

“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 £15 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.

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.

