruments.
- **Technical Expertise.** No one knows more about a product than the manufacturer. TSI has invested in sophisticated instrumentation to allow our experienced service technicians to check-out, test, calibrate and repair our instruments with unparalleled precision.
- **Value.** TSI has a vested interest in having an installed base of well-serviced and calibrated instrumentation. We've priced our QualityGuard™ Calibration and B2B Warranty Contracts to be an incentive for routine calibration and extended warranty services.

What Does a TSI Calibration Contract Cover?

The QualityGuard™ Calibration Contract can be purchased in two-or three-year terms and includes:

- As found inspection testing/report
 - Technical support via phone or e-mail
- Annual factory calibration, consisting of the following procedures:
- Review written Service Request instructions or explanation of problem from customer
 - Inspect and clean instrument
 - Inspect and replace consumable components as needed
 - Leak check (if applicable)
 - Update manual, software and firmware as necessary
 - Calibrate flow rates, voltages and temperature control (if applicable)
 - Align optics (if applicable)
 - Span calibrate gas sensors (if applicable)
 - Zero check (if applicable)
 - Calibration Certificate
 - Final electrical checkout and performance verification
 - TSI pays for the shipping costs to return the instrument

What Does a TSI B2B Warranty Contract Cover?

The QualityGuard™ B2B Warranty Contract can be purchased in three-or five-year terms and includes:

- As found inspection testing/report
- Technical support via phone or e-mail
- **Factory repair service, based on failure analysis**
 - Review written Service Request explanation of problem from customer
 - Instrument inspection and failure analysis
 - Conduct Warranty repair service based on failure analysis findings
- **Annual factory calibration, consisting of the following procedures:**
 - Review written Service Request instructions or explanation of problem from customer
 - Inspect and clean instrument
 - Inspect and replace consumable components as needed
 - Leak check (if applicable)
 - Update manual, software and firmware as necessary
 - Calibrate flow rates, voltages and temperature control (if applicable)
 - Align optics (if applicable)
 - Span calibrate gas sensors (if applicable)
 - Zero check (if applicable)
 - Calibration Certificate
 - Final electrical checkout and performance verification
 - Consumable Parts not covered under warranty
 - TSI pays for the shipping costs to return the instrument



What Instruments are Available for Coverage?

QualityGuard™ TSI® Service Contracts are offered on many different models of new TSI® instruments. Previously purchased instruments may also be eligible for coverage. DustTrak™ and PortaCount® models eligible for coverage are listed below.

DustTrak™	PortaCount®
8530	8030
8532	8038
8533	8040
8534	8048
8530 EP	
8533 EP	
8540	SidePak™
8543	AM520
8542-M	AM520i

How Do I Send My Instrument Back for Calibration?

To return an instrument for calibration, fill out the on-line service request authorization (Service Request) form at the TSI® web site: tsi.com/requestservice. This on-line process will provide you with shipping information, and a Service Request number to track the repair. If you have any trouble completing the on-line form, just call 1-800-680-1220 and one of our customer specialists will be happy to assist you.

How Do I Buy a QualityGuard™ TSI Service Contract?

Find out which TSI instruments have Service Contracts available, or to order, contact your nearest representative, distributor or sales office. If you don't know which office handles your territory then contact our corporate headquarters. Our staff will put you in contact with the appropriate sales representative. Terms and conditions are available on the website. Visit tsi.com/qualityguard for more information and to find out if your TSI instruments qualify.

What About Return Shipping Costs?

TSI covers the cost of standard ground shipping costs to return the instrument with all QualityGuard™ Service Contracts.



For additional information on TSI support & service, please visit:
TSI.com/support



Knowledge Beyond Measure.

TSI Incorporated - Visit our website www.tsi.com for more information.

USA	Tel: +1 800 874 2811	India	Tel: +91 80 67877200
UK	Tel: +44 149 4 459200	China	Tel: +86 10 8219 7688
France	Tel: +33 1 41 19 21 99	Singapore	Tel: +65 6595 6388
Germany	Tel: +49 241 523030		