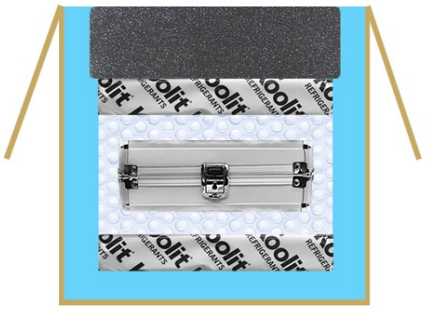
MVS® Technical Bulletin

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 must be returned to Artel. It is imperative that the calibrator plate be shipped in a manner that will not allow the liquid inside the cuvettes to freeze or be damaged. Please always follow the instructions below for proper shipping and handling of the MVS Calibrator Plate.

1. Contact Artel Technical Services at 888.406.3463, Option 2 or support@artel-usa.com to receive a Return Goods Authorization number for the return. This number should be written on top of the shipping box.
2. Artel will provide the proper packing materials if needed.
3. Open the shipping carton and remove the foam block.
4. Remove two of the room temperature Koolit bricks from the box. **IMPORTANT**: *Do not pack the Koolit bricks until they are at **ROOM TEMPERATURE**.*
5. Insert the calibrator plate into the appropriate bag and place inside its protective case.
6. Wrap the protective case, with the calibrator plate inside, in bubble wrap, and place on top of two room temperature Koolit bricks.
7. Place the remaining two room temperature Koolit bricks on top of the protective case.
8. Repack the gray foam material. Finished product will represent the image below:



9. Fold over the top shipping container flaps and tape the box closed. Do not remove or cover up the stickers on the box stating “Do Not Freeze or Refrigerate”.
10. Ship the box **OVERNIGHT ONLY or INTERNATIONAL PRIORITY** to:

Artel
25 Bradley Drive
Westbrook, Maine 04092

11. Turnaround time for MVS Calibrator Plate recertification 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 or concerns, please contact Artel Technical Support at 888.406.3463, Option 2 or support@artel-usa.com.

www.artel-usa.com
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