

RGA No:

Account No:

S/O No:



Fluid Technology Group

Product Use and Decontamination Declaration

DECONTAMINATION DECLARATION FORM INSTRUCTIONS

YOU MUST COMPLETE AND RETURN A DECONTAMINATION DECLARATION BEFORE SENDING ANYTHING TO US. A COPY MUST BE ATTACHED TO THE OUTSIDE OF THE PACKAGING.

Any items arriving without a RMA or RGA number will not be accepted at the factory

- Please complete all parts of the Decontamination Declaration. We require information about any fault you are experiencing, your order number, the unit serial number (for serialised items) and we must have details of the chemicals or substances that the goods have been in contact with.
- Please provide a Safety Data Sheet (SDS) for any substances the product has been exposed to. Ideally this should be in English.
- Please be aware that the end user is responsible for decontaminating the goods before return. Additional cleaning charges will apply if in our judgement the product is returned unsuitable to work on.
- Please **do not** send anything without a RMA or RGA number.
- The Decontamination Declaration **must** be signed by the **end user** even if stated unused.
- When you have completed this form and returned it to us, we will acknowledge acceptance by sending you a RMA or RGA number and the delivery address.
- The goods must be suitably packed and clearly marked with the RMA or RGA number. We are not responsible for any damage during transit to us.
- Please complete the form clearly
- Pumps **should not** be returned with tubing or tube element still loaded within the pump head. If tubing or tube elements are being returned for investigation purposes a separate Decontamination Declaration must be filled out.
- Qdos pump drives **must not** be returned with a ReNu pump head. Any ReNu pump heads received will **not** be returned.

Reason for return - *Repair* *End of Loan* *Return* *Complaint* *Service* Certain products only

If being returned for Repair, please indicate repair type...

Wty **Warranty** (Repair within warranty period of product)

Fixed **Fixed Rate** (Fixed cost repair available on some products under 7 years old) – Order number required

Diag **Diagnosis** (Initial inspection fee then quotation for required repairs before we proceed) – Order number required

Detail of fault or work required, include any error messages. Please supply application details to help with any pump testing/diagnosis

Your company name :

Your order number:

for Fixed Rate/Diagnosis repairs or Service

Your return address

Your invoice address

Contact name:

Phone

Email

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The end user is required to declare the substances which have been in contact with the product(s) you are returning to Watson-Marlow or any of its subsidiaries or distributors. Failure to do so will cause delays in servicing the product or your product being returned without repair. Additional cleaning charges may apply if in our judgement the product is returned unsuitable to work on.

Please complete a separate Decontamination Declaration for each item returned

| | |
|---------------------------|---|
| 1.0 Product code : | <p>Example Watson-Marlow product labels</p> |
| 1.1 Product description : | |
| 1.2 Serial Number: | |

2.0 Product use

Please note: We cannot accept "Water" as a chemical description. Please specify the nature of the water and any contaminate / sludge or solution it carries. Include any spillages - a peristaltic pump contains the product in the tube, but tube failures will lead to product contamination of the pump

About the product....

- Has the product been used Yes No *Used*
- Has it been cleaned Yes No *Cleaned*
- Is it safe to handle Yes No *Handle*
- Is it potentially Radioactive Yes No *Radioactive*
- Is it potentially infectious Yes No *Infectious*
- Is the product safe to transport Yes No *Transport*

Please list all chemicals or fluid products the product has been exposed to

Chemical 1
 Chemical Name: _____
 CAS No: _____
 SDS attached Yes No

Chemical 2
 Chemical Name: _____
 CAS No: _____
 SDS attached Yes No

Chemical 3
 Chemical Name: _____
 CAS No: _____
 SDS attached Yes No

Please circle any symbols below that can be seen on any of the chemical containers or datasheets



3.0 Cleaning process to remove chemical residue, if tap water is not suitable

4.0 I hereby confirm that the only substances(s) that the equipment specified has pumped or come into contact with are those named, and that the information given is correct. I also confirm that the goods will be packaged, cleaned and consigned in full accordance with all appropriate transportation regulations.

Signed Name:
 Date: Position:

Must be completed by end user

Please sign, then fax or email both completed pages of this form to Watson-Marlow Ltd
Fax + 44 (0) 1326 370278, Email : aftersales.uk@wmftg.com