

**“Oh no - it's broken!”**

***It's okay, we can sort it. Simply use this form, send it to us, let us examine it and tell you what is wrong.***

As we are sure you can appreciate, we can rarely diagnose a fault by telephone consultation, so please send the faulty part of your unit to us, including a description of the fault, following the procedure below. After initial inspection/“consultation, work up and lab tests” (fee £55+ VAT) we will fax/email you a full report on the **REPAIR APPROVAL & ORDER FORM**. This is for you to sign and authorise the repair work required to bring the unit back to full operational performance, or we may, in some circumstances, recommend a replacement at a preferential rate.

***IF A REPAIR/PART-EX IS ACCEPTED THEN THE INITIAL INSPECTION/CONSULTATION FEE (£55+ VAT) IS WAIVED.***

#### **RETURNS PROCEDURE:**

1. Decontaminate/clean the product as per the Level requirements below (**please actually clean it - this is very important**) There will be a £10 fee added to your bill if it is deemed that the unit hasn't been cleaned appropriately.
2. Complete and Sign the Declaration of Decontamination
3. Enter a description of the fault noted
4. Send this completed form along with your compliments slip and **ONLY** the faulty part in a padded envelope/small box. (i.e. just the sphygmomanometer or just the Doppler unit. Only send both if they both have a fault) using the address label provided on page 2.
5. We recommend using Recorded or Special Delivery service

We aim contact you within 24 hrs of receipt to advise the service / repair required. You will need to sign the **REPAIR APPROVAL & ORDER FORM** and return it to us before we can carry out any surgery on your unit. Please note that all service/repair work carries a 12 month Warranty.

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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 in our facilities. (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, TecCare) 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.



**SIGNED DECLARATION:**      **PLEASE COMPLETE AND INCLUDE WITH THE GOODS**

I confirm that this unit has been decontaminated in accordance with the indicated level of contamination above and that it is safe for inspection/service. If the unit is not satisfactorily decontaminated, I am aware that **a fee of £10** will be added to the inspection/consultation fee and if contamination is considered serious (Level 1) I may have the unit returned to me **unexamined** but I will still be charged.

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

TEL NUMBER: ..... FAX NUMBER: .....

**EMAIL ADDRESS:** .....

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

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

PRACTICE NAME & ADDRESS:  
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PLEASE DESCRIBE THE SYMPTOMS OF THE FAULT:  
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Please send your unit to us using this address label below, thank you.  
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Service Department  
**THAMES MEDICAL LTD**  
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**WORTHING**  
West Sussex  
**BN13 2BW**  
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