

**“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 your product as per the Level requirements below**
  - 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. Send to us using the address label provided on page 2**
  - 5. We recommend packing just the faulty unit in a padded envelope and using Recorded or Special Delivery service**
  - 6. 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. Dettox) carefully wipe over all surfaces.

**LEVEL 2 – MEDIUM LEVEL CONTAMINATION**

Medium levels of particulate matter, dried non-bodily fluids, NO blood - Clean probe 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.



**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.

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

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

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

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

ADDRESS:  
.....  
.....

PLEASE DESCRIBE THE FAULT:  
.....  
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Please send your unit to us using the address label below, Thank you.

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