

**“Oh no - it's broken!”**



**..... Yes we can fix it, simply send it to us .....**

Please send just your unit to us, including a description of the fault, using the procedure below. After an initial inspection we will fax/email you a Quotation and Authorisation Approval for the service/repair work required to bring the unit back to full operational performance.

Please note that all service / repair work carries a 12 month Warranty.

**RETURNS PROCEDURE:**

- 1. Decontaminate/clean the product as per the Level requirements below (please actually clean it)**
- 2. Complete and Sign the Declaration of Decontamination**
- 3. Enter a description of the fault and package this signed form and your compliment slip with the item**
- 4. Please send ONLY the faulty unit in a padded envelope/small box using Recorded or Special Delivery service using the address label provided on page 2**
- 5. We will contact you within 12 hrs of receipt to advise the service / repair required**

**Thank you**

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**DECLARATION OF DECONTAMINATION:**

We do this to protect our staff from unknown contamination and to avoid potential cross contamination between products that are being serviced. (International Medical Quality Practice BS EN ISO 13485:2012)  
We recommend the following methods for decontamination before returning the unit:

**LEVEL 3 – LOW LEVEL CONTAMINATION**

Low levels of particulate matter – NO liquid or dried-on non-bodily fluids – unit may appear clean - using a soft cloth dampened with Antibacterial Surface Cleanser (e.g. Dettol) carefully wipe over all surfaces.

**LEVEL 2 – MEDIUM LEVEL CONTAMINATION**

Medium levels of particulate matter, dried non–bodily fluids, NO blood - Clean probes and unit with a solution of Milton diluted at a rate of 1 part Milton 2% (20,000 ppm of available chlorine) to 20 parts water. (Do not immerse in any cleaning liquid). (Milton is a solution of 2% sodium Hypochlorite)

**LEVEL 1 – SERIOUS HIGH LEVEL CONTAMINATION**

Significant levels of particulate matter, blood, other bodily fluids – decontamination must be undertaken by a specialist company before returning the unit for service – Decontamination Certificate from the specialist company must also be included with the unit.

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**Thames Medical Ltd**

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DOC REF: TML-QC-RF-1D-V2

**SIGNED DECLARATION:**

I confirm that this unit has been decontaminated in accordance with the indicated level of contamination above and that it is safe for service. Please be advised if the unit is not satisfactorily a fee of £10 will be added to the bill.

UNIT: ..... UNIT SERIAL NUMBER: .....

Tel Number: ..... FAX NUMBER:.....

CONTAMINATION LEVEL (From Page 1): .....EMAIL:.....

AUTHORISED SIGNATORY: ..... PRINT NAME: .....

PRACTICE NAME & ADDRESS:

.....  
.....  
.....

PLEASE DESCRIBE THE FAULT:

.....  
.....

Please send your unit to us using this address label below, Thank you.

Service Department  
**THAMES MEDICAL LTD**  
8 A'Becket Gardens  
**WORTHING**  
West Sussex  
**BN13 2BW**  
United Kingdom