



# SERVICE OPTIONS



## CONDENSATION PARTICLE COUNTER (CPC) 3752

TSI service, performed on an annual basis, helps to keep your CPC 3752 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></ul>   |
| <b>Replace</b>          | <b>Parts</b> <ul style="list-style-type: none"><li>+ Provide free updates on instrument parts that may have changed since release to improve product quality</li><li>+ Replace aged parts, as needed: discolored tubing, liquid and air filters</li><li>+ Replace wick</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 inlet flow rate accuracy check</li></ul>   |
|                         | <b>Sensors</b> <ul style="list-style-type: none"><li>+ Calibrate temperature and fill sensors to ensure accuracy</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><li>+ <i>Photometric</i>: the photometric mode of the 3752 (for concentrations up to <math>1 \times 10^7</math> #/cm<sup>3</sup>) is calibrated by measuring 12 concentrations in parallel with a 3750 CPC (with calibrated dilutor) as the reference instrument</li></ul> |
|                         | <b>Broken Parts</b> <ul style="list-style-type: none"><li>+ Pump, laser, display, etc.<br/><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 | Description                 |
|---------|-----------------------------|
| CL-3752 | Clean and Calibrate         |
| RP-3752 | Repair, Clean and Calibrate |

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



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