

Important Information and Return Instructions

Dear Valued Agilent Technologies Customer,

You are receiving this Instrument Return Form because in-house services have been requested. The purpose of this notice is to help ensure we communicate our in-house service process clearly. We ask that you please read the attached document, fill in the appropriate information, and email the completed forms to appropriate Agilent email below:

For Instrumentation:	For Test Plates:
Depot@agilent.com	TestPlateReCert@agilent.com
Phone: (302) 633-8040	Phone: (302) 633-8040
Fax: (302) 633-8925	Fax: (302) 633-8925
Please return pages 2-5	Please return pages 2-4

Note: (for instrumentation service only) it is very important that you include the completed Health & Safety Declaration Form (Page 5). No work can be started on your unit until we receive a completed copy of this form. Please attach a copy of the completed form inside and outside of the shipping container.

If you have any questions regarding a requested service, please contact us by email at depot@biotek.com or call us at (TBD). For a new service request, please contact Agilent Technical Support at 1-800-227-9770, option 3

Thank you,
Vermont Service Center
Agilent Technologies, Inc.

Terms and Conditions:

- (1) Out of support instruments are serviced on a "best effort" basis. Not all products can be serviced
- (2) Loaners are provided when available. There is no guarantee for a loaner to be provided. Priority service can be offered in lieu of loaner. The cost of a loaner covers Federal Express Priority 1 shipping and handling

Repair Warranty: After the instrument is returned, the repair warranty coverage is ninety (90) calendar days. The warranty covers only the repair(s) completed on the original service order. If the instrument fails with a different symptom, warranty coverage is not provided. If the returned instrument subsequently fails with the original reported issue, the Service Center will provide full labor and parts coverage, as well as shipping cost back to the customer. Additional warranty terms may be found here: [Repair Warranty Terms](#).

Customer in Default: If the Agilent Loaner is not returned to the Vermont Service Center per the conditions outlined in the Loaner Service Agreement, the Customer may be charged for the full replacement value of new equipment as specified in "Price and Payment" below. The governing terms and conditions of the purchase will be [Agilent Terms and Conditions of Sale and Service, Exhibit E16](#). If Customer has an established Purchase Agreement with Agilent, the terms and conditions of the Purchase Agreement will be used in lieu of Exhibit E16 to govern the purchase.

Price and Payment: If Customer is found in default, Customer agrees to pay Agilent the full replacement value of new equipment of like kind and model. Payment is Net 30 days from Agilent's invoice date. Payment terms are subject to Agilent credit approval.

This agreement will be governed in all respects by the laws of the State of Vermont without reference to any choice of laws provision. The Vermont Service Center will not send any Agilent-owned loaner equipment to the Customer without first receiving a completed and signed copy of this form as well as the Loaner Service Agreement.

Completion of the fields below constitutes an electronic signature of the person listed in Service Authorizer Name field and the Customer declares that he/she is authorized to commit his/her organization to this agreement and that he/she has read and agrees to the terms.

Service Authorizer Name:

Service Authorizer Phone:

Service Authorizer Email:

Company Name:

Service Request Number:

All information below **must** be completed for order processing. **No** work can be started until completed information is received.

Unit Information**1. Review Product Information and Service Type:**

Model Number	<input type="text"/>	Description	<input type="text"/>
Serial Number	<input type="text"/>	Service Type	<input type="text"/>

2. Additional Customer Notes:**3. As Found/Pre-Clean Data:**

☐ Please check box to the left if you **DO** want the As Found/Pre-Clean Data performed. Additional charges will apply.

4. (For instrumentation only) Firmware/Software Updates:

IMPORTANT: OLDER FIRMWARE/SOFTWARE MAY NOT HAVE FEATURES OF NEWER VERSIONS. UPDATING ON-BOARD FIRMWARE/SOFTWARE WILL MOST LIKELY ERASE ANY CUSTOMER ASSAYS OR PROGRAMS ON THE PRODUCT

☐ Please check box to the left if you **DO** want the firmware/software of your product updated

Please list the current version of Gen5™ software (if applicable)

Note: If you have data and/or a method available to assist with troubleshooting, please ZIP the specific data and/or method folder, attach the ZIP files to the email with this document, and email to depot@biotech.com. It is very important that you ZIP the folder and not a single file. The data and method will not transfer properly if just the contents within the folder are sent. Alternatively, a print out of data and/or method can be shipped with the instrument.

Payment Information

How will the service be paid for?

Payment Type: ☐ Warranty
☐ Agreement
☐ Credit Card, please call (302) 633-8040
☐ Purchase Order (provide PO number below)

PO Number (if applicable): _____

☐ Taxable ☐ Tax Exempt

Note: Payment terms are defined per the Agilent Terms and Conditions of NET 30 unless negotiated differently with Agilent Technologies.

Accounts Payable Information (Required for Credit Card and Purchase Order customers only):

Company Name: _____
Address 1: _____
Address 2: _____
City: _____
State/Province/Country: _____
Zip/Postal Code: _____

Shipping Instructions

To prevent damage of instrumentation during shipment, any instrument that is shipped to the Service Center should be sent in the proper packaging provided with the instrument at the time of installation (if applicable), along with any original packing foam. If Customer does not have appropriate packaging material, this may be provided and quoted upon request.

Loaner Services:

Agilent Technologies will send the loaner, if applicable, directly to the Customer once the completed documentation and form of payment are received. Customer is to then use this shipping container and pre-paid shipping label to return the unit requiring service to Agilent Technologies.

Do not ship accessories that are not required to complete the service (i.e power cords, manuals, cables) unless otherwise instructed.

Please refer to the product's User Guide for proper packing instructions.

Please Ship To:

For US Customers:

Vermont Service Center
Agilent Technologies, Inc.
100 Tigan Street
Winooski, VT 05404

For Canadian Customers:

Vermont Service Center
Agilent Technologies, Inc
C/O CEVA Logistics
6705 Millcreek Drive Unit #5
Mississauga, ON L5N 5M4
Attention: Vermont Service Center

Customer Shipping Information:

Company Name: _____

Attention to: _____

Address 1: _____

Address 2: _____

City: _____

State/Province/Country: _____

Zip/Postal Code: _____

Phone: _____

☐ Shipping Address same as Accounts Payable Address

Shipment of this equipment may fall under federal regulations, including but not limited to 49CFR and IATA.

All applicable regulations should be followed when returning this equipment.

Health and Safety Declaration for Returning Analytical Instrumentation to Agilent Technologies

IMPORTANT INSTRUCTIONS - MUST BE COMPLETED BEFORE RETURN!

To protect our employees from exposure to various hazards, we require additional proof of decontamination prior to accepting any units that have been exposed to Biosafety Levels 2, 3, or 4.

For Biosafety Levels 3 or 4, Agilent recommends using a 3rd party vendor for decontamination, such as VHP via [Steris Life Sciences](#).

This Health and Safety form must be completed for all instrumentation services and emailed to us at depot@biotek.com. Approval prior to shipment is needed for Biosafety Levels 3 and 4.

1. Place a printed copy of this completed form into the shipping box so that is clearly visible on top of the unit.

2. Include a duplicate printed copy with the shipping documentation on the outside of the shipping box.

All items returned must be safe for shipping, handling, and service. Ensure all substances including sample or pump oil, are removed prior to return. Any hazardous residues in or on the returned item must be appropriately decontaminated before return or declared to be hazard free by the user. All residues must be non-hazardous.

Model Number: Serial Number: Service Request Number:

1. Please indicate your Biosafety Level/Protection Level:

Biosafety Level 1 (BSL-1): ☐ Biosafety Level 2 (BSL-2): ☐

Biosafety Level 3 (BSL-3): ☐ Biosafety Level 4 (BSL-4): ☐

2. Is there the possibility of residual internal or external contamination on this instrumentation from any of the following?

- ☐ Yes ☐ No Blood, body fluids (e.g. urine. Secretions), pathological specimens
- ☐ Yes ☐ No Infectious substances or other bio-agents (e.g. protein, enzymes, antibodies). Regulated medical wastes.
- ☐ Yes ☐ No Radioactive isotopes are used in the area. Detail type (ECD, isotopic labels, etc.) and activity in Becquerel below.
- ☐ Yes ☐ No Chemicals or substances that are hazardous to health.
- ☐ Yes ☐ No Biodegradable material that could become hazardous.
- ☐ Yes ☐ No Other hazards:

3. If you checked YES to any of the above, it is **mandatory** to supply relevant details about residual contamination, i.e. concentration, Safety Data Sheets, where the exposure occurred on/ in the instrument, etc.

4. If any hazardous residual contamination was indicated in questions 1 and 2 above, it is **mandatory** to detail below the specific method used to decontaminate the item prior to return. Please attach any available or referred protocol used for decontamination.

Otherwise, if residue is non-hazardous, please check here ☐

☐ I declare that the above information is true and complete to the best of my knowledge and that the item described above is safe for return to Agilent Technologies.

Please sign electronically below:

H & S Declaration Authorizer Name:

H & S Declaration Authorizer Phone:

Company Name: Date:

City/State: Country:

Notice: Completion of the above fields constitutes an electronic signature of the person listed in H & S Declaration Authorizer Name field.

All applicable local regulations (i.e. labeling, decontamination, shipping restrictions, etc) should be followed when returning instrumentation with radioactive contamination or any organic mercury, cadmium, or arsenic residues. Observe any applicable exchange and return Standard Operating Procedures. If additional decontamination is required, you may be responsible for the costs incurred to make this item safe for servicing and repair. Shipment of this instrumentation may fall under federal regulations, including but not limited to 49CFR (U.S.) and IATA.