



# SERVICE OPTIONS



## CONDENSATION PARTICLE COUNTER (CPC) 3776

TSI service, performed on an annual basis, helps to keep your CPC 3776 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:

<b>Maintain</b>	<ul style="list-style-type: none"><li>+ Clean optics, align laser, and adjust laser power to optimize count pulse signal</li><li>+ Inspect and clean orifices, inlets, and nozzles</li><li>+ Calibrate analog-out voltages, verify proper performance of analog-in</li><li>+ Confirm proper function of water removal system, front panel LED's, flash memory card, Ethernet port, front panel control knob</li></ul>
<b>Replace</b>	<b>Parts</b> <ul style="list-style-type: none"><li>+ Replace wick, air filters, liquid filters, o-rings</li><li>+ Replace aged parts, as needed: discolored tubing, nozzle, orifice, lens</li></ul>
	<b>Firmware</b> <ul style="list-style-type: none"><li>+ Ensure that all available firmware updates are installed</li></ul>
<b>Test</b>	<b>Flows</b> <ul style="list-style-type: none"><li>+ Leak check, and flow rate accuracy checks, for inlet flow and capillary flow</li></ul>
	<b>Sensors</b> <ul style="list-style-type: none"><li>+ Calibrate temperature and fill sensors to ensure accuracy. Ensure accuracy of pressure measurements</li></ul>
	<b>Concentration</b> <ul style="list-style-type: none"><li>+ <i>Zero check</i>: test CPC for 12 hours with a filter at the inlet to ensure accuracy at very low concentrations</li><li>+ <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</li></ul>
	<b>Broken Parts</b> <ul style="list-style-type: none"><li>+ Pump, laser, display, etc. <i>(In such cases, consider 'Repair, Clean and Calibrate' service)</i></li></ul>
<b>Does NOT Include</b>	<b>Physical Damage</b> <ul style="list-style-type: none"><li>+ Physical damage to frame or housing</li></ul>

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### Repair, Clean and Calibrate includes:

<b>Repair</b>	+ Repair or replace broken parts
<b>Clean and Calibrate</b>	+ All actions in a standard 'Clean and Calibrate' service are then performed
<b>Does NOT Include</b>	+ 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-3776

RP-3776

#### 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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