

U.S. INSTRUMENT RETURN PROCEDURES

An instrument problem may be reported by calling, faxing, e-mailing, or mailing Idaho Technology. The contact numbers are located below. You will also need the following documents:

Declaration of Decontamination

Decontamination Labels (2 labels)

Phone

1-800-735-6544 - United States and Canada
801-736-6354 - Utah
+1-801-736-6354 - International

Fax

1-801-588-0507 - United States and Canada
IDD+1-801-588-0507 - International

E-mail

support@idahotech.com - Technical Support

Web Site

<http://www.idahotech.com/Support/ReturnForms.html>

Address

Idaho Technology, Inc.
400 Wakara Way
Salt Lake City, UT 84108
USA



REPORTING AN INSTRUMENT PROBLEM AND RETURNING AN INSTRUMENT

If you need assistance with your Idaho Technology (ITI) instrument or a problem with the instrument occurs, call, fax, e-mail, or mail ITI Technical Support. All of these contact numbers are found on the Customer and Technical Support page at the beginning of this Web site. Usually, Technical Support will issue an return material authorization (RMA) number and instructions for returning the instrument during your call. The steps for returning an instrument are listed below.

1 *Obtain an RMA Number*



Note: An RMA number is absolutely necessary for returning an instrument.

You should receive an RMA number when you initially contact Technical Support. If you did not receive an RMA number at that time, contact Technical Support for a number. You will need to supply the serial number and purchase date of the instrument, if your instrument is still under warranty. If your instrument is out of warranty, please supply a blank PO# for the repair charges.

The RMA number must be recorded on the Decontamination Form and the Decontamination Labels.

2 *Decontaminate All Returned Equipment*

You must decontaminate all equipment being returned to ITI to remove amplicon contamination and to ensure that personnel handling the equipment are not harmed by pathogenic organisms.

Thoroughly decontaminate the instrument by wiping it down with a 10% dilution of household bleach (1 part chlorine bleach to 9 parts water is approximately 0.5% NaOCl [sodium hypochlorite]), followed by wiping it down with distilled water to remove any bleach contaminants. Be sure not to mix the bleach solution with other chemicals (mixing bleach with acid will liberate chlorine gas). Since the solution is caustic, gloves and a face shield are recommended when preparing and using the solution. When corrosion by the bleach solution may be a problem, flushing the plastic carousel with water is permissible after the bleach solution has remained in contact for a minimum of 10 min.



Biological Lab Decontamination

The person responsible for the return must thoroughly survey the instrument for contamination and ensure its compliance to regulations. If the instrument has been used with live agents, a licensed person must complete the necessary forms and follow standard procedures by law.


3 *Use the Decontamination Labels and Form*

After the above steps have been completed, you must complete and sign two decontamination labels. Attach one label to the instrument and the other to the exterior of the shipping container.

You should also complete and sign the Declaration of Decontamination form. Make a photocopy for your records, and place the original with the instrument. Two copies of removable forms and labels have been provided for your convenience.



4 Packaging and Shipping

 **Note:** To ensure there is no loss of data, any computers being returned must be backed up before shipping. Idaho Technology is not responsible for any lost data.

1. Pack instruments as follows (see instrument operator manual for box dimensions). **Please include the completed Decontamination Form.**
 - **R.A.P.I.D.[®] 7200 or 9200 instrument:** Place instrument inside the instrument backpack with its accompanying accessories. Place backpack in a large heavy-weight box. Place laptop computer in its cardboard box, seal it with packing tape, and place it on top of the backpack. (See Appendix C of the R.A.P.I.D. Operators Manual or Appendix B of the *R.A.P.I.D. System Manual* for accessories list and box dimensions.)
 - **RAZOR[™] or RAZOR EX instrument:** Place instrument in the Pelican[™] case with its accompanying accessories. Place Pelican case in a large heavy-weight box. (See inside of front cover of the *RAZOR Operator's Manual* or Appendix B in the *RAZOR EX Operator's Manual* for accessories list and box dimensions.)
 - **R.A.P.I.D. LT or LightScanner[®] 32 instrument:** Place instrument upright in a heavy-weight box and fill all sides and top with at least 2 in. of packing material. If requested by ITI, place the accompanying laptop computer in its cardboard box, seal it with packing tape, and place it on top of the instrument. If the accessories are also requested, pack them in packing materials and place them on top of the laptop.
 - **LightScanner instrument:** Place instrument upright in a heavy-weight box.
4. Fill all sides and top of the shipping box around the instrument and accessories with at least 2 in. of packing material for protection against shipping damage.
5. Seal the box with packing tape.

 **Note:** The RMA number and decontamination label must be visible on the exterior of the shipping container.

 **WARNING:** Idaho Technology reserves the right to return or refuse receipt of any materials at the customer's expense that do not meet the above requirements.

All returns should be sent to the following address:

Idaho Technology, Inc.
400 Wakara Way
Salt Lake City, UT 84108
USA

Contact ITI Customer Support with any packaging or shipping questions (see page 1 for contact information).



RETURN MATERIALS AUTHORIZATION FAX

PG. 1 OF 2

This form may be faxed to our return center at 1-801-588-0507 (U.S. and Canada) or IDD+1-801-588-0507 (International). It must also be included with the returned instrument.

If your equipment is still under warranty, please supply the purchase date and instrument serial number. If your instrument is out of warranty, please supply a blank PO# for the repair and shipping charges. Visit www.idahotech.com/support/returnforms.html to obtain price information for nonwarranty service and repairs. Please note that your item must be returned with a ITI assigned RMA# and decontamination documentation.

From: _____ Pages: _____

Attn.: _____

Ship to: Idaho Technology Inc.
400 Wakara Way
Salt Lake City, UT 84108
USA

Warranty: _____

Nonwarranty: _____

Date: _____

RMA#: _____ (required when returning an instrument)

Company: _____

Department: _____ PO#: _____

Phone: _____ Fax: _____

Model: _____ Serial No. _____

Laptop Login and Password (needed to QC test your instrument): _____

Notes: _____

The decontamination form and labels must be completed before the instrument is returned to Idaho Technology. If the unit is returned without decontamination documentation, it will be shipped back to you at your expense. If the unit cannot be repaired, it will either be returned to you or disposed of upon your request. Thank you for your business and for supporting the health and well being of our employees.

Signature: _____ Date: _____



Declaration of Decontamination

This instrument has been decontaminated according to established Idaho Technology Inc. biological decontamination procedures.

Which method was used? _____

What chemical, infectious, toxic or radioactive substances have been in contact with this product? (Also indicate if flammable or corrosive.) _____

What Idaho Technology assays have been run on this instrument within the last 6 months?

Authorization Notice

By accepting this authorization to return this product, the user assumes all responsibility for decontamination and cleaning. Idaho Technology Inc. reserves the right to refuse the delivery of products that do not appear to have been properly decontaminated. If the equipment was used with or around radioactive material, the signature of the safety officer is also required.

Signature: _____ Date: _____



DECONTAMINATION LABELS

Please complete these decontamination labels and affix one to the instrument and the other to the exterior of the shipping carton next to the shipping label. Failure to decontaminate before shipping to Idaho Technology Inc. will result in the immediate return of the instrument at your expense.

Cut out label and attach it to the product being returned.

<p><i>DECONTAMINATION NOTICE:</i></p> <p>This product has been decontaminated per Return Equipment policy: Yes / No</p> <p>Idaho Technology Return Materials Authorization (RMA#): _____</p> <p>Instrument User Name: _____</p> <p>Instrument User's Return Address (street address): _____</p> <p>_____</p> <p>Signature: _____ Date: ___/___/___</p>

Cut out label and attach it to shipping container.

<p><i>DECONTAMINATION NOTICE:</i></p> <p>This product has been decontaminated per Return Equipment policy: Yes / No</p> <p>Idaho Technology Return Materials Authorization (RMA#): _____</p> <p>Instrument User Name: _____</p> <p>Instrument User's Return Address (street address): _____</p> <p>_____</p> <p>Signature: _____ Date: ___/___/___</p>

