



**TELEDYNE  
INSTRUMENTS**

*Advanced Pollution Instrumentation*

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## *Service Note*

**98-019 REV B  
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### API ON LINE

- I. **Scope:** To inform customers about how to reach API's Customer Service department.
  
- II. **Procedure:** API has an Email service that you can use to contact us for help with our analyzers. The main Email address is [customerservice@advpol.com](mailto:customerservice@advpol.com). Should you want to contact us via email feel free to do so. When you send us email at this address you can be certain that someone will get right back to you with some form of response to your queries. If you send email directly to someone's desk and they are out of town or on vacation you might not get an answer until they have returned. If you send mail to [customerservice@advpol.com](mailto:customerservice@advpol.com) then you will get a response in a timely manner.

If you are currently using [api@cts.com](mailto:api@cts.com), we do not check this address with any kind of regularity and therefore it fills up and customers wonder why we have not returned their mail. If you are using this address please delete it from your address book and put in [customerservice@advpol.com](mailto:customerservice@advpol.com). Should you have sales inquiries send them to [sales@advpol.com](mailto:sales@advpol.com). Finally, engineering questions should be sent to [eng@advpol.com](mailto:eng@advpol.com).

Some have asked about getting API on the World Wide Web. We have not yet got this service up and running yet. When we do we will publish another service note telling you about the address and the services offered.