



Service and Support for OFS Sensors

Optical Scientific, Inc. is completely committed to supporting all of our products, especially where constant operation is critical for process control, or where compliance with environmental emissions standards is important.

OSI provides three-layer support for OFS users:

Support through our website

Answers to many customer concerns are available in the support and download sections of our website: <http://opticalscientific.com>

Customers can find Troubleshooting Guides, Frequently Asked Questions, Test Reports, Installation Guides, Scientific Papers – and more, free and downloadable in pdf form.

Direct support by phone and e-mail.

Trouble shooting and general advice is available 9AM - 5PM Eastern Time Monday through Friday. Users can speak directly to experienced staff engineers and scientists regarding any aspect of OFS installation or application.

Call: 301 963 3630 xt 216

Or E-mail: techsupport@opticalscientific.com

You can get help from the world's leading experts in optical flow sensors simply by picking up the phone or clicking your mouse.

Field Service

We strongly suggest that you contact OSI tech support primarily with any concerns regarding your OFS unit or installation. Most troubles can be easily identified and quickly resolved with a minimum of effort by customer personnel.

For those instances where problems require a service call, OSI has a network of approved service companies in the continental United States. For service or commissioning of installations overseas, we have agreements with service providers for the United Kingdom, Europe, India, and Australia. If it is determined that a service call is warranted, you will be referred to a service provider in your area.

Optical Scientific, Inc. has a firm commitment to provide our OFS customers with every assistance in making sure their sensors function accurately, and dependably, 24 hours a day, 7 days a week, 365 days a year. - We have worked very hard to develop the world's best flow sensor. We are dedicated to keeping it the best.



When contacting Tech Support please have **a)** your unit serial number, **b)** the telephone number where you may be contacted **c)**, your company name and **d)** location of the OFS system. Also be advised: it may be found necessary to provide direct data output records from the unit in question for detailed analysis. See the "Data Collection" section in your User's Guide.