

Free Technical Support

Technical support is free, just call 310-214-5092 between 8am and 5pm California time (PST). You will be pleased to discover that we do not have a confusing and frustrating automated answering system. Instead, you will be immediately connected with a knowledgeable technician. Technical support may also be contacted by email: techsupport@srigc.com



Our website features PDFs of our technical documents for downloading: www.srigc.com/appdocpdf.htm

Testimonials

"I really appreciate the timely service...I would like to thank you for the excellent service/support. CeraMem uses many SRI GCs and it is always comforting to know that the highly professional and technical experts like you are out there to help. Thanks again."

—Mure Te, Ph.D., Senior Research Engineer, CeraMem Corporation, Massachusetts

"...I must compliment you and your company on your product and support network. I have contacted your customer help line numerous times and your employees have always been both helpful and patient with all my questions...we have recently completed our first field experience with the 8610C GC and your product performed flawlessly. Thank you for producing such a fine analytical instrument."

—Sean H., Advanced Cleanup Technologies, New York

"...I'd also like to say that after all these years (8 years) I'm still very pleased with your little GC...It is the only GC in the department that can simultaneously run 3 detectors...In fact for atmospheric CH₄ the precision is better than the famous brand name GC I set up for our faculty last summer. So my continued congratulations to you for a well designed instrument."

—Don H., University of California at Berkeley

"...In summary, I have only positive things to say about SRI, especially in regards to your service."

—Dan B., ASI Norcross, Georgia