

Service Request / Dekontamination Declaration

Dear customer, when sending a pipette to service please notice the following:

- Please fill this form and attach it with every FinnpiPETTE returned to FinnpiPETTE Service Center
- Take notice of shipping laws and regulations
- In case a pipette is not decontaminated and/or the decontamination declaration form is not filled, the pipettes service actions will not be initiated or if required the pipette will be disposed in an appropriate way at expense of the customer.

	Product (model / code)	Serial number	Request (service, repair, warranty)	Comments
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

In case of reclamation please fill separate form

Attachments ___ pcs

I certify that these FinnpiPETTES have been carefully cleaned and decontaminated from substances which are dangerous to human health or the FinnpiPETTES haven't been exposed to any hazardous substances. Therefore I certify that these pipettes are safe for FinnpiPETTE Service Center employees to handle.

Upon request I agree to give the needed information to proof that the decontamination has been performed with a appropriate method.

Signature: _____ Date: _____

Name and Title : _____

Company: _____

Street address: _____

Postal Code: _____

City: _____

Country: _____

Tel. number and e-mail: _____

This form is subject to change. This form is also available from our website.

www.thermo.com

info.pipettes@thermo.com

Appendix: Decontaminating the pipette

Document Q05-L002 Ver.02

Decontaminating the Pipette

Dear customer, please read this notification before you are send pipettes for Finnpiquette service

Responsibilities

It is the responsibility of the pipette user to

- **Remove all substances which are dangerous for human health from the pipette so that the pipette is safe for human to handle**
- Choose the appropriate decontamination method depending on what substances (liquids) the pipette has been exposed to

ISO 8655-1 section 6.2 Decontamination

Why the pipette's have to be cleaned

- Product must be shipped under corresponding regulations
- Safety of the service personnel must be secured

Pipette decontamination

For biological substances most commonly used methods are

- Virkon solution, <http://www.antechh.com/>
 - Autoclaving, following Finnpiquettes are autoclavable
 - Finnpiquette Focus (SCP and MCP) and Finnpiquette Digital (SCP and MCP) fully are autoclavable
 - Finnpiquette Colour SCP and Finnpiquette Classic SCP only the tip cone and tip ejector can be autoclaved
 - Finnpiquette BioControl removable modules fully are autoclavable
 - 70% Ethanol
- SCP= single channel pipette, MCP= multichannel pipette

For radioactive substances

- The pipette must be free of any radioactivity, declaration required

For chemical substances

- The pipette must be cleansed thoroughly of all chemical and hazardous material

Please follow this operating procedure

- Fill in the Decontamination declaration form
- Warranty case (complaint), please describe the problem in more detail in a separate appendix
- Please remember to sign the document!

In case the pipette is not decontaminated/Decontamination declaration form is missing, the pipette will be disposed in a appropriate way at the expense of the customer.

Appendix to Q005-L002 Ver.02