Hygiene Luminometer Repair Authorization

Company Name: _____ **Company Contact:** _____

Phone Number: _____ **Email:** _____

Shipping Address: _____

Serial Number of Meter: _____ ☐ CleanTrust ☐ **Ensure** V2 ☐ **Ensure Touch**

Date of Purchase*: _____ ☐ **SystemSure Plus**

Please describe the nature of the problem(s) you are experiencing:

_____

_____

Describe Error Message displayed on LCD screen._____

Did you replace the battery? ☐ **Yes** ☐ **No**

Did the unit get wet or exposed to condensing moisture? ☐ **Yes** ☐ **No**

Did the unit suffer from any high impact shock (i.e. dropped from desk)? ☐ **Yes** ☐ **No**

PO # for Repairs of Damaged luminometer: _____ **RMA #:** _____

Maximum Approved Repair Cost Limit: ☐ **< $500** ☐ **$600 - $800**

There is a minimum $50 testing fee to evaluate the device. Repair costs will be determined at time of testing the damaged device and will be applied once the repairs are complete. Repair charges will not exceed $800. In the event of irreparable damages, a new unit may be purchased. Contact your account manager for pricing.

*Upon approval, your Account Manager will provide you with an RMA number (*No tests are started without an RMA number). Reference the RMA# on this form and on the shipping box and/or noted inside package.*

I authorize Scigiene Corporation to perform the necessary repairs on the Luminometer.

Completed By: _____

Signature: _____

Date Completed: _____

Scigiene
1295 Morningside Avenue, Unit 16-18
Scarborough, ON M1B 4Z4 Canada
Phone: 416-261-4865 Fax: 416-261-7879
www.scigiene.com

Not all damages are covered by warranty. The customer will incur all charges to the instrument from normal wear and tear, mishandling, or negligence. Please contact your Scigiene sales representative for the warranty expiry date of your meter.
** ALL LOANER REPLACEMENT METERS are property of Scigiene Corporation. All parts of the replacement instrument must be returned to Scigiene Corporation upon receiving your repaired instrument. The loaner meter must be returned to Scigiene Corporation in the original condition. If the loaner device fails our tests, or is subject to mishandling or negligence, customers will incur all charges for the required repairs. Customers will also be charged the shipping cost for the loaner meter from Scigiene Corporation to the company address.