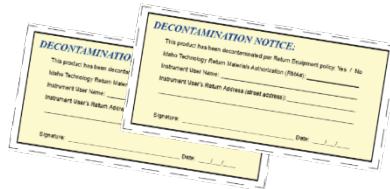


INSTRUMENT RETURN PROCEDURES

An instrument problem may be reported by calling or e-mailing Technical Support teams. The contact numbers are located below. You will also need the following documents:

Decontamination Labels (2 labels)



United States Customers

Phone: 1-800-682-2666

Email: BioFireSupport@biomerieux.com

Website: <https://www.biofiredx.com/support/return-forms/>

Customers outside of the United States:

Contact the local bioMérieux representative or an authorized distributor.

Address

bioMérieux's BIOFIRE Service Center

415 W. Bearcat Drive

Salt Lake City, UT 84115-2519

USA

REPORTING AN INSTRUMENT PROBLEM AND RETURNING AN INSTRUMENT

If you need assistance with your BIOFIRE® Instruments or a problem with the instrument occurs, call or email BIOFIRE Customer Technical Support. All contact numbers are found on the Support page at www.biofire.com. Customer Technical Support will issue a return material authorization (RMA) number and instructions for returning the instrument. The steps for returning an instrument are listed below.

1 *Obtain an RMA Number*

 **Note:** An RMA number is necessary for returning an instrument.

You should receive an RMA number when you initially contact Customer Technical Support. If you did not receive an RMA number at that time, contact Customer Technical Support for a number. You will need to supply the instrument serial number so warranty status can be confirmed. If your instrument is out of warranty, you will be required to provide a purchase order (PO) for the repair charges.

The RMA number must be recorded on the Decontamination Form and the Decontamination Labels.

2 *Decontaminate All Returned Equipment*

You must decontaminate all equipment being returned to bioMérieux to remove amplicon contamination and to ensure that personnel handling the equipment are not harmed by pathogenic organisms.

1. Put on a lab coat and gloves.
2. Wipe the area to be decontaminated with water.
3. Wet a paper towel with 10% bleach (1-part bleach to 9-parts water) and wipe the exterior of the instrument, the surface of the inner sample chamber and under the lid.
4. Change gloves.
5. Repeat steps 3 to 5 twice with fresh paper towels for a total of three bleach wipes.
6. Wet a paper towel with distilled water and wipe the exterior of the instrument, the surface of the inner sample chamber and under the lid.
7. Change gloves.
8. Repeat step 6 with a fresh paper towel.




3 *Use the Decontamination Labels and Form*

After the above steps have been completed, you must complete and sign two decontamination labels. Attach one label to the instrument and the other to the exterior of the shipping container.


Two copies of labels have been provided for your convenience.


4

Packaging and Shipping

 **Note:** To ensure there is no loss of data, any computers being returned must be backed up before shipping. bioMérieux is not responsible for any lost data.

1. Pack instruments as follows: (see instrument operator manual for box dimensions). **Please include the one of the completed Decontamination Labels inside.**
 - **BIOFIRE® Instruments:** Place the instrument back in the original packaging, if available. If the original packaging material is not available, contact Customer Technical Support. If you are returning the instrument to BIOFIRE Service Center, follow the procedures outlined in Instrument Return Procedures in the appropriate *Operators Manual*. Returns for repair and/or replacement do not require the return of accessories. Customer Technical Support will advise.
2. Seal the box with packing tape.

 **Note:** The RMA number and decontamination label must be visible on the exterior of the shipping container.

 **WARNING:** bioMérieux reserves the right to return or refuse receipt of any materials at the customer's expense that do not meet the above requirements.

All returns should be sent to the following address:

bioMérieux's BIOFIRE Service
center
415 W. Bearcat Drive
Salt Lake City, UT 84115-2519
USA

Contact Customer Technical Support with any packaging or shipping questions (see page 1 for contact information).

DECONTAMINATION LABELS

Please complete these decontamination labels and affix one to the instrument and the other to the exterior of the shipping carton next to the shipping label. Failure to decontaminate before shipping to bioMérieux will result in the immediate return of the instrument at your expense.

Cut out label and attach it to the product being returned.

DECONTAMINATION NOTICE:

This product has been decontaminated per Return Equipment policy: Yes / No

BIOFIRE Return Materials Authorization (RMA#): _____

Instrument Serial Number: _____

Instrument User's Return Address (street address): _____

Signature: _____ Date: ____ / ____ / ____

Cut out label and attach it to shipping container.

DECONTAMINATION NOTICE:

This product has been decontaminated per Return Equipment policy: Yes / No

BIOFIRE Return Materials Authorization (RMA#): _____

Instrument Serial Number: _____

Instrument User's Return Address (street address): _____

Signature: _____ Date: ____ / ____ / ____