

# Service Options



## Condensation Particle Counter (CPC)

**3756**

TSI® service, performed on an annual basis, helps to keep your CPC 3756 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	<p>▪ Clean optics, align laser, and adjust laser power to optimize count pulse signal</p> <p>▪ Inspect and clean orifices, inlets, and nozzles</p>
Replace	<p>Parts</p> <p>▪ Provide free updates on instrument parts that may have changed since release to improve product quality</p> <p>▪ Replace aged parts, as needed: discolored tubing, liquid and air filters</p> <p>▪ Replace wick</p>
	<p>Firmware</p> <p>▪ Ensure that all available firmware updates are installed</p>
Test	<p>Flows</p> <p>▪ Leak check, and flow rate accuracy checks for inlet flow and capillary flow</p> <p>Sensors</p> <p>▪ Calibrate temperature and fill sensors to ensure accuracy</p> <p>Concentration</p> <p>▪ Zero check: test CPC for 12 hours with a filter at the inlet to ensure accuracy at very low concentrations</p> <p>▪ vs. reference CPC: 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.</p>
Does NOT Include	<p>Broken Parts</p> <p>▪ Pump, laser, display, etc.</p> <p><i>(In such cases, consider 'Repair, Clean and Calibrate' service)</i></p> <p>Physical Damage</p> <p>▪ Physical damage to frame or housing</p>

# Service Options

## Condensation Particle Counter (CPC)

### 3756



Repair, Clean and Calibrate includes:

Repair      • Repair or replace broken parts

Clean and Calibrate      • All actions in a standard 'Clean and Calibrate' service are then performed

Does NOT Include      • 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-3756	Clean and Calibrate
RP-3756	Repair, Clean and Calibrate

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



Knowledge Beyond Measure.

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

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