

Service Request Form

CASE REFERENCE:

IDENTIFICATION

COMPANY
Name
and
Address

CONTACT DETAILS

NAME /
FUNCTION

PHONE /
EMAIL

EQUIPMENT IDENTIFICATION

EQUIPMENT NAME / CATALOGUE No

SERIAL No / LOT no

SER-
VICE*

STA-
TUS
**

* Provide a code of the requested service:

N – repair **G** – warranty repair **K** – calibration **A** – return for analysis **D** – DEMO instrument return

** Please check if UNUSED (out of box failure), then go to **CUSTOMER SIGNATURE** and proceed accordingly

PROBLEM or SERVICE REQUEST DESCRIPTION

CASE REFERENCE:

Decontamination Form

For the safety of our employees, we ask you to complete this document thoroughly, sign and attach it to the returned instrument (**2 copies, one inside the box and one outside the box**). By accepting authorization of this document, the user assumes all liability risks which would result from use of contaminated units. We will be unable to process your service request if the instrument is provided without the declaration completed and signed.

MATERIALS/REAGENTS USED IN CONTACT WITH THE EQUIPMENT	
DESCRIPTION	
SOLUBLE IN	Water Ethanol Isopropyl Alcohol Other solubility, _____
BIOLOGICAL ORIGIN	Human origin, humanized or contains/expresses human DNA/RNA (*) Biological origin, non-human (*) Neither (*) if selected please describe in detail: _____ And select one: BSL1 BSL2 BSL3/4** Health Damaging Liquid Solutions
RADIOACTIVE	YES ** NO

(**) Instruments not accepted for service

DECONTAMINATION (please choose all the methods used to decontaminate)
a. Autoclave or steamed a _____ °C (maximum 121°C) during _____ minutes b. Washed, flushed or wiped with 10% bleach solution, ethanol or IPA ≥70%; go to d. c. Washed or wiped with soap or detergent and water d. Rinsed with water abundantly e. Other(please describe): _____
Comments:

CUSTOMER SIGNATURE		
To the best of my knowledge, the product returned was decontaminated as described in the form		
NAME:	SIGNATURE:	DATE: