

**CSS Analytical Co., Inc.**  
**CSS Factory Ion Source Cleaning Service**  
CSS PN. N30-0200

CSS's mass spectrometer ion source cleaning service allows laboratory staff to devote more time for chemical analysis, not instrument cleaning. This service provides efficient cleaning for minimum down time.

## **Services**

- 1) During the period covered by the CSS Factory Ion Source Cleaning Service agreement, your source assembly is returned to CSS factory **a number of times (defined in quotation)**. While at the CSS factory, your ion source will be disassembled, cleaned and re-assembled.
- 2) CSS will provide, free of charge, one filament or two in the case of a "two filament" source.
- 3) CSS will be responsible for carefully packaging and shipping your source assembly back to you.

## **Performance**

- 1) All work is performed according to HP/Agilent recommended procedures outlined in the Hardware Manual of the instrument.
- 2) Mass Spectrometer Ion Source Cleaning Service is performed during the period of coverage according to a mutually agreed-upon schedule.

## **Problems uncovered**

- 1) Any ion source parts, other than the filament(s), found to be broken, bent beyond repair, cracked or otherwise un-repairable shall be replaced at the expense of the customer, and shall be billed to the customer's account. These items include, but are not limited to: filament holder, ceramic spacers, source heater, source sensor assembly, screws, and lens plates and assemblies.

## **Ion source cleaning options**

- 1) If the customer has purchased an on-site preventative maintenance agreement or an on-site service agreement from CSS, the customer and CSS may mutually elect to have CSS perform the ion source cleaning coincident with instrument preventative maintenance or instrument repair.
- 2) The customer and CSS may mutually agree to elect a "clean ion source exchange", where the customer will ship their dirty ion source to the CSS factory, and CSS will ship a (CSS owned) clean ion source to the customer. The customer's ion source then becomes the property of CSS. Replacement of broken parts found on the customer's source will be billed to the customer as per above.

## **Customer Responsibilities**

- 1) The customer is responsible for carefully packaging and shipping your source assembly to the CSS factory.
- 2) If on-site ion source cleaning is elected, the customer is responsible for supplying the necessary solvents used during the ion source cleaning process.
- 3) The customer must provide a completed Environmental Health & Safety (EH&S), available on the CSS Web Site ([www.cssco.com](http://www.cssco.com)) with the customer's failed instrument.