



Knowledge Beyond Measure.



Qualityguard™ Calibration Contracts For Particle Instruments

You need useful, accurate data. You selected the highest-standard instrument in particle measurements. Now protect your investment with regular cleaning and calibrations performed by TSI®.

What is a Calibration Contract?

The TSI® Calibration Contracts are a convenient way to plan ahead while going easy on your budget. The contracts provide Clean and Calibration services at a fixed, upfront cost and are available for new and pre-owned instruments.

Calibration Contract

	Contract name	CLC2	CLC3	CLC5
What's included	Clean and Calibration Services	Maximum of 2 within 2 years	Maximum of 3 within 3 years	Maximum of 5 within 5 years
	Warranty on Clean and Calibration Services	90 days		
Eligibility	Available for new instrument	■	■	■
	Available for previously-owned instrument	■	■	■

What is an Extended Warranty?

A standard warranty is automatically included with every instrument purchase, and covers defects in materials and workmanship (see table below). Extended warranties provide an additional year of warranty coverage for a nominal fee. An Extended Warranty can be purchased in parallel with a Calibration Contract. Please note that Extended Warranties can only be purchased at the time of instrument purchase.

Warranties

	Warranty name	Standard warranty	Extended warranty (EX1)
Warranty period	Beginning	Starts when instrument is shipped to customer	
	Duration	1 year	2 years
What's included	Defects in materials and workmanship, excluding consumables past specific warranties, such as batteries and pumps		
How to obtain	Included with instrument purchase		Purchase separately, at the time of instrument purchase
Eligibility	Available for new instruments only		



What's done during a calibration?

The content of the Clean and Calibrate service varies by instrument model (find details for your instrument model at [tsi.com/Service-Options-for-your-TSI-Particle-Instrument](https://www.tsi.com/Service-Options-for-your-TSI-Particle-Instrument))

Generally, Each Clean and Calibration

Service Includes:

- Clean and inspect parts such as inlets, orifices, and optics
- Replace consumable components as necessary
 - If warranty is expired, this excludes parts covered under warranty such as battery, pump
- Update firmware as necessary
- Leak and flow checks
- Calibrate sensors, for example for flow rates, voltages and temperatures, in accordance with TSI® standard calibration procedures
- Aerosol concentration check
- Provide Calibration Certificate indicating product is fully functional and operates within factory specifications

Further Details

When a Calibration Contract is purchased at the same time as an instrument, the contract becomes valid at the time that the instrument is shipped to the customer. In cases where the Calibration Contract is purchased at a later date, the contract becomes valid 30 days after invoice.

The Clean and Calibration services (whether performed under a Calibration Contract or not) come with a 90-day warranty on labor performed, or parts used, during the service.

TSI® covers the cost of standard freight to return the instrument with all QualityGuard Calibration Contracts. The customer is responsible for shipping to TSI.

To Order

Calibration contracts are available for numerous instruments. To learn whether your instrument – or an instrument you're considering purchasing – has a calibration contract available for it, please see our webpage on [tsi.com/Service-Options-for-your-TSI-Particle-Instrument](https://www.tsi.com/Service-Options-for-your-TSI-Particle-Instrument), or contact TSI.

Clean and Calibration Services

Do Not Include:

- Broken parts, such as pump, laser, display, etc.
- Physical damage to frame or housing



Specifications are subject to change without notice.

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