



# SERVICE OPTIONS

## CONDENSATION PARTICLE COUNTER (CPC) 3772

TSI service, performed on an annual basis, helps to keep your CPC 3772 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</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 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. 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>Does NOT Include</b>	<b>Broken parts</b> <ul style="list-style-type: none"><li>+ Pump, laser, display, etc. (In such cases, consider 'Repair, Clean and Calibrate' service)</li></ul>
	<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-3772	Clean and Calibrate
RP-3772	Repair, Clean and Calibrate

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



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**TSI Incorporated** - Visit our website **[www.tsi.com](https://www.tsi.com)** for more information.

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