

ArTEL PCS® PIPETTE CALIBRATION SYSTEM**RETURN SHIPMENT INSTRUCTIONS****A. Trial/Rental Instruments:**

To include the following:

- PCS Instrument and Power Supply
- PCS Procedure Guide
- Printer, AC Adapter and Printer Cable
- Printer Manual
- Aliquot Container Holder

B. Repair Service Instruments/ Loaner Instruments:

To include the following: PCS Instrument and Power Supply (if applicable)

C. Packaging Instructions:

For All Instruments:

1. Complete the Artel decontamination form (503A6616_Instrument Decontamination Instructions) and include it with the instrument shipment. If you do not have a form, please contact technical support and they will email one to you.
2. Lift the lid of the PCS Instrument and check to ensure there is not a vial inside. Failure to remove a vial will cause spillage and damage to the instrument.
3. Repack PCS Instrument and components in the original shipping box and blue foam packing material. If no longer available, contact Artel Technical Support at 1-888-406-3463, Option 2, or via email at support@artel-usa.com, and the proper packing materials will be sent to you.

NOTE: Any damage incurred due to improper packing will be the responsibility of the sender to reimburse.

D. Shipping Instructions:

1. **For Repair Service Instruments:** Contact Artel Technical Support at 1-888-406-3463, Option 2, to obtain a Return Goods Authorization Number. This number needs to be written on the top of the shipping box.

For Trial/Rental/Loaner Instruments: On the top of the shipping box, note: "TRIAL/RENTAL/LOANER RETURN" (a Return Goods Authorization Number is not required)

2. Include a completed copy of our decontamination form with the instrument. If you do not have a form, please contact technical support and they will email one to you.

3. Ship the box to: Artel, Inc.
 25 Bradley Drive
 Westbrook, ME 04092-2013

3. All facilities returning PCS Instruments to Artel are responsible for shipping costs and for insuring the shipment in the amount of the replacement cost with the carrier (either UPS Ground 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.

If you have additional questions or concerns, please contact Artel Technical Support at 1-888-406-3463, Option 2, or email support@artel-usa.com.