

Service Options

Condensation Particle Counter (CPC)

3752

TSI® service, performed on an annual basis, helps to keep your CPC 3752 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	<ul style="list-style-type: none"> ▪ Clean optics, align laser, and adjust laser power to optimize count pulse signal ▪ Inspect and clean orifices, inlets, and nozzles
Replace	<p>Parts</p> <ul style="list-style-type: none"> ▪ 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 <p>Firmware</p> <ul style="list-style-type: none"> ▪ Ensure that all available firmware updates are installed
	<p>Flows</p> <ul style="list-style-type: none"> ▪ Leak check and inlet flow rate accuracy check <p>Sensors</p> <ul style="list-style-type: none"> ▪ Calibrate temperature and fill sensors to ensure accuracy
Test	<p>Concentration</p> <ul style="list-style-type: none"> ▪ 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. ▪ Photometric: the photometric mode of the 3752 (for concentrations up to 1×10^7 #/cm³) is calibrated by measuring 12 concentrations in parallel with a 3750 CPC (with calibrated dilutor) as the reference instrument
Does NOT Include	<p>Broken Parts</p> <ul style="list-style-type: none"> ▪ Pump, laser, display, etc. <i>(In such cases, consider 'Repair, Clean and Calibrate' service)</i> <p>Physical Damage</p> <ul style="list-style-type: none"> ▪ Physical damage to frame or housing

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Repair, Clean and Calibrate includes:

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|---------------------|--|
| 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-3752	Clean and Calibrate
RP-3752	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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