



SERVICE OPTIONS

CONDENSATION PARTICLE COUNTER (CPC) 3789

TSI service, performed on an annual basis, helps to keep your CPC 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	<ul style="list-style-type: none">+ Clean optics, align laser, and adjust laser power to optimize count pulse signal+ Inspect and clean orifices, inlets, and nozzles
Replace	Parts <ul style="list-style-type: none">+ 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+ Replace wick
	Firmware <ul style="list-style-type: none">+ Ensure that all available firmware updates are installed
Test	Flows <ul style="list-style-type: none">+ Leak check, and flow rate accuracy checks for inlet flow and all internal flows
	Sensors <ul style="list-style-type: none">+ Calibrate temperature and fill sensors to ensure accuracy
	Concentration <ul style="list-style-type: none">+ <i>Zero check</i>: test CPC for 12 hours with a filter at the inlet to ensure accuracy at very low concentrations+ <i>vs. Reference CPC</i>: 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.
Does NOT Include	Broken Parts <ul style="list-style-type: none">+ Pump, laser, display, etc. <i>(In such cases, consider 'Repair, Clean and Calibrate' service)</i>
	Physical Damage <ul style="list-style-type: none">+ Physical damage to frame or housing

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Repair, Clean and Calibrate includes:

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

CL-3789

RP-3789

Description

Clean and Calibrate

Repair, Clean and Calibrate

Call, or visit

[tsi.com/requestservice](https://www.tsi.com/requestservice)



UNDERSTANDING, ACCELERATED

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