



**TELEDYNE INSTRUMENTS**  
*Advanced Pollution Instrumentation*  
A Teledyne Technologies Company

## Customer Service



Teledyne Advanced Pollution Instrumentation, Inc. (TAPI) is a world leader in the design and manufacture of precision analytical instrumentation for gas analysis. We offer competitive, high performance products for use in applications related to ambient monitoring, continuous emissions monitoring, semiconductor fabrication, water purification and treatment, clean room monitoring, gas purity, and air separation.

We back up our products with industry leading customer service and product support including:



- ▶ FREE customer support by telephone and email for the life of the instrument.
- ▶ Technical and Service training in our state-of-the-art-facility in San Diego, California.
- ▶ On site technical/service training.
- ▶ Factory repairs.
- ▶ Field service/maintenance.
- ▶ Web based support tools.



For current information please visit our website [www.teledyne-api.com](http://www.teledyne-api.com)

***FREE Customer Support by telephone and email for the life of the instrument***  
***Phone: 1-800-324-5190; Email: [api-customerservice@teledyne.com](mailto:api-customerservice@teledyne.com)***

# Customer Service

## Service

### ▶▶ Web Support

- Product Manuals.
- Spare Parts Finder.
- Technical Support Forms.
- Software Downloads.
- Spare Parts Lists.
- Service Notes.
- RMA information.
- Application Notes.
- Distributor Links.

### ▶▶ Factory Repair Service

- Standard 10 business day turn-around.
- Expedited repairs available.

### ▶▶ Phone/Email Support

- Performed by highly experienced technicians.
- All emails answered within one business day.
- Live technical support over the phone  
6:00 a.m. to 4:30 p.m. PST.
- FREE of charge.



## Training

For new customers, or experienced customers that need a refresher course, Teledyne API offers 3 types of training:

- **Level I:** Theory of operation, maintenance and calibrations. Typically for customers new to Teledyne API instruments. This class covers one instrument type per day.
- **Level II:** In-depth theory of operation, pneumatic and electronic troubleshooting. Typically for customers with Teledyne API instrument experience. This is a 5 day class that covers each of our instrument types. This class is normally held at our San Diego Facility.
- **Customized Training:** Tailored to meet your specific training needs.

Subject to change without notice. Printed documents are uncontrolled. SAL000033 A (DCN 5311) Customer Service/02/27/09.



**TELEDYNE INSTRUMENTS**  
*Advanced Pollution Instrumentation*

A Teledyne Technologies Company

9480 Carroll Park Drive ■ San Diego, CA 92121-5201

Ph. 858-657-9800 Fax 858-657-9816

Email [api-sales@teledyne.com](mailto:api-sales@teledyne.com)

For more information about the Teledyne API family of monitoring instrumentation products, call us or visit our website at

[www.teledyne-api.com](http://www.teledyne-api.com)

