

# IDAHO TECHNOLOGY 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**

1-801-364-4269 - United States and Canada  
IDD+1-801-364-4269 - International

## **E-mail**

support@idahotech.com - Technical Support

## **Web Site**

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

## **Address**

Idaho Technology, Inc.  
1977 West North Temple  
Salt Lake City, UT 84116  
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. Instruments should be packed top-side in an appropriate heavy-weight box (see operator manual for your instrument for dimensions). Package the R.A.P.I.D.<sup>®</sup> instrument inside the instrument backpack then in a large heavy-weight box. **Please include the completed Decontamination Form.**
2. Put the accompanying laptop computer in its cardboard box, seal it with packing tape, and place it in the shipping box on top of the instrument. Place foam or packaging material on top of the laptop.
3. Pack the accessories in packing materials and place them on top of the instrument. For a list of accessories, refer to Chapter 3, Installation and Setup (R.A.P.I.D. 9200) or Appendix D, Parts List (all other instruments) of your corresponding operator manual.
4. Fill all sides and top of the shipping box around the instrument with at least 2 in. of packaging material for protection against shipping damage.
5. Seal the box with packaging 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.  
1977 West North Temple  
Salt Lake City, UT 84116  
USA



# RETURN MATERIALS AUTHORIZATION FAX

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This form may be faxed to our return center at 1-801-364-4269 (U.S. and Canada) or IDD+1-801-364-4269 (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. Please note that your item must be returned with a ITI assigned RMA# and decontamination documentation.

From: \_\_\_\_\_ Pages: \_\_\_\_\_

Attn.: \_\_\_\_\_

**Ship to:** **Idaho Technology Inc.**  
**1977 West North Temple**  
**Salt Lake City, UT 84116**  
**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. Nonwarranty charges are standard labor charges with a 2-hour minimum charge plus parts and shipping charges. 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.) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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><b><i>DECONTAMINATION NOTICE:</i></b></p> <p>This product has been decontaminated per Return Equipment policy: _____</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>
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**Cut out label and attach it to shipping container.**

<p><b><i>DECONTAMINATION NOTICE:</i></b></p> <p>This product has been decontaminated per Return Equipment policy: _____</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>
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