



**TELEDYNE  
INSTRUMENTS**

*Advanced Pollution Instrumentation*

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## *Service Note*

**96-012 Rev B  
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### **PHONE CALLS TO A.P.I.**

**API is well known for its support to the customer over the phone. This service note is intended to improve this service.**

**When calling API, please have the model (for example M200 NOx analyzer, or M200A NOx analyzer) and the serial number of the unit on hand. This information is helpful to avoid confusions. For example, currently API provides technical support to five NOx analyzers: M252, M250, M251, M200, M200A. All of them have differences. The serial number is necessary to determine if the analyzer is a “special” and if it is still under warranty.**

**If under some circumstances (e.g. the unit is at the remote site) the serial number of the analyzer is not available, please feel free to call us for help anyway.**

**If you need to order a part from API and you are not sure what part or part number you need, please call Customer Service department. We will help you out to determine the right part number.**

**If you know the part number already, and you just want to order the part, please ask for the order entry department directly. This will reduce the time you spend on the phone and the possibility of shipping error as well.**

**If the problem is urgent, please indicate it to the Customer Service representative, so he can respond accordingly. If you need a part shipped overnight, please try to call us before 3:00 pm Pacific Time. If you call later we still will try to ship the part out, but, because of the way UPS and FedEx work, the chances are not as good.**

**Should you have any questions, please do not hesitate to call A.P.I. Customer Service Department.**