



# ORDERING QUALITYGUARD™ CALIBRATION CONTRACTS AND EXTENDED WARRANTIES

## To order

Calibration contracts and extended warranties are available for numerous instruments. To learn whether your instrument - or an instrument you're considering purchasing - has a calibration contract or extended warranty available for it, talk to your sales representative or email [sales@mspcorp.com](mailto:sales@mspcorp.com).

## What are QualityGuard™ Calibration Contracts and Extended Warranties?

	Standard with Purchase	Extended Warranty Option	Calibration Contract Option	B2B (Bumper to Bumper) Option
<b>Warranty Period</b>	1 year	2 years	1 year	2 years
<b>Calibrations</b>	Purchased separately	Purchased separately	2 standard calibrations	2 standard calibrations
<b>What is it?</b>	Unlimited repair of defects in material and workmanship for 1 year	Unlimited repair of defects in material and workmanship for 2 years	2 calibrations to be used during a 2 year period Unlimited repair of defects in material and workmanship for 1 year (10% savings over 2 years)	2 calibrations to be used during a 2 year period <b>and</b> extended warranty coverage of unlimited repair of defects in material and workmanship for 2 years (20% savings over 2 years)

For a list of eligible equipment and part numbers, please visit our on our website - [www.tsi.com/MSP-QualityGuard](http://www.tsi.com/MSP-QualityGuard).

## Processing a request

A Return Material Authorization (RMA) number IS REQUIRED for each piece of equipment being returned.

To obtain RMA number(s), visit the request service repairs and calibrations page on the TSI.com website ([tsi.com/service/msp](http://tsi.com/service/msp)). Registering your equipment and requesting service online will help to streamline your service experience. You are also welcome to contact MSP by email to request RMS numbers ([service@mspcorp.com](mailto:service@mspcorp.com)).

If more than 1 item is to be processed at a time, please specify how you would like them grouped for return.

A hard copy of your purchase order and RMA must be enclosed in your shipment.

Please pack your items securely, preferably in the original packaging with custom inserts (these can be purchased at time of request if you no longer have yours - see page 4). Send all NGIs with a cup tray and full cup set and all ACIs with a base and inlet cone to help protect the impactor stages during shipment

Failure to follow these instructions may result in a delay in your equipment processing; MSP/TSI is not responsible for damage in transport if approved shipping cartons are not used.

**Attention: MSP a division of TSI Incorporated. Purchase Orders should be made to "TSI". Purchase Orders made out to MSP Corporation will not be accepted!**

## Typical Lead Time

Standard time to complete equipment qualification is 10 to 12 business days. Items needing cleaning, repair, or adjustment may result in longer turnaround times.

## Expedited Service

We now offer a FAST TRACK option. These requests are moved to front of line and typically take less than 5 days to process. Opt for expedited service when requesting service on the TSI website or by emailing [sales@mspcorp.com](mailto:sales@mspcorp.com).

# SHIPPING INFORMATION\*

## Please ship all items to the following address:

MSP, A Division of TSI  
Attn: Pharma Services  
5910 Rice Creek Parkway  
Rear Dock No. 600  
Shoreview, MN 55126 USA

\*Equipment owner is responsible for shipping costs both to and from MSP. When approved cartons are not used for return shipment to the customer, MSP shall not be responsible for product damage.

## Shipping Cartons

MSP always recommends saving the reusable, original custom shipping cartons for your equipment, and using them for shipping your equipment back to MSP for regular mensuration. Proper shipping materials will help prevent damage to the equipment in transit. If you no longer have the

Part No.	Description	List Price
0001-01-9391	ACI Returns Carton	\$145
0001-01-9533	BRS1100 Carton	\$300
0001-01-9550	TPK2100/2100R/BAC2100 Carton	\$105
0001-01-9590	DUSA Shaker Carton	\$275
0001-01-9898	TPK/TPK2000/TPK2001 Carton	\$105
0170-96-5998	NGI Preseparator Carton	\$50
0170-96-5999	NGI/NGI+ Carton	\$165
0171-96-0010	171 NGI Leak Tester Carton	\$220

original shipping cartons, new containers are available for purchase.

## Additional Information

The Calibration Contract becomes valid for use 30 days after purchase and lasts for two years after purchase.

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.

Please note all TSI standard terms and conditions apply. Refer to TSI Sales Terms and Conditions ([www.tsi.com/policies/](http://www.tsi.com/policies/)) for more information.



MSP - Visit our website [www.tsi.com/msp](http://www.tsi.com/msp) for more information.

5910 Rice Creek Parkway, Suite 300  
Shoreview, Minnesota  
55126, U.S.A.  
Tel: 651.287.8100

