



25 Bradley Drive, Westbrook, Maine 04092-2013  
tel: 207-854-0860 / fax: 207-854-0867 / email: info@artel-usa.com / web: www.artel-usa.com

## Plate Readers used with ARTEL MVS®

### RETURN SHIPMENT INSTRUCTIONS

A. Repair Service Instruments:

To include the following: Plate Reader and Power Supply

B. Packaging Instructions:

1. Decontaminate the plate reader following manufacturer instructions found in the appropriate user manual. If the plate reader is a non-Artel instrument, please include the user manual with the shipment.

Decontamination is required by the U.S. Department of Transportation regulations.

2. Repackage the Instrument

Follow the repackaging and shipping instructions in the appropriate user manual for the instrument. Use the instrument's original shipping container and packaging material. Most shipping systems are designed to be used no more than five times. If the container is damaged and/or has been used more than five times, please contact Artel or the original vendor for replacement shipping materials.

**Important!** Replace the microplate carrier shipping restraints or bracket before shipping the reader.

**NOTE:** Any damage incurred due to improper packaging will be the responsibility of the sender.

C. Shipping Instructions:

1. Call ARTEL Technical Support at 1-888-406-3463 to obtain a Return Goods Authorization Number. This number needs to be written on the top of the shipping box.

2. Ship to:  
Artel  
25 Bradley Drive  
Westbrook, ME 04092-2013

3. All facilities are responsible for insuring the shipment in the amount of the replacement cost with the carrier (using UPS Ground Trac or similar service).

**For Outside the United States:** Return via UPS or Federal Express only. Shipment by other carriers may result in additional shipping / brokerage charges billed to you.

**ARTEL**<sup>®</sup>



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**If you have any questions, please contact:**

Artel Technical Services Department

Phone: (888) 406-3463

Email: [support@artel-usa.com](mailto:support@artel-usa.com)