

Service Options



NanoScan SMPS™

3910

TSI® service, performed on an annual basis, helps to keep your NanoScan SMPS™ 3910 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

- Confirm basic functions, including battery ports
- Clean the wick port, manifold, mixing chamber, DMA, inlet cyclone
- Clean charger using a lint-free swab
- Align and collimate CPC laser

Replace

Parts

- Replace wick, o-rings, nozzle, internal filters. Replace flow straightener within DMA to ensure sizing accuracy. Replace pumps and tubing if needed

- Leak check at several stages during, and also after, reassembly

Calibrate

- Calibrate inlet flow, high voltage, alcohol fill threshold
- Confirm accuracy of pump voltages and all other volumetric flows

Aerosol Challenge Tests

Test

- Using a component-based SMPS™ as a reference, use four test conditions (low and high aerosol concentration, at both of small and large aerosol sizes) to confirm accuracy of:
 - Aerosol concentration measurement within 20%
 - Aerosol size measurement (as indicated by geometric mean diameter of the measured aerosol distribution) within 20%

Zero Check

- Confirm instrument passes a 1-hour zero check test
- Clean inlet cyclone at end of aerosol testing

Does NOT Include

Broken Parts

- Valve, pumps
(In such cases, consider 'Repair, Clean and Calibrate' service)

Physical Damage

- Scratches on external case

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Repair, Clean and Calibrate includes:

- | | |
|---------------------|--|
| Repair | ▪ Repair or replace broken parts (e.g. pump, laser) |
| Clean and Calibrate | ▪ All actions in a standard 'Clean and Calibrate' service are then performed |
| Does NOT Include | ▪ Physical damage to outer case |

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. The calibration of the flows in the NanoScan SMPS™ 3910 is NIST-traceable. TSI® is registered to ISO-9001:2015.

Request Service

Specify	Description
CL-3910	Clean and Calibrate
RP-3910	Repair, Clean and Calibrate

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



Knowledge Beyond Measure.

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

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		