Service Options



Versatile Water-Based Condensation Particle Counter (V-WCPC)

3789

TSI® service, performed on an annual basis, helps to keep your V-WCPC 3789 in proper working order. TSI® offers two levels of service: Clean and Calibrate, and Repair, Clean and Calibrate. Read below to learn what is included in each service.



Clean and Calibrate Service includes:

Maintain

- Clean optics, align laser, and adjust laser power to optimize count pulse signal
- Inspect and clean orifices, inlets, and nozzles

Parts

Replace

- Provide free updates on instrument parts that may have changed since release to improve product quality
- Replace aged parts, as needed: discolored tubing, liquid and air filters

lace

Replace wick

Firmware

• Ensure that all available firmware updates are installed

• Leak check, and flow rate accuracy checks for inlet flow and all internal flows

Sensors

Calibrate temperature and fill sensors to ensure accuracy

Test

Concentration

- Zero check: test CPC for 12 hours with a filter at the inlet to ensure accuracy at very low concentrations
- vs. reference CPC: compare your CPC's reading to a reference unit challenged in parallel. Agreement between the two instruments ensures accuracy of your CPC across the tested concentration range.

Broken Parts

Pump, laser, display, etc.

Does NOT Include

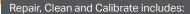
(In such cases, consider 'Repair, Clean and Calibrate' service)

Physical Damage

Physical damage to frame or housing

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Repair

Repair or replace broken parts

Clean and Calibrate

 All actions in a standard 'Clean and Calibrate' service are then performed

Does NOT Include

Physical damage to frame or housing

What Makes TSI® Service Valuable?

As a result of TSI® service, you are returned an optimally performing and updated instrument. The service is performed by TSI's experienced technicians for a fixed price. This simple service process allows you to stay focused on the work that is important to you. TSI® CPCs are calibrated traceable to National Standards and Metrology Institutes (NIST and NPL UK) and other accepted values of physical constants. TSI is registered to ISO-9001:2015.

These TSI services come with a 90-day warranty on labor performed, or parts used, during the service.

Request Service

Specify Description CL-3789 Clean and Calibrate RP-3789 Repair, Clean and Calibrate

Call, or visit tsi.com/requestservice



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