

Service Options

Versatile Water-Based Condensation Particle Counter (V-WCPC)

3789

TSI® service, performed on an annual basis, helps to keep your V-WCPC 3789 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 all internal flows

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-3789	Clean and Calibrate
RP-3789	Repair, Clean and Calibrate

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



Knowledge Beyond Measure.

TSI Incorporated - Visit our website www.tsi.com for more information.

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