

TSI INCORPORATED
PARTICLE INSTRUMENTS
CLEAN AND CALIBRATION CONTRACT

Knowing that inoperative or defective instruments are as detrimental to TSI as they are to the customer, we ask that you contact us immediately if any malfunction is discovered. The appropriate action and/or service can be discussed at that time.

PRODUCTS COVERED UNDER THIS AGREEMENT INCLUDE THE FOLLOWING MODELS

Counters	Sizers
CPC 3007	Electrostatic Classifier 3082
CPC 3750	Differential Mobility Analyzer 3081A
CPC 3752	Aerodynamic Particle Sizer 3321
CPC 3756	Optical Particle Sizer 3330

RESPONSIBILITIES OF TSI

A. SCOPE

TSI agrees to provide Clean and Calibration services in accordance with this contract as long as the hardware and software is operated in conformance with TSI's published specifications, subject to normal use.

In the event that the instrument has been exposed to any level of radioactive material, biohazard material, or any other hazardous materials, TSI will not cover the instrument under this Clean and Calibration Contract. Instruments that use, or are exposed to, TSI-approved aerosol neutralizers shall be excluded from the meaning of radioactive material under this section.

B. FACTORY CLEAN AND CALIBRATION SERVICE

In exchange for customer's purchase of a Clean and Calibration Contract, TSI will provide to the customer Scheduled Clean and Calibration Service at factory-recommended intervals (not less than once every twelve months) during the term of this agreement. Scheduled Clean and Calibration Service is defined as follows and includes the listed services:

1. Initial inspection testing and performance verification of the instrument.
2. Review of written instructions or explanation of problem from customer.
3. Factory Cleaning and Calibration, including:
 - i. Clean instrument
 - ii. Inspect and replace consumable components as necessary. Excludes consumables that are past the base warranty period, such as batteries, pumps.
 - iii. Leak check (if applicable)
 - iv. Calibrate instrument in accordance with TSI standard calibration procedures
 1. Zero Check (if applicable)
 2. Align Optics (if applicable)
 3. Aerosol concentration check (if applicable)
 4. Calibrate flow rates, voltages, and temperature control (if applicable)
 - v. Update firmware (as necessary)
 - vi. Final electrical checkout and performance validation
 - vii. Provide calibration certificate indicating the instrument is fully functional and operates within factory specifications
4. Technical Support assistance to the customer by telephone or e-mail during the term of this Clean and Calibration Contract.

Instrument model specific details are described in the Service Options documents available at www.tsi.com.

The Clean and Calibration services outlined herein shall be warranted for ninety (90) days from the date the instrument is received by customer following completion of the Clean and Calibration services.

RESPONSIBILITIES OF THE CUSTOMER

Throughout the term of this Clean and Calibration Contract, the customer shall maintain the Instrument within TSI specifications, or in good working condition. The customer must follow maintenance procedures as described in the Operations and Service Manual of the Instrument. Customers must disclose all hazardous materials used or exposed to the instrument and decontaminate all affected components prior to TSI servicing. Customer ensures that the instrument is in its original, unmodified configuration prior to TSI servicing. Customer is responsible for shipping the instrument to TSI or a TSI Authorized Service Center for Clean and Calibration Service.

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APPENDIX -- TERMS AND CONDITIONS

TSI reserves the right to change the scope of its obligations and the terms and conditions of its Clean and Calibration Contract on a prospective basis.

Unless otherwise agreed by the parties in writing, the original terms and conditions of sale remain in full force and effect.

<https://www.tsi.com/getmedia/b296b6f8-3ac0-4c28-91b2-b70bfe5e90e9/Appendix-A-TM>