



## 8130A FILTER TESTER SERVICE: FIELD SERVICE AGREEMENT

A field service agreement serves as an extended warranty with a guaranteed scheduled, pre-paid maintenance visit (including tester service).



### Standard Field Service Agreement includes:

<b>Initial Repairs</b>	If needed, repair or replace any necessary components to bring a non-operational tester into operation. All parts are included except pump and spool valve assembly	
<b>'As Found'</b>	<i>Verify system performance</i>	Measure penetration and pressure drop with reference standards and record results
<b>Maintenance</b>	<i>Firmware</i>	Perform firmware update if desired by the customer
	<i>Clean aerosol passages</i>	<ul style="list-style-type: none"> <li>- Check and clean/replace tubing, trim tubing ends</li> <li>- Clean the mixing chamber</li> <li>- Check filter holder and replace gaskets if necessary</li> <li>- Check and replace/grease O-rings, e.g. spool valve</li> </ul>
	<i>Repair and replace</i>	<ul style="list-style-type: none"> <li>- Replace filters</li> <li>- Make any necessary repairs or adjustments</li> <li>- Cosmetic or mechanical damage to the chassis is NOT covered</li> </ul>
	<i>Check components</i>	<ul style="list-style-type: none"> <li>- Aerosol generation: Verify proper aerosol generation. Recalibrate flow meter and verify flows</li> <li>- Aerosol conditioning, e.g. ionizer and heater: Verify proper aerosol conditioning</li> <li>- Aerosol detection: Verify photometer responses for proper aerosol detection. Service/exchange photometers if necessary</li> <li>- Pressure drop/resistance: Verify pressure transducer readings</li> </ul>
<b>Final Checks</b>	<i>Re-test</i>	Re-test any parameters that may have changed due to above repairs or adjustments
	<i>Record</i>	Record final parameter values in the service report. Service report is provided as PDF
<b>Field Validation</b>	Measure penetration through test media to ensure tester is operating according to specifications. Issue calibration sticker	
<b>Ongoing Support</b>	Free phone support and assistance through our service personnel	



# PROTECT YOUR INSTRUMENT AND DATA QUALITY

The TSI Field Service Agreement of an 8130A Automated Filter Tester provides you with peace of mind by serving as extended warranty for your 8130A filter tester. The guaranteed 1-day preventative maintenance visit by a trained TSI service technician ensures that the tester is verified in order to provide you with accurate results going forward. This visit can be scheduled in advance for a time when the maintenance is not interfering with your quality control needs.

Field Service Agreements take effect after TSI's standard 1 year warranty expires and can be purchased as 1-year, 2-year, and up to 5-year agreements before they can be renewed. Customers purchase the Field Service Agreement upfront at a discounted rate and receive warranty coverage including free phone/e-mail assistance for the entire term of the service agreement. The warranty covers service and calibration of filter testers under normal use. Field Service Agreements include all travel expenses.

Please note that the Field Service Agreement can only be applied to new units, units currently under warranty or units that have just been serviced.

This very effective service option allows you to stay focused on the work that is important to you and minimize the risk of unscheduled down time. TSI is registered to ISO-9001:2015.

## 2 Year Agreement (Applied After Warranty)

Warranty	Service Agreement	Service Agreement
	Extended Warranty	Extended Warranty
<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
	One pre-scheduled service visit per year of Service Agreement	One pre-scheduled service visit per year of Service Agreement

### REQUEST SERVICE

Specify	Description
FSA-8130A	Field Service Agreement for 8130A Automated Filter Tester

Call, or visit [tsi.com/requestservice](http://tsi.com/requestservice)



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