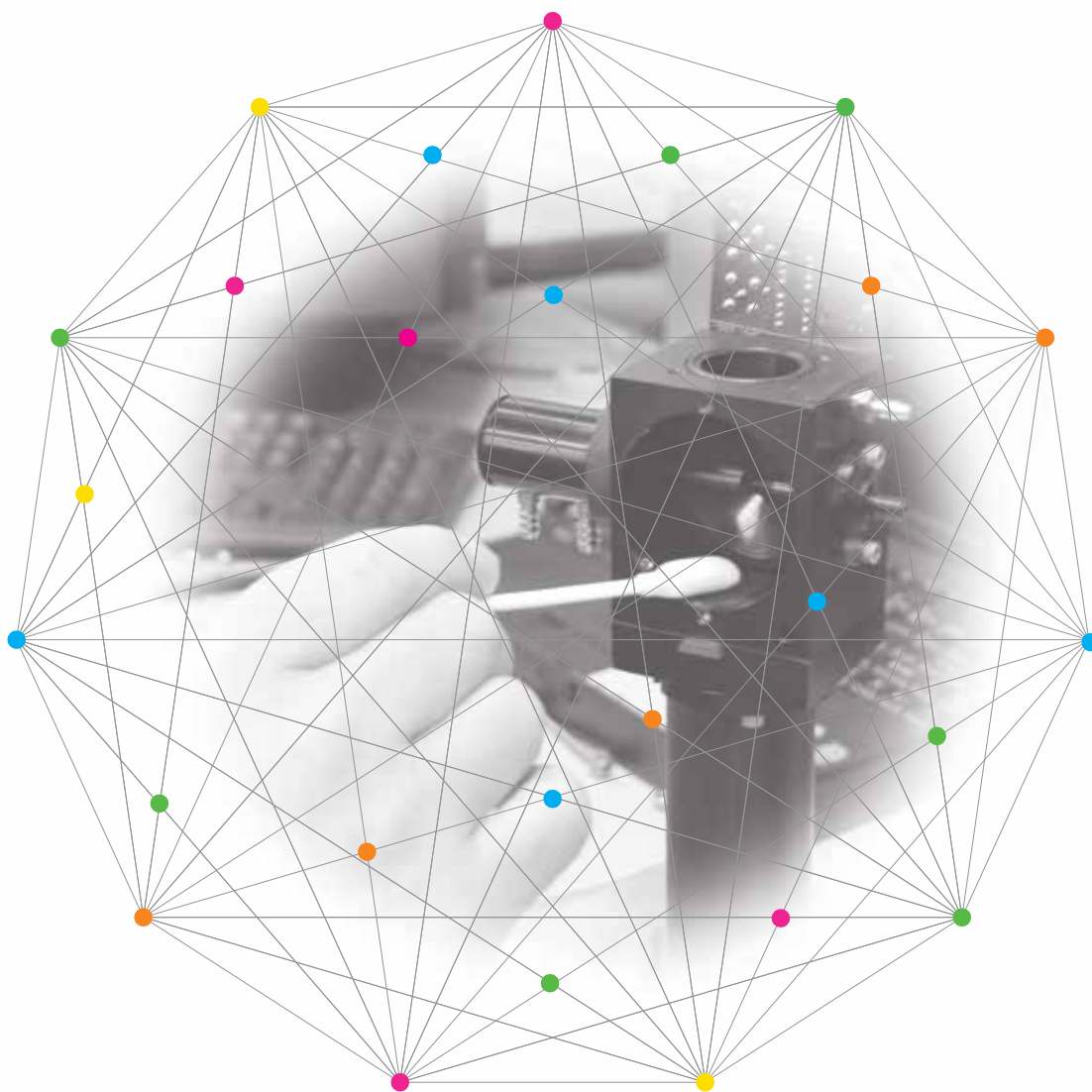


# PROTECT YOUR INVESTMENT...

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QUALITYGUARD™ SERVICE OFFERINGS



UNDERSTANDING, ACCELERATED

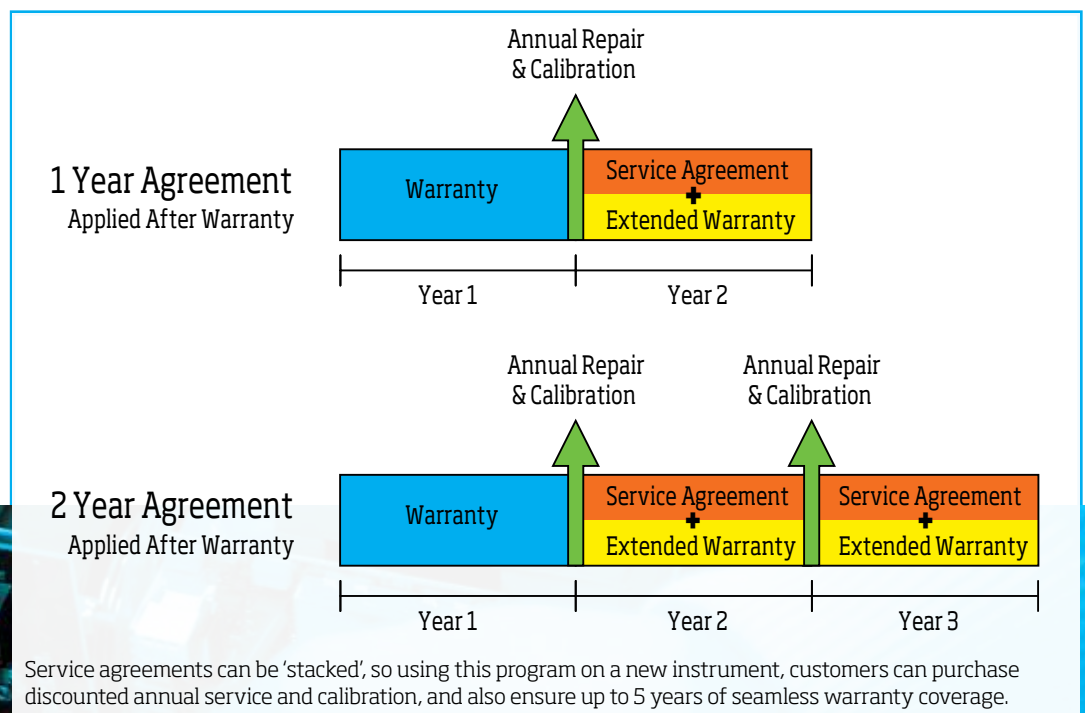
# QUALITYGUARD SERVICE AGREEMENT

TSI's Particle Instruments are the most reliable and accurate aerosol instruments in the industry. You've invested in TSI quality instrumentation to provide a measurement solution. Protect your investment now and in the future with a TSI QualityGuard Service Agreement.

At TSI we understand that data quality problems and downtime can seriously impact your research goals. The TSI QualityGuard service agreements are designed to ensure your instruments are properly calibrated and at peak performance.

## What is a Service Agreement? Is it the Same Thing as a Warranty?

A service agreement is an agreement between the customer and TSI to provide a service—in this case, the service agreed upon is annual service and calibration. A warranty is a guarantee given to the purchaser of a new item specifying that under normal use, the manufacturer will replace defective parts free of charge for a stated period of time. QualityGuard service agreements take effect after TSI's standard 1 year warranty expires. Customers purchase annual service and calibration up front at a discounted rate, and receive warranty coverage for the entire term of the service agreement.



# PROTECT YOUR DATA ACCURACY

## Why Do I Need a Service Agreement?

+ **Value.** Service agreements provide repair and calibration service plus a years warranty at an attractive price. TSI has a vested interest in having an installed base of well serviced and calibrated instrumentation. We've price our service agreements to be an incentive for routine maintenance and calibration.

+ **Upfront Fixed Costs.** Budgeting made simple. No need to procure additional funding for annual calibration or repairs. A TSI service agreement guarantees your costs are fixed no matter what happens to parts or labor prices in the future

+ **Optimal Data Accuracy.** Regular service and calibration is the best way to ensure optimal data accuracy during critical research projects.

+ **Trouble-free Operation.** You wouldn't think about driving your car for an entire year without changing the oil and other routine maintenance. A TSI service agreement ensures you will have a quality aerosol monitoring instrument in your aerosol tool box for years to come.

+ **Avoid unscheduled down time.** Components in instruments have variable lifetimes. As products age, failures can occur. During annual service and calibration, the operating hours of the instrument are determined, and components are replaced as necessary—avoiding untimely field failures.

+ **Instrument and firmware upgrades.** TSI is committed to continual product improvement. Improvements are implemented to products on an on-going basis, some of which are available to customers at no additional charge when their instruments are returned for annual maintenance and calibration. Regular service ensures your instrument is up-to-date.

+ **Quality.** TSI strives to meet or exceed our customers' needs and expectations through continual improvement of our processes, products and services. Our Quality System is registered to ISO 9001:2000 and TSI uses NIST traceable analytical tools and NIST traceable standard reference materials to check out and calibrate instruments.

+ **Technical Expertise.** No one knows more about a product than the manufacturer. TSI has invested in sophisticated instrumentation to allow our experienced repair technicians to check-out, test, calibrate and repair our instruments with unparalleled precision.

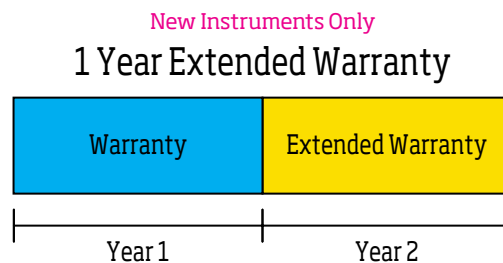
## What Does a TSI Service Agreement Cover?

The QualityGuard Service Agreement can be purchased in 1 or 2 year terms and includes:

- + Annual factory maintenance and calibration
- + Warranty coverage for the term of the service agreement
- + Technical support via phone or e-mail
- + Return to factory service for any instrument problem as needed
- + Factory repair and calibration for TSI particle instruments consists of the following procedures:
  - Review written instructions or explanation of problem from customer
  - Initial inspection
  - Update manual, software and firmware as necessary
  - Clean instrument
  - Inspect and replace consumable components as needed
  - Leak check
  - Calibrate flow rates, voltages, and temperature control (if applicable)
  - Align optics
  - Zero check
  - Calibration (if applicable)
  - Final electrical checkout and performance verification

## What If I Just Want an Extended Warranty?

For those customers who would prefer to pay for annual service and calibration during the time of service, we also offer an extended warranty option on new instruments.



Note: annual service and calibration is recommended for TSI Particle Instruments. If you're interested in an additional warranty extension you need to look to the QualityGuard Service agreements.



### **What Instruments are Available for Coverage?**

**New Instruments:** QualityGuard service agreements & extended warranties are offered on most models of new TSI Particle Technology Instruments.

**Older Instruments:** TSI Particle Instruments are eligible for a service agreement if they are within 5 years of their manufacture date. Additional fees may apply for some extensive repairs on older instruments. Contact your local TSI representative for more details on QualityGuard Service Agreements for previously purchased TSI instruments.

### **How Do I Send My Instrument Back for Calibration or Repair?**

To return the instrument for service, fill out the on-line return material authorization (RMA) form at the TSI web site: [www.tsi.com](http://www.tsi.com). This on-line process will provide you with shipping information, and an RMA number to track the repair. If you have any trouble completing the on-line form, just call 1-800-874-2811 and one of our customer specialists will be happy to assist you.

### **How Do I Buy a QualityGuard Service Agreement or Extended Warranty?**

To order, contact your nearest TSI representative or sales office. Refer to contact information below or visit our web site at [www.tsi.com](http://www.tsi.com).



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

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