

Repair Service

At Surgimax we do supply instruments under strict quality controls and proper functionality testing however in the unlikely event, we are happy to repair our instruments.

All instruments that are medical devices according to current legislation can be processed - the testing for this is carried out in-house. For instruments that are not refurbished for either technical or regulatory reasons, you will receive an offer to replace them at a special price. Please send them back for repair service while following these steps: -

- 1) Print out and fill out the decontamination certificate (stated below).
- 2) Instruments must be cleaned and sterile packaged.
- 3) Send everything together to the following address.

Surgimax Instruments Limited
Unit 108 Ivy Business Centre
Manchester England
M35 9BG
Tel: 0161 3022 744
Email: info@surgimax.co.uk

Decontamination Certificate

For the protection of our employees and due to legal regulations, every return (complaint / repair / other reason for return) must be accompanied by a completed and signed decontamination declaration. The products must be free of any residues and must have passed a complete reprocessing cycle after their last use according to the manufacturer's instructions.

Please pack the medical devices in such a way that there is no risk of injury to our staff when unpacking them. If we do not receive this document or a comparable confirmation, we reserve the right to return the goods to you at your expense.

Ref. No. _____

LOT / Batch No. -----

Reason for repair -----

We hereby confirm,

- 1) That the medical devices listed have not come into contact with blood, tissue or other bodily substances.
- 2) That the medical devices listed have been in contact with blood, tissue or other body substances and have been cleaned and decontaminated in accordance with the applicable hygiene requirements of medical devices and the manufacturer's instructions.

Information on disinfection, cleaning and sterilization: -

- Disinfection and cleaning was done manually
- Disinfection and cleaning was done by machine
- Steam sterilization (3min. at 134°C / 15 min. at 121°C)
- Others _____

Stamp: _____

Date: _____

Name and signature: _____

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