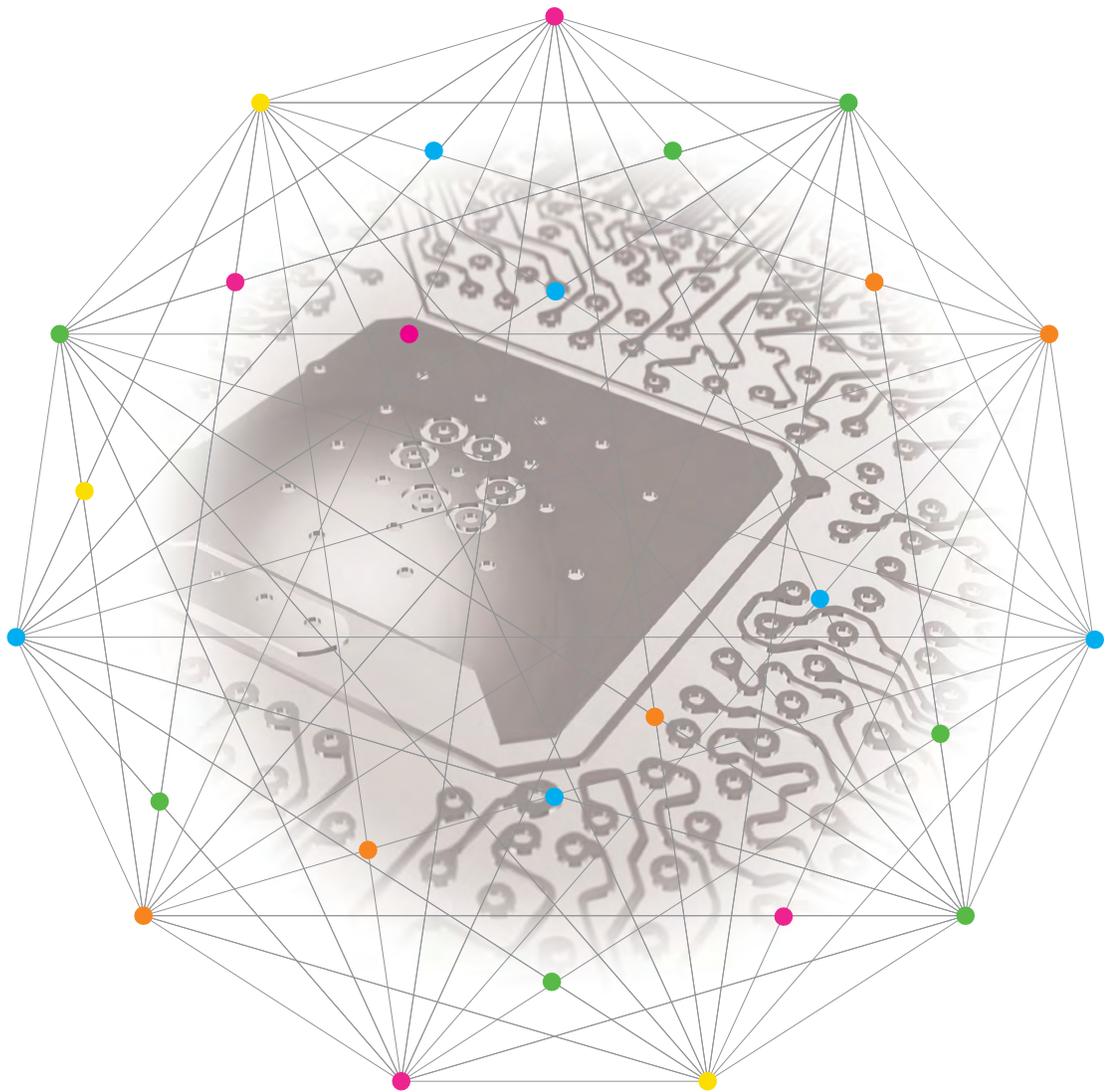


# PROTECT YOUR INVESTMENT...

---

QUALITYGUARD™ SERVICE CONTRACTS



UNDERSTANDING, ACCELERATED

# 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, and three-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?

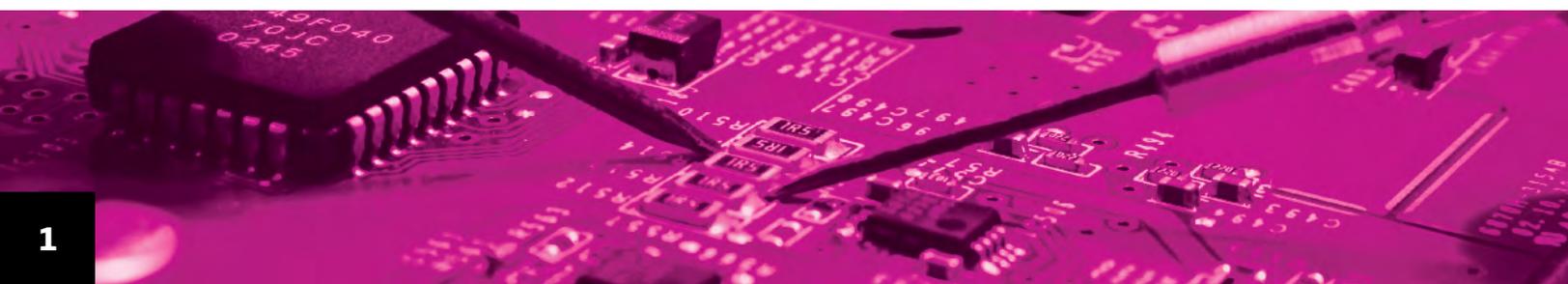
The B2B Warranty Contract protects the buyer against defects in materials and workmanship for an extended period beyond the instrument's base warranty period. It expands the coverage benefit by providing both annual factory calibration and repair services throughout the extended warranty period. TSI 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 or 3 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	
<b>2 Year Contract Term</b>		<b>2 Year Contract Term</b>		<b>3 Year Contract Term</b>	
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
		<b>3 Year Contract Term</b>		<b>5 Year Contract Term</b>	
		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 (year 3)	No coverage	Calibrations (years 1, 2, 3, 4 and 5)	Maximum of 5 during contract term
		Calibrations (years 1, 2 and 3)	Maximum of 3 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.



# PROTECT YOUR DATA ACCURACY



## Why Do I Need a TSI Service Contract?

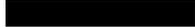
- + **Upfront Fixed Costs.** Budgeting made simple. No need to procure additional funding for annual calibration and repairs. A TSI Calibration or B2B Warranty Contract guarantees your costs are fixed no matter what happens to TSI Service prices in the future.
- + **Optimal Performance.** Regular service 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 9001:2008, 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 RMA instructions or explanation of problem from customer
    - Initial inspection
    - 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

## 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 RMA 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 RMA instructions or explanation of problem from customer
    - Initial inspection
    - 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



### 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. Contact TSI representatives or TSI directly to find out what TSI instruments have Service Contracts.

### How Do I Send My Instrument Back for Calibration?

To return an instrument for calibration, fill out the on-line return material authorization (RMA) form at the TSI web site: [www.tsi.com](http://www.tsi.com). This on-line process will provide you with shipping information, and an RMA number to track the repair. If you have any trouble completing the on-line form, just call 1-800-874-2811 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 [www.tsi.com/qualityguard](http://www.tsi.com/qualityguard) for more information and to find out if your TSI instruments qualify.



UNDERSTANDING, ACCELERATED

**TSI Incorporated** - Visit our website [www.tsi.com](http://www.tsi.com) for more information.

<b>USA</b>	<b>Tel:</b> +1 800 874 2811	<b>India</b>	<b>Tel:</b> +91 80 67877200
<b>UK</b>	<b>Tel:</b> +44 149 4 459200	<b>China</b>	<b>Tel:</b> +86 10 8251 6588
<b>France</b>	<b>Tel:</b> +33 4 91 11 87 64	<b>Singapore</b>	<b>Tel:</b> +65 6595 6388
<b>Germany</b>	<b>Tel:</b> +49 241 523030		