

Service Options



Condensation Particle Counter (CPC)

3775

TSI® service, performed on an annual basis, helps to keep your CPC 3775 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
 - Calibrate analog-out voltages, verify proper performance of analog-in
 - Confirm proper function of water removal system, front panel LED's, flash memory card, Ethernet port, front panel control knob

- Replace**
- Parts**
- Replace wick, air filters, liquid filters, o-rings
 - Replace aged parts, as needed: discolored tubing, nozzle, orifice, lens
- Firmware**
- Ensure that all available firmware updates are installed

- Flows**
- Leak check and inlet flow rate accuracy check

- Sensors**
- Calibrate temperature and fill sensors to ensure accuracy. Ensure accuracy of pressure measurements

- 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 at six aerosol concentrations. Agreement between the two instruments ensures accuracy of your CPC 3775 in single particle counting mode (i.e. $\leq 5 \times 10^4$ #/cm³)
 - Photometric: calibrate photometric mode (concentrations up to 1×10^7 #/cm³) by measuring 19 concentrations of test aerosol in parallel with a 3772 CPC (with calibrated dilutor) as the reference instrument. This test includes concentrations in single-particle counting mode ($\leq 5 \times 10^4$ #/cm³) to ensure that the transition to photometric mode is accurate

- 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-3775	Clean and Calibrate
RP-3775	Repair, Clean and Calibrate

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



Knowledge Beyond Measure.

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