

## PortaCount FAQ's

On first receiving your PortaCount, you should create an account with TSI ([www.TSI.com](http://www.TSI.com)) and register your machine. Any additional machines can also be registered under this account (see point 6). From there you will be able to:

- Update your name and contact information, including shipping and billing addresses
- View your product details, including prepaid calibration and extended warranty information
- Add additional PortaCount machines to your account
- Monitor machine recalibration dates
- Request and organise annual repairs and calibration

Annual calibration is essential to ensure that your instruments are properly cleaned, calibrated, repaired, and are operating at peak performance. Product improvements may also be implemented during this process, some of which are available to customers at no additional charge when their instruments are returned for annual maintenance and calibration.

Standard Warranty		QualityGuard Calibration Contract		QualityGuard Bumper-To-Bumper Warranty	
+ 2 year contract term + Standard with new equipment + Comprehensive TSI performed repair		+ 2 or 3 year contract term + Available for new or presently owned equipment + Comprehensive TSI performed repair and calibration		+ 5 year contract term + Available for new or newly upgraded equipment + Comprehensive TSI performed repair and calibration	
2 Year Contract Term		2 Year Contract Term		5 Year Contract Term	
Repairs (years 1 and 2)	Unlimited for defects in materials and workmanship	Repairs (years 1 and 2)	Unlimited for defects in materials and workmanship (as provided for under standard warranty)	Repairs (years 1, 2, 3, 4 and 5)	Unlimited for defects in materials and workmanship
Calibrations (years 1 and 2)	No coverage, purchase separately	Calibrations (years 1 and 2)	Maximum of 2 during contract term	Calibrations (years 1, 2, 3, 4 and 5)	Maximum of 5 during contract term
		3 Year Contract Term			
		Repairs (years 1 and 2)	Unlimited for defects in materials and workmanship (as provided for under standard warranty)	Non-transferrable by serial # and/or customer. As found inspection testing/report. Technical support via phone or email. Factory repair service based on comprehensive inspection and failure analysis.	
		Repairs (year 3)	No coverage		
		Calibrations (years 1, 2 and 3)	Maximum of 3 during contract term		

Below are some frequently asked questions to help you better understand your PortaCount machine:

### 1. HOW DO I REGISTER MY DEVICE?

Registering your device is required to access TSI's calibration and warranty service. If your business/department have several machines, they can even be linked to the same account to make it easier for tracking when your devices require maintenance. **See appendix #1**

### 2. WHERE CAN I DOWNLOAD THE FITPRO SOFTWARE?

Pre-paid QualityGuard Bumper-To-Bumper The FitPro Software is essential for performing fit tests with your PortaCount machine and should be done so well in advance of any testing in case you come across any issues or require assistance from your IT department. You will need to have installed the FitPro Software on the laptop/tablet you wish to use when conducting fit tests. **See appendix #2**

### 3. HOW DO I SET UP THE FITPRO SOFTWARE?

After first installing the FitPro Software you should ensure that it is properly calibrated to the UK standards to ensure your fit tests are valid. Once set-up, your software will default to these settings whenever you come back to the programme. **See appendix #3**

## **CALIBRATION/WARRANTY**

### **4. IS MY MACHINE COVERED UNDER WARRANTY?**

All new TSI PortaCount machines come with a 2-year warranty as standard. This includes coverage for any defects in materials or workmanship with a comprehensive repair by TSI. However, this does not cover calibration.

Your warranty can be extended to 5 years with a pre-paid QualityGuard Bumper-To-Bumper Warranty, which includes annual calibration. See matrix chart above for further details.

### **5. WHAT IS CALIBRATION?**

Calibration is a technical process used to readjust the measurement function of your PortaCount with the universal standards. Yearly calibration and servicing are an essential process for all technical pieces of measuring equipment to ensure accuracy of the device and avoid degradation of parts.

All new PortaCount machines arrive pre-calibrated, and will not need re-calibrating for 12 months. Please refer to your calibration certificate supplied with the machine and check that the serial number matches the sticker on the bottom of your device. Once registered, calibration can be tracked via the TSI portal.

### **6. CAN I CALIBRATE MY MACHINE MYSELF?**

Calibrating a PortaCount machine is a technical process which involves specialist equipment and should only be undertaken by a TSI approved engineer. Attempting to calibrate your machine will void your warranty and could lead to inaccurate measurements.

### **7. HOW WILL I KNOW IF MY PORTACOUNT MACHINE IS DUE FOR CALIBRATION?**

There are three ways to check if your PortaCount machine is due for its annual calibration.

- 1) Check your PortaCount machine's calibration certificate. This details when your machine was last calibrated and when it is next due for recalibration.
- 2) Check your PortaCount machine itself. On the underside of your PortaCount machine there is a label attached with the date of your last calibration.
- 3) Log in to your TSI account. Each PortaCount machine has a unique identification number. Once registered, you can check calibration dates online through the login portal.

### **8. HOW DO I ARRANGE FOR CALIBRATION?**

To return an instrument for calibration, please login to your TSI account and request a machine calibration through the portal. This on-line process will provide you with shipping information and directions.

Following your machine's calibration, TSI will arrange to return your machine back to you at the address you specified on your online booking form

### **9. HOW LONG DOES THE CALIBRATION PROCESS TAKE**

There are two services available:

**Standard** - this service takes 3-5 days, not including shipping. We expect that you will be without your machine for 5-10 days.

**Express** - this service takes 1 day, not including shipping. We expect that you will be without your machine for 3-5 days.

### **10. WHAT HAPPENS IF MY MACHINE STOPS WORKING**

Please refer to the PortaCount manual's trouble shooting section for common issues and fixes. If you are still having difficulties, please contact your local sales representative or our head office.

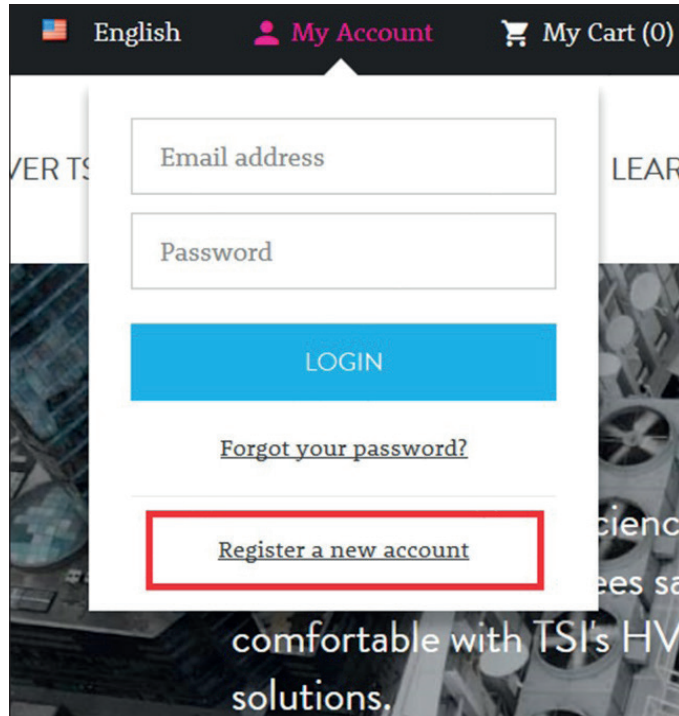
If your machine has a defect, and is under warranty, it may need to be repaired. This is performed by the manufacturer, TSI. Please login to your account on <https://www.tsi.com> and follow the instructions.

## APPENDIX #1

### HOW TO REGISTER YOUR PORTACOUNT MACHINE

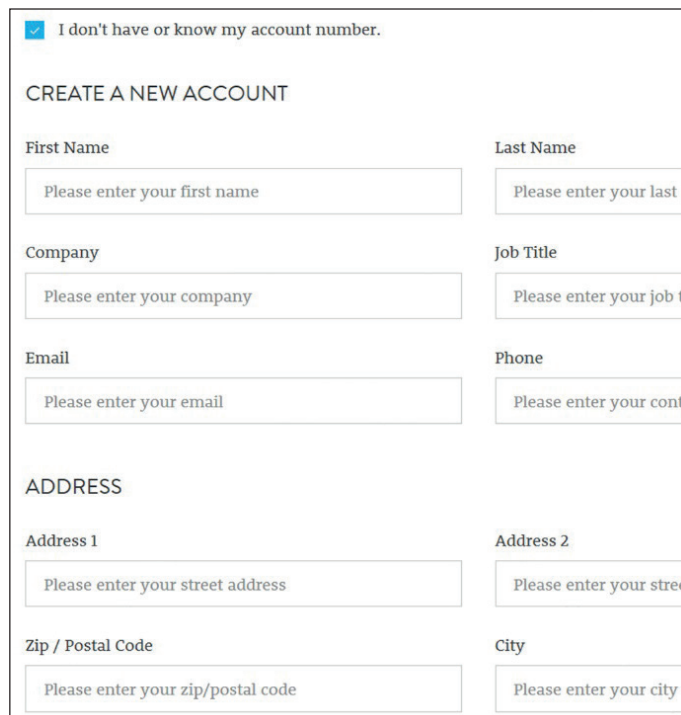
#### Step 1 – Visit [www.TSI.com](http://www.TSI.com)

- Click My Account in the top bar
- Select Register a new account



#### Step 2 – Create a new account

- Tick the box next to I don't have or know my account number
- Fill out your details and submit



☒ I don't have or know my account number.

**CREATE A NEW ACCOUNT**

First Name

Last Name

Company

Job Title

Email

Phone

**ADDRESS**

Address 1

Address 2

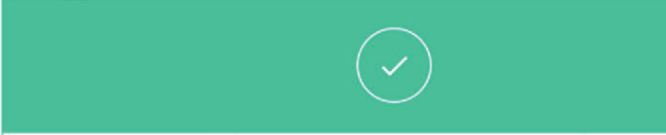
Zip / Postal Code

City

### Step 3 – Verify your new account

- You should receive an email confirming your account registration
- Follow the link in the email from ***noreply@tsi.com***
- Click **CONFIRM REGISTRATION** in the new window

REGISTER YOUR ACCOUNT. IT'S FREE AND SIMPLE!



REGISTRATION SUCCESS

A CONFIRMATION EMAIL HAS BEEN SENT TO YOUR REGISTERED EMAIL ADDRESS.

Please validate your account using the link in the email.

Once you have verified your email address your account will be activated within 24 hours.

EMAIL VERIFICATION

To create a one-time service request while your account is verified, please use [this link](#). This link emailed to your registered email account.

Please click on the following button to confirm your registration.

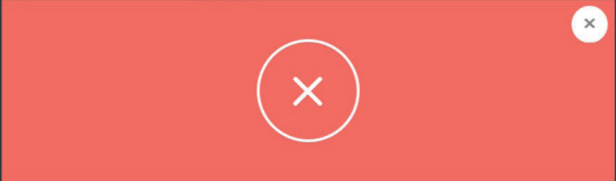
**CONFIRM REGISTRATION**

### PLEASE NOTE

- It may take up to 24 hours for your new account to be approved
- If you cannot log in, please check back later OR contact their support team using the webform found here:

[www.tsi.com/contact-us/](http://www.tsi.com/contact-us/)

the to protect your privacy and that of your organization account



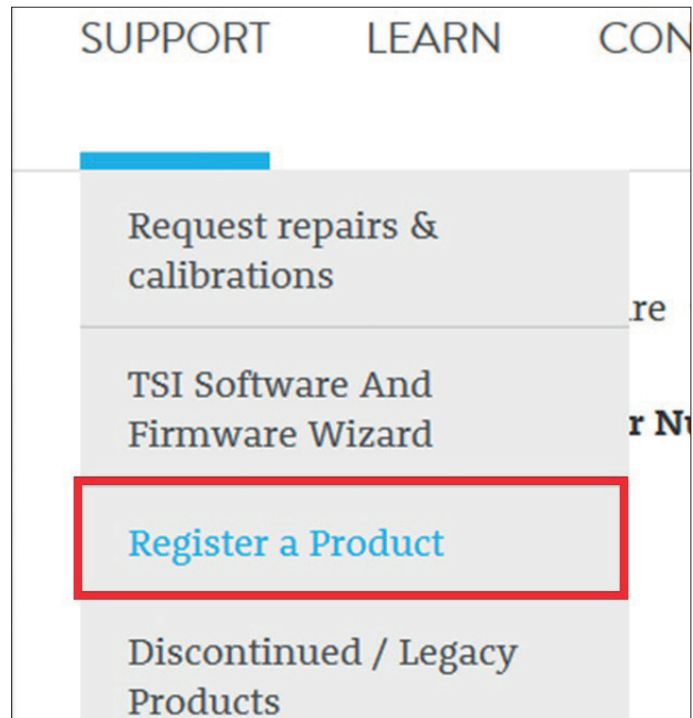
TSI IS REVIEWING YOUR ACCOUNT.

Your account is currently being approved by TSI. This normally takes up to 24 hours after registering on our site. Please contact TSI Support if you cannot log into your account after this time has passed.

with

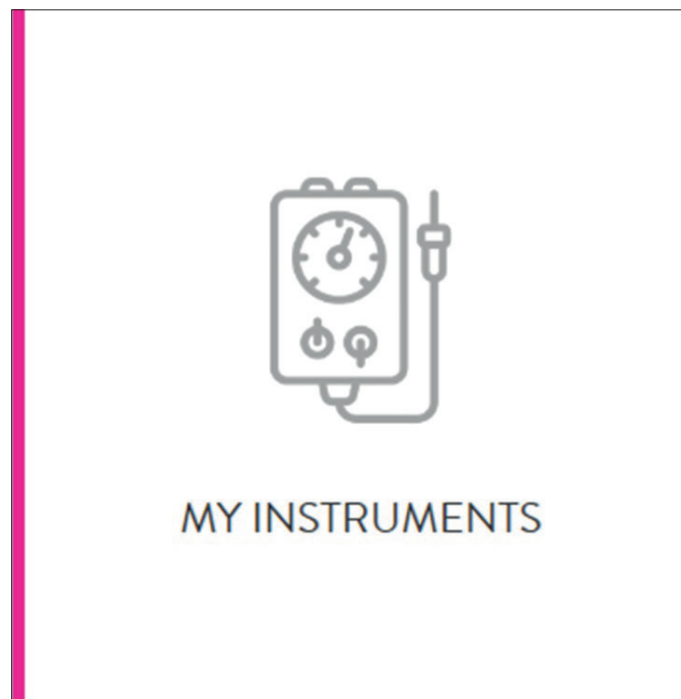
#### Step 4 – Register your device

- Once logged in, hover over **SUPPORT** in the menu at the top
- Select **Register a Product**
- Enter your PortaCount machine's **Serial Number** (located on the bottom of the device). Click **Next** and follow the instructions



#### Step 5 – Manage your repairs & calibrations

- Once your machine(s) has been registered you can see when your next calibration is due and book it or any necessary repairs through My Account (located in the top menu)
- Click **MY INSTRUMENTS**
  - Click on your device's name to view
  - Check the tick box next to the relevant device(s) and click **CREATE SERVICE REQUEST** to book your calibration or repair.





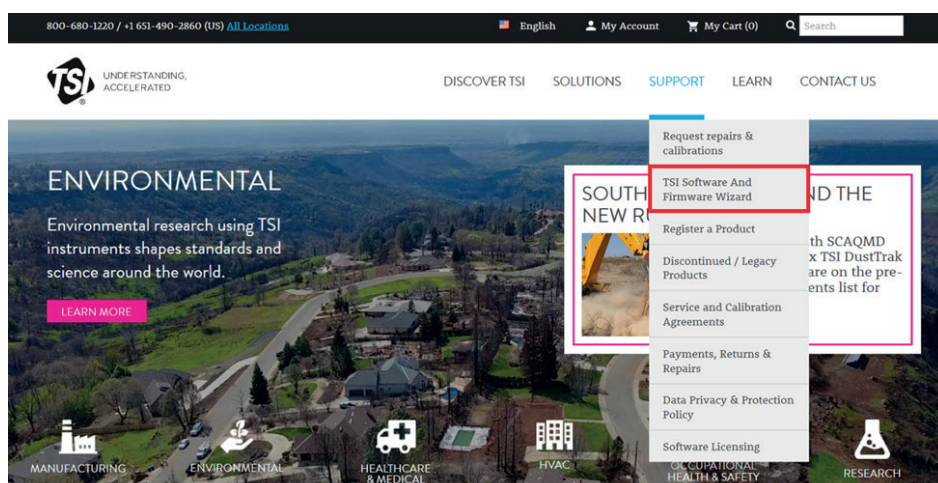
## APPENDIX #2

### DOWNLOADING THE FITPRO ULTRA SOFTWARE

Please note – you may need assistance/permission from your IT department to complete the installation.

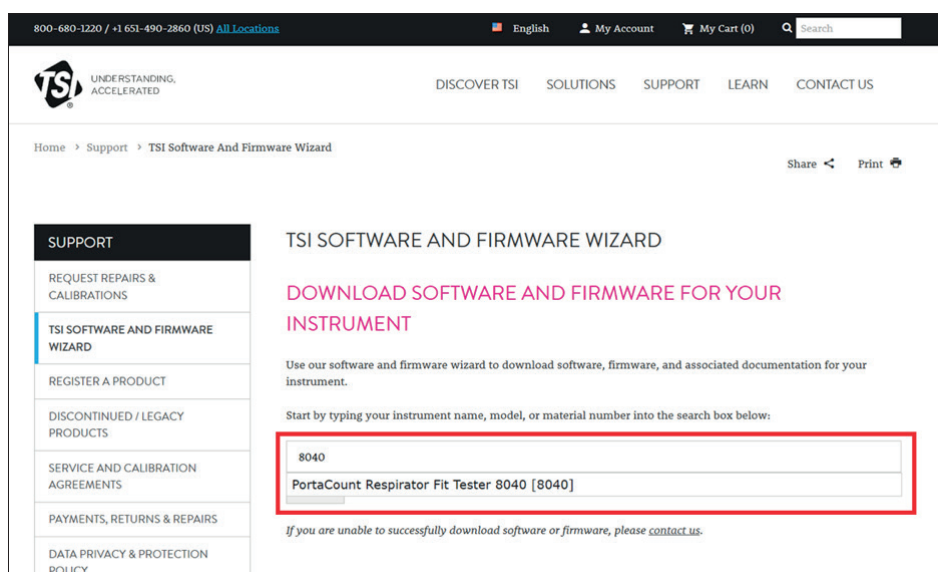
#### Step 1 – Visit [www.TSI.com](http://www.TSI.com)

- From the device you wish to use with your fit testing, go to **[www.TSI.com](http://www.TSI.com)**
- From the main drop-down menu, click **SUPPORT** and select **TSI Software And Firmware Wizard**



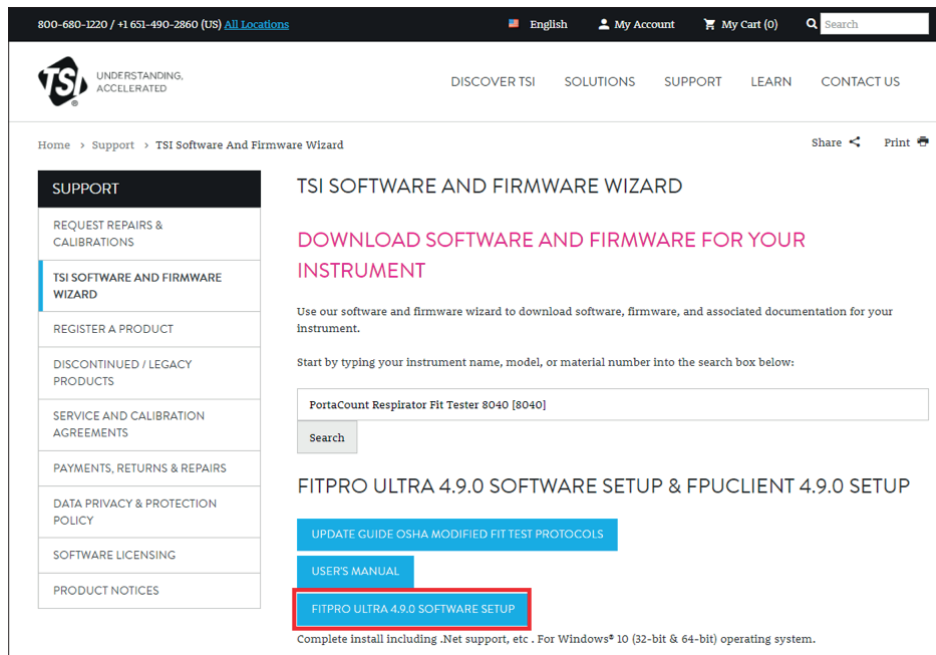
#### Step 2 – Find your PortaCount model

- Type in your PortaCount model number in the search bar (e.g. 8030, 8038, 8040 or 8048).
- Select your model and click on the search button.



### Step 3 – Download the software

- Select the most recent **FITPRO ULTRA SOFTWARE SETUP**.
- This will start a download of the software.



### Step 4 – Install

- Once downloaded, open the file and follow the onscreen instructions to install.
- Once installation is complete, a shortcut to the software should be accessible from your desktop.



## APPENDIX #3

### SETTING UP THE FITPRO ULTRA SOFTWARE

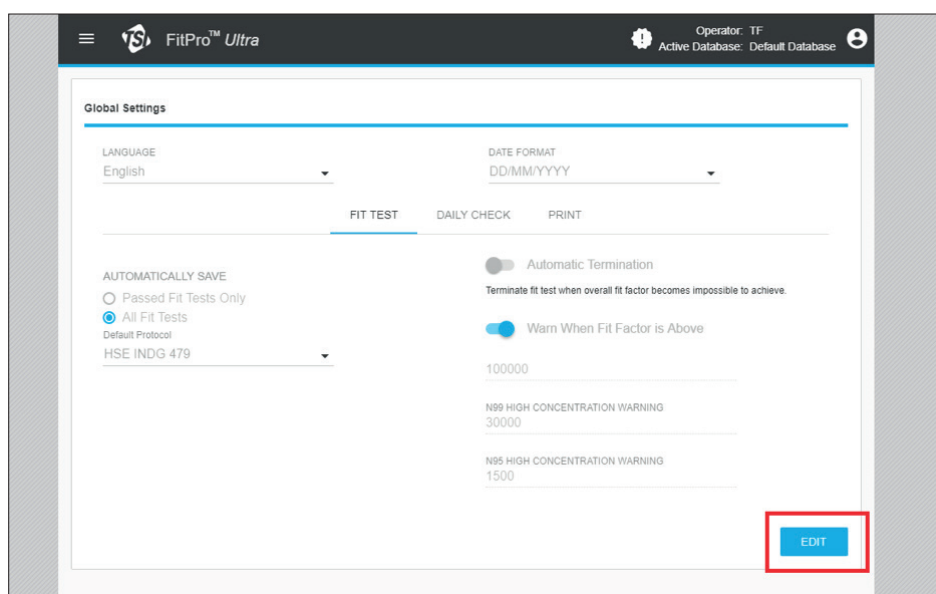
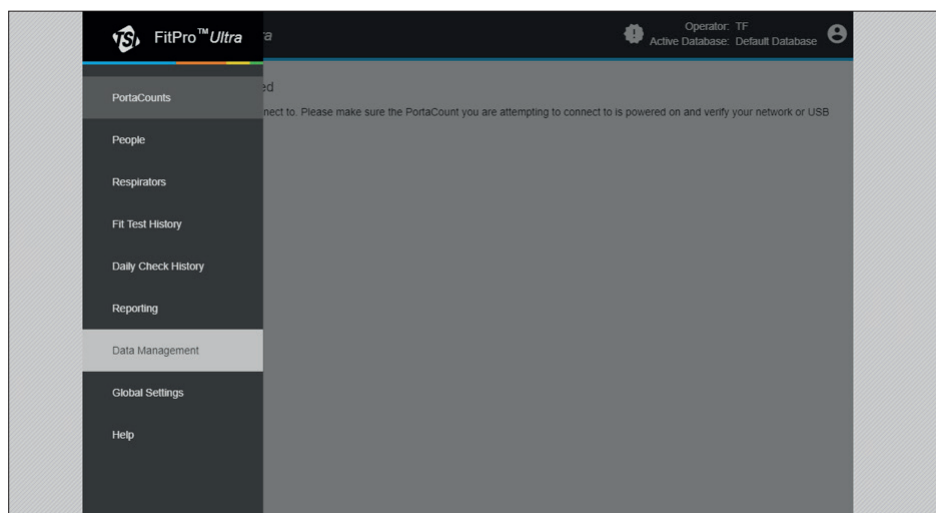
Please note – you will need to have installed the FitPro ultra Software onto your laptop/tablet before proceeding with this stage (see appendix #2).

#### Stage 1 – Open up the fit testing software

- Locate and open the **FitPro Ultra Software** on your device

#### Step 2 – Access the Global Settings

- Click on the three-line menu in the top left-hand corner, select **Global Settings** and click **Edit**.

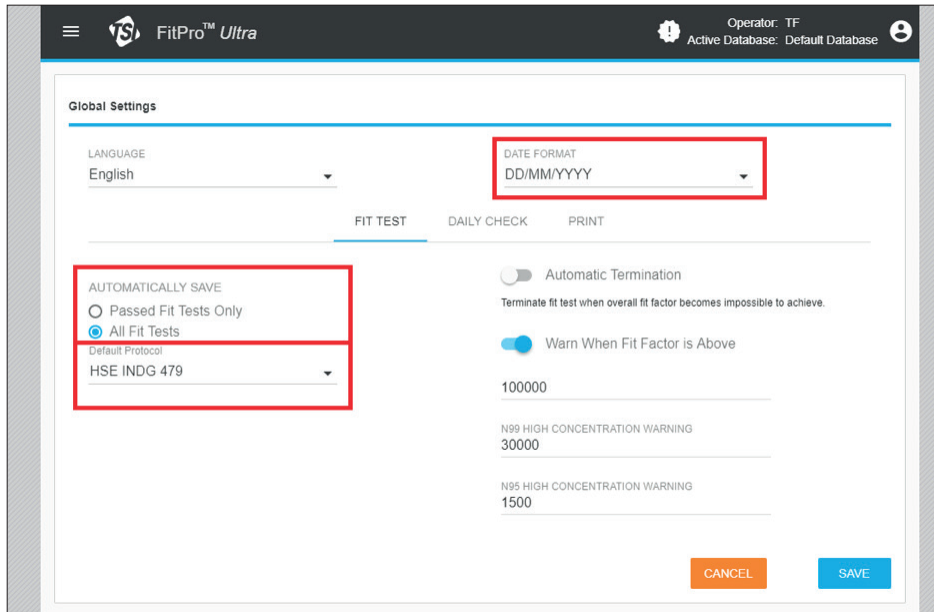




## Step 3 – Format Fit Test settings

Most settings can be left as they are, with the following exceptions:

- Under 'Automatically Save' check **All Fit Tests**
- Under 'Default Protocol' select **HSE INDG 479**
- Under 'Date Format' select **DD/MM/YYYY**



Global Settings

LANGUAGE: English

DATE FORMAT: DD/MM/YYYY

FIT TEST | DAILY CHECK | PRINT

AUTOMATICALLY SAVE

☐ Passed Fit Tests Only

☒ All Fit Tests

Default Protocol: HSE INDG 479

Automatic Termination: ☐ Terminate fit test when overall fit factor becomes impossible to achieve.

Warn When Fit Factor is Above: ☒ 100000

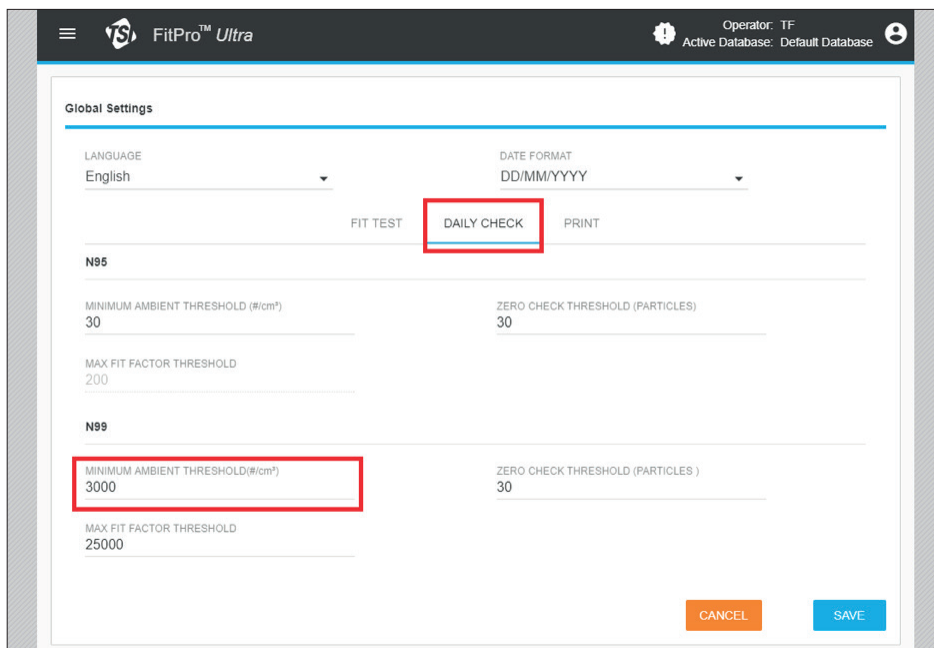
N99 HIGH CONCENTRATION WARNING: 30000

N95 HIGH CONCENTRATION WARNING: 1500

CANCEL SAVE

## Step 4 – Format Daily Check settings

- Select **Daily Check** located in the middle of the screen
- Amend the 'Minimum Ambient Threshold' under N99 to **3000**, then click **Save**



Global Settings

LANGUAGE: English

DATE FORMAT: DD/MM/YYYY

FIT TEST | DAILY CHECK | PRINT

N95

MINIMUM AMBIENT THRESHOLD (#/cm³): 30

ZERO CHECK THRESHOLD (PARTICLES): 30

MAX FIT FACTOR THRESHOLD: 200

N99

MINIMUM AMBIENT THRESHOLD (#/cm³): 3000

ZERO CHECK THRESHOLD (PARTICLES): 30

MAX FIT FACTOR THRESHOLD: 25000

CANCEL SAVE