

HOW TO HANDLE A TROUBLE OR A DEFECT ?

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- You must first contact us

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before you ship an instrument to us. You may always keep both part No. and serial No. ready (to be bound on the rear of the instrument).

- In many cases we can give you technical assistance by phone how to clear the problem by yourself. If you bought your instrument from us, this hotline is free of costs unlike many other manufacturers!
- If you have bought your instrument from another HPLC supplier we'll charge you with 40,- € net for using this hotline.
- If, after consultation of our technical department, it should be necessary to return the instrument to us, so don't forget the **Health and Safety Form.**
- Please be aware of the fact that SunChrom will not accept instruments for repair that have been run with radio active or biological dangerous material. A repair of such instruments can only take place in the facilities of the user in compliance with the necessary safety precautions.
- If possible please send us the complete instrument (auto-samplers together with vial tray, wash bottle, etc.) in the original packaging box. Should the original packaging box no more exist, so please follow our packing advices on page 3. You can also request an adequate transport box from us.
- If you wish it, we can make an estimate of costs. As soon as you instruct us to repair the instrument, we'll make it as quickly as possible and we are normally able to ship it back to you within 2 days.

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HOW TO HANDLE A TROUBLE OR A DEFECT ?

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- Should it not be economical to repair an older instrument, so would we contact you automatically and immediately. In that case, we are able to trade in your defective instrument when ordering a new one from us.
- If you neither decide on a repair nor buy a new instrument from us, so we'll only charge you, depending on the type of instrument, with 1-2 hours work for the estimate of costs and with the transport costs.

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PACKAGING ADVICES FOR SHIPING OF DEFECTIVE INSTRUMENTS OR RETURN OF LOANED INSTRUMENTS

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- Together with the autosamplers please secure or pack the vial tray segments or the vial tray (to be absolutely shipped with !) in such a way that they cannot damage the instrument during the transport. You may remove all vials and adapters from the vial tray. Furthermore you may enclose approx. 5 of your vials (to be packed accordingly) for test purposes.
- All loose parts, such as cover of the column oven (if any) and of the injection valve, needle arm wash vial etc., must be secured in such a way that they cannot slip away during the transport. If you use adhesive tape please only use one that can be removed easily without any trace.
- The flow cell must absolutely be shipped together with detectors.
- The connections of degasers must be sealed with caps.
- The instrument must be packed in a plastic bag before putting it in the transport box. It prevents dust and packing material (Flopak) to get into the interior of the instrument.
- The instrument should be packed in a box that is large enough. If the housing of the instrument is leaning directly on the outer side of the transport box, it is not excluded that it can be damaged during the transport.
- Do not forget to include a description of the error. It then takes less time to find out the defect and the working time can be reduced.

Not to keep to these 7 points can result in additional damage of the instrument and/or in a longer working time and would cause unnecessary higher repair costs.

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