



**TELEDYNE
INSTRUMENTS**
Monitor Labs

A Teledyne Technologies Company



ACHIEVING EXCELLENCE IN CUSTOMER SUPPORT

THE CLEAR CHOICE in air QUALITY monitoring

Put the best on your team

Winning the race against time

Teledyne Monitor Labs fields the largest professionally trained CEM service team in the country. Our highly skilled and well-managed technicians are strategically assigned to residence offices from coast to coast. Supported by our two factory locations in Colorado and Pennsylvania, Teledyne Monitor Labs offers the most responsive support services in the business.

Our experienced technical staff helps you achieve your goal of the lowest cost of ownership through minimum downtime. They will support you with everything you need from emergency service to preventive maintenance to a simple technical question answered over the phone. Teledyne Monitor Labs offers a complete package of technical support offerings.

Teledyne Monitor Labs

- Provides comprehensive maintenance programs
 - Stack measurements
 - Scheduled preventive maintenance
 - Emergency service call-outs
 - 40CFR75 Audits
 - 40CFR60 Audits
 - Software "housekeeping"
- Offers 24/7 Call Center support
 - Equipment repair
 - Regulatory issues
 - Software support
- Guarantees all service work

Continuous Emissions Monitoring System (CEMS) service, including third party and TRS Systems, are our specialty. Our factory trained certified field service representatives have what it takes to quickly diagnose and correct the problem.



Verify Compliance

TML® SERVICES provides certification services including quarterly linearity checks, cylinder gas audits, filter audits, and relative accuracy test audits. TML® SERVICES knows how your plant operates, and being a part of your team is the key to getting the job done correctly.

We are experts at understanding compliance regulations and your compliance requirements. Our certification reports combine the manual reference method data, plant operating data, and CEMS measurements in a single, easy to read document that clearly demonstrates compliance with regulatory requirements.

Teledyne Monitor Labs CEMS Service and Support

We're driven to get it right, from the start.

TML® SERVICES installation and start-up services assure you that you'll be getting the maximum performance from every monitor or system we provide, now and in the future.

Trained TML technicians will come to your site to ensure that your equipment was properly installed. Our technician confirms the accuracy of your monitor by using EPA Test Methods. The preliminary testing will ensure that your system passes the Relative Accuracy Test (RATA).

Experience is what separates us from the competition. TML has been in the emissions monitoring business for over 30 years and has installed thousands of ambient and source measurement systems. We understand what your instrumentation is for and how it must operate in concert with your plant operations. We know what it takes to keep them operating with maximum uptime. Our goal is 100% customer satisfaction.

Our measurement equipment covers the spectrum of industrial gas monitoring applications, and our reputation for the highest standards of technical skill is unmatched. Knowledgeable technical support is never farther away than our toll free number.

We are experts in establishing and maintaining the most accurate readings possible in ambient, in-situ, conventional and dilution extractive, flow, particulate matter and opacity monitoring equipment.

Laser Stack Measurements

TML can measure your flange-to-flange or path length distances using the latest laser technology. Accuracy of ±3 millimeters (typical) ensures proper calibration of all your instrumentation

CEMcheck Maintenance Software

CEM check is a comprehensive PC-based maintenance tool specifically designed around the equipment we service. It serves as a maintenance checklist for our technicians when servicing your CEM equipment, but the residual value to you is the detailed maintenance reports and long-term performance history capture by the

program. This TML Service Proprietary product has no equal in the CEM service industry. (CEMcheck is not available for resale, but is intended as a professional service tool for our own Service team.)

Quality Routine and Emergency Service

TML® SERVICES maintains strategically placed regional sales/service locations in key areas across the country. Each location maintains a large inventory of genuine TML replacement parts. A full fleet of TML service vans, staffed by qualified field service representatives, is available to perform everything from emergency service to routine calibration and maintenance.

TML® SERVICES offers extended equipment warranties, regular scheduled maintenance checks and maintenance contracts. These assure you of the highest possible level of continued accuracy and uptime in your measurement systems.

Along with maintenance agreements come other benefits: discounts on spare parts and RATAs, priority emergency on-site service. TML® SERVICES can establish a sequence of regular ongoing preventative maintenance and calibration checks. These maintenance agreements provide the highest possible level of measurement performance.

We also make problem solving easier via remote modem access. By simply dialing into your system, we can perform remote diagnostics and data collection. This enables us to better solve your problem and prepares us to be more efficient if an on-site service call is necessary.



Teledyne Monitor Labs Services



Repair department. All repairs are fully tested to ensure the reliability of the repair.



Client support team to assist you in getting the genuine TML replacement parts you need.

Returned Goods Repair (RGR)

TML offers the "complete" repair service facility. . . quality repairs and servicing at a fair price

The TML staff of factory-trained professionals perform over 500 repairs annually. This staff has more than 50 years of hands-on experience.

In addition to using genuine replacement parts, TML repair technicians are also equipped to provide a prompt turn around. Most emergency repairs are completed and shipped in 32 hours or less.

To ensure reliability, all repairs are fully tested to factory specifications and are warranted.

In the event the parts submitted for factory repair have been improved or replaced, we include the upgrade.

Our toll-free Call Center is available around the clock. Use this number for technical support, information on training, maintenance, scheduling a service call, returning equipment, or checking on scheduled service.

Replacement Parts

Teledyne Monitor Labs maintains a comprehensive stock of spare parts to support our clients. Most parts are shipped within 5

working days of receipt of your order. TML provides 24 hour turn around on emergency parts shipments when parts are available in stock. We have significantly reduced many of our spare part prices and continue to provide competitive pricing. With parts inventories at both the Denver and Pittsburgh locations, we will find the most expedient and cost effective way to meet your spare parts requirements.

Teledyne Monitor Labs will meet or beat any published spares price from any competitor. Contact a TML customer service representative for help with your spare parts requirements.

Software Call Center

TML makes problem solving easier by offering remote phone support Monday through Friday, 8 AM to 5 PM MST. By Simply dialing into your system's modem or via the Internet, we perform remote diagnostics and analyze your data collection. This enables us to better solve your problems and prepares us to be more efficient if an on-site service call is necessary.

Our regulatory experts can review your data and generate your reports, including state-specific reports and electronic data reports (EDR's). Our TML staff can quickly answer reporting questions, evaluate state and federal feedback and insure that your reports are accepted by the applicable agencies.

TML offers extended warranties, regularly scheduled maintenance checks and maintenance contracts to assure you of the highest possible level of continued accuracy and uptime in your server. These maintenance agreements can provide other benefits: discounts on service rates for both daily and after-hours support, as well as for repair or replacement of your computer in the event of a breakdown.

TML's Call Center is available 24 hours a day by calling our toll-free number for service. The Software Staff is available for answering technical questions and providing assistance on all of our Data Acquisition Software packages.

Hardware Call Center

Our factory-trained and field-experienced Call Center technicians answer calls directly from 6:00 AM until 5:00 PM Mountain Standard Time. After hours, a professional answering service will direct your call to our staff, with a guaranteed three-hour response time for our contract customers.

Call Center personnel have complete access to all the technical data, maintenance files, call history and engineering files available to answer your questions quickly and accurately. Our Call Center calls upon our Factory Technicians, Training Instructors, Engineers and others as needed to answer even your most difficult questions.

If you stock the recommended spare parts, and have a TML Factory-trained technician on your staff, the Call Center can practically eliminate downtime!

Important Numbers

Service 800 846 6062

Parts 800 934 2319

Software 800 846 6062

Sales 800 422 1499

Choose from our winning lineup

Proper maintenance and routine checks reduce the cost of ownership by extending the life of your monitoring equipment, while maintaining compliance with all government regulations.

TML offers flexible levels of regularly scheduled preventive maintenance and service programs...

GOLD, SILVER, BRONZE, plus a HARDWARE PHONE SUPPORT program can all be customized specifically to your needs. All this flexibility allows you to choose what's best for your company.

A TML Preventive Maintenance Program is an investment that pays.

HARDWARE SUPPORT AGREEMENTS		
GOLD	Highest Level Support Agreements	Priority emergency onsite response, guaranteed response time, unlimited 24/7 phone support, spares discounts, discounts on additional services, CEMcheck maintenance reports, regularly scheduled onsite preventative maintenance and calibration checks, unlimited onsite corrective maintenance, remote modem support.
SILVER	Mid Level Support Agreements	Priority emergency onsite response, guaranteed response time, unlimited 24/7 phone support, spares discounts, discounts on additional services, CEMcheck maintenance reports, regularly scheduled onsite preventative maintenance and calibration checks, limited onsite corrective maintenance, remote modem support.
BRONZE	Basic Preventive Maintenance Agreements	Priority emergency onsite response, guaranteed response time, limited 24/7 phone support (unlimited during business hours), spares discounts, discounts on additional services, CEMcheck maintenance reports, regularly scheduled onsite preventative maintenance and calibration checks.
HARDWARE PHONE SUPPORT	Telephone Support Agreements	Telephone support tailored to your needs.
<i>Custom Agreements with Support Services tailored for your needs available!</i>		
SOFTWARE SUPPORT AGREEMENTS		
PRIORITY REMOTE SUPPORT	Highest Level Remote Software Support	24/7 remote software support
REMOTE SUPPORT	Basic Remote Support Agreements	Agreements for support during business hours
QUARTERLY CHECKS	Advanced Data Quality Assurance	Modem interrogation to review status and review of data for soundness
OTHER SERVICES		Various support services available from upgrade programs to full EDR Generation Programs
FACTORY REPAIRS		
IN HOUSE REPAIRS	Factory Support Service	Normal and expedited repair service available. Including full calibration and Neutral Density Filter Certification Service.



A Teledyne Technologies Company

Teledyne Monitor Labs, Inc. reserves the right to make changes in construction, design, specifications, and/or prices without prior notice.

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Teledyne Monitor Labs Services . . .



**Now your technicians
can train with the best**

Our Education and Training Department provides hands-on training on all TML equipment. Seasoned instructors cover theory of operation, preventive maintenance, adjustment and calibration, and familiarity with the most recent regulatory guidelines.

While all TML equipment is designed for ease of use, many companies prefer the benefits of in-depth training for their employees on the operation and maintenance of equipment. Training can save on maintenance and repair costs, and significantly limit equipment downtime.

Training Workshops

Some of the Scheduled Workshops Include:

Compliance Opacity Monitors
Flow and Temperature Monitors
Gas Analyzers
Laser Backscatter Particulate Monitors
Ambient Analyzers
Software Systems
CEM Systems

Future Topics

Other topics are being added to TML's Workshop Schedule. Contact our Training Department on our service support line for your particular needs. Specialized courses can also be customized to meet your individual requirements.

Convenient Location

Training workshops are held at TML's locations in Englewood (Colorado) and Gibsonia (Pennsylvania). Workshops may also be scheduled at your facility or at a convenient location where several companies may attend.

Course Objective

TML courses have been designed to provide the student with a working knowledge of the operational characteristics of the equipment. At the completion of the course, each student will have the following capabilities: interpret the display data to determine proper operation; perform daily, periodic and preventive maintenance; perform annual recalibration; make adjustments required after parts replacement; troubleshoot typical malfunction items to the circuit board level.



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