

### *Technical Support & Customer Service*

The staff of scientists and technicians at Scientific Instrument Services can provide our customers and potential customers with technical assistance on the use of the Short Path Thermal Desorption System and the AutoDesorb™ System. We have a wide range of experience using the technique for both Thermal Desorption analysis as well as Direct Thermal Extraction of samples. If you need assistance in determining the feasibility of these techniques for your analysis, please feel free to call on us. We would be happy to advise you of the applicability of the Short Path Thermal Desorption System to aid you in your problem solving.

Our applications lab currently consists of two Gas Chromatographs one of which is attached to an Agilent Technologies 5973 Mass Spectrometers. This equipment is utilized for customer demonstrations of the Short Path Thermal Desorption System. We also analyze samples for our customers and do some of our own research. Much of the research we perform is published in various publications including our newsletter, "The Mass Spec Source", and we will be presenting many papers at upcoming meetings including the ASMS, EAS, and PITTCON meetings.

### *Customer Applications*

Our equipment is available for the analysis of samples for potential customers. You are welcome to visit our facilities for a demonstration of the Short Path Thermal Desorption System. We would be happy to analyze a few samples for you to demonstrate the applicability of the system.

If you can not visit our facilities in Ringoes, New Jersey, we can also analyze one or two samples which you send in order to determine the feasibility of the Short Path Thermal Desorption System for your application.

### *Customer Service*

In our facilities in Ringoes we manufacture and service the Short Path Thermal Desorption System. Our shop facilities include a wide variety of lathes, mills and other manufacturing machinery for the fabrication of the equipment that we market. Our staff of expert machinists and technicians can handle all service questions or problems relating to the Short Path Thermal Desorption System. In addition custom modifications can be performed if you require an adaptation of the equipment to fit to your instrument, or if you want the system modified to fit a particular application. Additional accessories such as sampling systems, sample collection pumps, and heated conditioning or sampling systems can be manufactured by our service staff.

Our staff is available to answer your technical questions on service over the phone or if required the Short Path Thermal Desorption System can be sent into our shops for service where it will be promptly serviced and returned.

**For Service Call:  
Desorption Service Department  
(908) 788 - 5550**

► **Teck Tip** *S.I.S. can demonstrate the application of our system on your sample. Give us a call.*



**Varian 3400GC, FID & EC Detectors with Short Path Thermal Desorption System.**