

## Faults and Repairs

We can rarely diagnose a fault by telephone, so please send the faulty part of your unit to us, including a description of the fault, following the procedure below.

After initial inspection we will email you a full report and a **REPAIR APPROVAL & ORDER FORM.**

**This must be signed by a person who has the authority to approve the repair.**

We may recommend a replacement at a preferential rate or part exchange offer. Please note if a repair is declined or not required there will be a £55 + VAT inspection and report fee.

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

## Returns Procedure

1. **PLEASE Decontaminate/clean the product -see below - 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. **Please** only send both if they **both** have a fault) using the address label provided on page 2.
5. We strongly recommend using Recorded or Special Delivery service.
  - We aim to contact you within 24 hrs of receipt to advise on the service/repair required, inc prices.
  - We cannot carry out any work unless we have a completed and signed **REPAIR APPROVAL & ORDER FORM**

## DECLARATION OF DECONTAMINATION:

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 ask for 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 £15** 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, however 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:  
.....  
.....  
.....

ARE YOU PART OF A CORPORATE? IF SO WHICH ONE? .....

PLEASE DESCRIBE THE FAULT:  
.....  
.....  
.....

Please send only your faulty 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**