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MVS[®] Technical Bulletin

Re: MVS Calibrator Plate Shipping Instructions

The MVS Calibrator Plate, due to its delicate nature and highly sensitive components, should be handled with care.

When the calibrator plate is due for recertification, it will need to be shipped back to Artel. During the winter months, it is imperative that the calibrator plate be shipped in a manner that will not allow the liquid inside the cuvettes to freeze.

Please follow the instructions below for proper shipping and handling of the MVS Calibrator Plate to ensure that no damage or freezing occurs during shipment.

1. Contact Artel Technical Support at 207-854-0860 or 888-406-3463 to receive a Return Goods Authorization number for the return. This number should be written on top of the shipping box.
2. Artel will send you the proper packing materials at no charge.
3. Open the shipping carton and remove the foam block.
4. Remove 2 of the room temperature Koolit bricks from the box. Do not pack the Koolit bricks until they are at ROOM TEMPERATURE.
5. Insert the calibrator plate into the appropriate bag and place inside the protective case.
6. Wrap the protective case, with the calibrator plate inside, in the small bubble wrap, and place on top of 2 room temperature Koolit bricks.
7. Place the remaining 2 room temperature Koolit bricks on top of the protective case.
8. Repack the gray foam material.
9. Fold over the top flaps and tape closed. Do not remove or cover up the stickers on the box stating "Do Not Freeze or Refrigerate".
10. Ship the box **OVERNIGHT ONLY** to the following address:

Artel, Inc.
25 Bradley Drive
Westbrook, Maine 04092

11. Turnaround time for MVS Calibrator Plate recertifications is 5-7 working days from date of receipt.

NOTE: Any damage incurred due to improper packing will be the responsibility of the sender to reimburse. If you have any additional questions, please contact the Artel Technical Support Department at 888-406-3463 or 207-854-0860.

Packaging Diagram

