

Calibration & Service Recommendation

The partector knows its calibration date and will display a gentle reminder that the calibration is outdated if the **calibration is older than one year (two years for partector 2)**. However, it is likely that your instrument does not need a calibration, since the partector is an extremely robust instrument. Instrument aging is related to both use time and amount of dirt sampled by the instrument, and if your instrument has not seen heavy use, it is likely that it still works fine.

Please complete the following steps to decide whether you should have your instrument recalibrated:

- 1) If you have seen **frequent warnings** on the display, the device should probably be serviced anyway. Follow the instructions in the [REPAIR](#) section on our website.
- 2) If you have not seen any warnings, read out operation time and LDSAmin value from the device (on the info screen). If the “**Minutes**” value is < **500'000** and the **LDSAmin** value is < **10'000'000**, then in general your device is probably fine, and a recalibration is probably not necessary.

If your instrument exceeds one of those limits, a service is recommended.

Please also note that we continuously improve the device firmware, and if you send the device back for a service, you will get the latest version.

If you have access to other instruments, you can also perform the following checks:

- 3) If you have a flow meter, check if the internal pump is still drawing **0.5 ± 0.05 lpm (volumetric flow)**. If the flow is not within these limits, this is a clear indication that service is required. Follow the instructions in the [REPAIR](#) section on our website.
- 4) If you have a DMA+CPC, you can check whether the LDSA value displayed by the partector for 50nm particles is approximately 400x lower than the CPC display in pt/ccm. If it is “far” away from that value (25% or more), send the device back for calibration.

Please, **whenever you approach us for some issues with devices, attach a measurement file** so we can read out status information and signals for diagnosis.

We cannot do a meaningful e-mail support without this piece of information!