

REQUEST A REPAIR

Use the form below to provide your information on your device to begin the initial repair request. After your request is reviewed you will be contacted by Customer Support.

1. Company name:

2. Contact details:

First name

Last name

Position

Phone

E-mail

3. Information about the equipment:

Equipment

Serial number

Sold to data 20

4. Problem description:

Computer-to-device communication: yes; no;

other

Device status – Ready (green signal): yes; no;

other

Thermoblock movement: yes; no;

other

Hot lid movement: yes; no;

other

Fan on device housing: functional; not functional;

other

Device display: functional; not functional;

other

Device control buttons: functional; not functional;

other

Please provide as much information as you can about an issue:

5. Decontamination certificate

1. Whether the equipment has come into contact with material contaminated or suspected of being contaminated with pathogenicity group I-IV microorganisms, including:	<input type="checkbox"/> Yes	<input type="checkbox"/> No
blood components and it's products	<input type="checkbox"/> Yes	<input type="checkbox"/> No
material suspected of being contaminated with pathogenicity groups III-IV microorganisms	<input type="checkbox"/> Yes	<input type="checkbox"/> No
including hepatitis B and C viruses, HIV	<input type="checkbox"/> Yes	<input type="checkbox"/> No
material suspected of being contaminated with microorganisms of pathogenicity groups I-II	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. Has the equipment come into contact with toxic, carcinogenic or radioactive substances?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If so, specify types and quantities:		
3. The following PCR kits were used with the equipment (list the kit names and manufacturer):		
4. The following decontamination methods were used to prepare the equipment for work at the manufacturer's site:		

Sending the above equipment for repair, we undertake full responsibility for its biological, chemical and radiological decontamination, disinfection and cleaning as well as packaging. We agree with the following: if the equipment is damaged during transportation due to poor quality packaging, «DNA-Technology Research & Production», LLC accept equipment for maintenance/repair after a written agreement with a Customer only.

RESPONSIBLE PERSON

Company

Signature

WARNING

Packaging requirements for return

If the original package is not available, then equipment has to be packaged in such a way that ensures the safety of the equipment during transportation by different modes of transport, transshipment and storage, taking into account climatic conditions. The general requirement for packaging is the effectiveness of the equipment's protection from mechanical effects and impact of environmental conditions. When packing equipment, in order to strengthen the protection against mechanical influences, it is recommended to use a box of five-layer corrugated cardboard or plywood. In addition, the package has to contain means of some cushioning for instance pads from corrugated cardboard, sponge rubber, foam, felt, air-bubble film, foamed polyethylene, etc., as well as materials with low water and gas permeability (waxed paper, polyethylene film, PVC film, etc.).

1. Recommended packaging procedure:

- ▶ Place the equipment in a plastic bag or film;
- ▶ Put a solid piece of five-layer corrugated cardboard with a thickness of at least 5 mm at the bottom of a cardboard box (not less than 16 cm in each of the three dimensions exceeding the dimensions of the equipment);
- ▶ Put a layer of damping material at least 8 cm thick on top of the cardboard;
- ▶ Place the equipment on the layer of damping material;
- ▶ Put the equipment on all sides tightly covered with at least 8 cm thick cushioning material;
- ▶ Put a solid piece of five-layer corrugated cardboard at least 5 mm thick on top;
- ▶ Close and tape the box;
- ▶ Mark the box with warning signs: «Caution, glass», «Fragile», «Do not turn over», «Top».

2. Device transportation

The shipment may be transported by any mode of transport in accordance with the conditions of transportation specified in the operation manual.

Delivery address:

Russian Federation, 117587, Moscow,
Varshavskoye shosse, 125 Zh, building 1, office 113
Phone number: +7 495 640 1771
E-mail: info@dna-technology.com