

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.
 - **FilmArray Instrument:** Place all accessories, FilmArray instrument, and the laptop computer back in the original packaging, if available. If the original packaging material is not available, contact Idaho Technology Technical Support. If you are returning the instrument to Idaho Technology, follow the procedures outlined in Instrument Return Procedures in the *FilmArray Operators Manual*. Repair returns may not require all accessories to be returned. Idaho Technology Technical Support will advise.
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).

