

# RETURN PACKING INSTRUCTIONS

## Philisa® Thermal Cycler

The Philisa Thermal Cycler needs to be properly packed in the approved foam inserts and boxes before shipping. If you do not have the original Philisa packaging materials on hand, contact Streck Technical Service at **800-843-0912** for assistance.

### Decontamination

The instrument must be decontaminated prior to return. Refer to Chapter 7 in the Philisa Thermal Cycler Operator's Manual for detailed instructions. Complete the Decontamination Verification and Return Form and fax it to Streck at 402-333-6017. The form can be found in the pocket of the Operator's Manual or at [www.streck.com](http://www.streck.com).

### Demo Returns

Fax the decontamination form to Streck at 402-333-6017. A representative will contact you to provide a return authorization number and make arrangements for instrument pick-up.

### Repair Shipments

Contact Streck Technical Service for assistance with troubleshooting and/or to make arrangements for shipment. In most cases, only the Philisa Thermal Cycler and the instrument cord need to be shipped to Streck. Include the cord inside one of the interior boxes and include both interior boxes inside the exterior box to ensure the instrument is secure during shipment.



Figure A

### Return Packaging Instructions

1. Unplug the instrument from the wall and the computer.
2. Let the instrument cool for at least 30 minutes to allow the instrument block to reach room temperature.
3. Decontaminate the instrument according to the instructions in Chapter 7. If the computer is being returned, wipe down all surfaces with a lint-free cloth.
4. Place the instrument inside the anti-static plastic bag and slide the foam inserts onto either side of the Philisa Thermal Cycler. **Figure A.**
5. Place the instrument into the bottom of the large exterior box.
6. Place the computer inside the anti-static bubble wrap sleeve and place the computer inside one of the small interior boxes. Include the computer power cord and mouse in the box and seal the box.
7. Place the computer box in the large exterior box on top of the thermal cycler.
8. Place the accessories, which include the Operator's Manual, USB cord, instrument cord and Philisa PCR tube rack, inside the second interior box and seal the box. Place this box on top of the computer box. **Figure B.**
9. Close the exterior box and seal securely with packaging tape. Write the return authorization number provided by Streck on the outside of the box so it is clearly visible. No packing slip or label is required.



Figure B