

# 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

- Clean optics, align laser, and adjust laser power to optimize count pulse signal
- Inspect and clean orifices, inlets, and nozzles

#### Replace

##### Parts

- Provide free updates on instrument parts that may have changed since release to improve product quality
- Replace aged parts, as needed: discolored tubing, liquid and air filters
- Replace wick

##### Firmware

- Ensure that all available firmware updates are installed

##### Flows

- Leak check, and flow rate accuracy checks for inlet flow and capillary flow

##### Sensors

- Calibrate temperature and fill sensors to ensure accuracy

#### Test

##### Concentration

- Zero check: test CPC for 12 hours with a filter at the inlet to ensure accuracy at very low concentrations
- 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.

#### Does NOT Include

##### Broken Parts

- Pump, laser, display, etc.  
*(In such cases, consider 'Repair, Clean and Calibrate' service)*

##### Physical Damage

- Physical damage to frame or housing

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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](https://www.tsi.com/requestservice)



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