



**CERTIFICATE OF DECONTAMINATION AND SHIPPING INSTRUCTIONS**  
PLEASE COMPLETE ALL SECTIONS

Customer Information

Name/User Name:		
Facility:		
Address:		
E-mail:	Phone:	Fax:

Equipment Information:

Credit Card No.:

Expiration Date (MM/YYYY):

NOTE: A Minimum of \$159 is charged for an estimate.

MTX will need a Visa/MasterCard number with expiration date in order to return your serviced instrument(s).

Please provide a brief description of the problem(s) you are experiencing with your instrument.

Is instrument used with any radioactive or hazardous biological agents?    YES    NO

If yes, please explain:

Identify or attach decontamination procedure used:

For Microplate Washers, please send all bottles and tubing. If bottles and tubing are not sent, proper performance will not be guaranteed unless they are being replaced.

***Please do not send power cords or data cables.***

Please enclose the above questionnaire with the instrument. Place the instrument in a plastic bag to avoid obstruction caused by contact with packing material. Pack the instrument well after draining all fluids and removing plates from inside the unit. Remove all accessories and power cords. Overnight or second day ship the instrument for immediate service. We will evaluate your instrument when it arrives and provide you with an estimate for your approval prior to repair. ***When sending in your instrument, please do not send in your instrument power cord or any other accessories unless otherwise noted within this document.***

ENCLOSE THE ABOVE FORM AND SHIP INSTRUMENT TO:

**TECHNICAL SERVICES  
MTX LAB SYSTEMS, INC.  
8456 TYCO ROAD #D  
VIENNA, VIRGINIA 22182  
UNITED STATES**

Addendum to instrument return and shipping instructions:

For washers/dispensers, send in all program cards so that they may be checked out with your washer as part of our service/Q.C. procedures. Program cards do fail at times and will cause the instrument to malfunction. Do send in all bottles and tubing to be checked out. If necessary, the tubing and bottles may be discarded (after your approval) if found contaminated, worn, leaking or otherwise unacceptable for re-use.

For all types of Elisa, Fluorescence, and Luminescent plate readers, send in the filter wheel(s), (they should be installed inside the instrument). They will be checked for transmission levels, holes and/or bandwidth problems and we will recommend any necessary replacements.

For Liquid Handling devices such as Multidrops, **DO** send in the dispensing head(s) you are using and may be having problems with. Our service department will attempt to repair your dispensing head(s) or recommend replacement if necessary. It is imperative that they be flushed out so any remaining caustic media will not contaminate the service area.

Microplate Instruments and parts in stock

[Http://www.mtxlsi.com](http://www.mtxlsi.com)

**Canadian Customers** - Please note it is not necessary to fill out a formal export declaration for customs broker services, simply note on the outside of your package that the instrument is returning to the U.S. for repair service only, its approximate replacement value, and a statement that it will be returned to Canada within 30 days. (Do not send instruments freight collect or duty collect). If you have access to UPS, Purolator FedEx, etc. it will facilitate its arrival here at MTX Lab Systems, Inc.