



Knowledge Beyond Measure.



Qualityguard™ Calibration Contracts For Particle Instruments

You need useful, accurate data. You selected the highest-standard instrument in particle measurements. Now protect your investment with regular cleaning and calibrations performed by TSI®.

What is a Calibration Contract?

The TSI® Calibration Contracts are a convenient way to plan ahead while going easy on your budget. The contracts provide Clean and Calibration services at a fixed, upfront cost and are available for new and pre-owned instruments.

Calibration Contract

| | Contract name | CLC2 | CLC3 | CLC5 |
|-----------------|--|-----------------------------|-----------------------------|-----------------------------|
| What's included | Clean and Calibration Services | Maximum of 2 within 2 years | Maximum of 3 within 3 years | Maximum of 5 within 5 years |
| | Warranty on Clean and Calibration Services | 90 days | | |
| Eligibility | Available for new instrument | ■ | ■ | ■ |
| | Available for previously-owned instrument | ■ | ■ | ■ |

What is an Extended Warranty?

A standard warranty is automatically included with every instrument purchase, and covers defects in materials and workmanship (see table below). Extended warranties provide an additional year of warranty coverage for a nominal fee. An Extended Warranty can be purchased in parallel with a Calibration Contract. Please note that Extended Warranties can only be purchased at the time of instrument purchase.

Warranties

| | Warranty name | Standard warranty | Extended warranty (EX1) |
|-----------------|---|---|---|
| Warranty period | Beginning | Starts when instrument is shipped to customer | |
| | Duration | 1 year | 2 years |
| What's included | Defects in materials and workmanship, excluding consumables past specific warranties, such as batteries and pumps | | |
| How to obtain | Included with instrument purchase | | Purchase separately, at the time of instrument purchase |
| Eligibility | Available for new instruments only | | |



What's done during a calibration?

The content of the Clean and Calibrate service varies by instrument model (find details for your instrument model at [tsi.com/Service-Options-for-your-TSI-Particle-Instrument](https://www.tsi.com/Service-Options-for-your-TSI-Particle-Instrument))

Generally, Each Clean and Calibration Service Includes:

- Clean and inspect parts such as inlets, orifices, and optics
- Replace consumable components as necessary
 - If warranty is expired, this excludes parts covered under warranty such as battery, pump
- Update firmware as necessary
- Leak and flow checks
- Calibrate sensors, for example for flow rates, voltages and temperatures, in accordance with TSI® standard calibration procedures
- Aerosol concentration check
- Provide Calibration Certificate indicating product is fully functional and operates within factory specifications

Clean and Calibration Services

Do Not Include:

- Broken parts, such as pump, laser, display, etc.
- Physical damage to frame or housing

Further Details

When a Calibration Contract is purchased at the same time as an instrument, the contract becomes valid at the time that the instrument is shipped to the customer. In cases where the Calibration Contract is purchased at a later date, the contract becomes valid 30 days after invoice.

The Clean and Calibration services (whether performed under a Calibration Contract or not) come with a 90-day warranty on labor performed, or parts used, during the service.

TSI® covers the cost of standard freight to return the instrument with all QualityGuard Calibration Contracts. The customer is responsible for shipping to TSI.

To Order

Calibration contracts are available for numerous instruments. To learn whether your instrument – or an instrument you're considering purchasing – has a calibration contract available for it, please see our webpage on [tsi.com/Service-Options-for-your-TSI-Particle-Instrument](https://www.tsi.com/Service-Options-for-your-TSI-Particle-Instrument), or contact TSI.



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TSI Incorporated - Visit our website www.tsi.com for more information.

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|----------------|------------------------|------------------|-----------------------|
| USA | Tel: +1 800 874 2811 | India | Tel: +91 80 67877200 |
| UK | Tel: +44 149 4 459200 | China | Tel: +86 10 8219 7688 |
| France | Tel: +33 1 41 19 21 99 | Singapore | Tel: +65 6595 6388 |
| Germany | Tel: +49 241 523030 | | |