

VM3COP 20.86 Goods In: Repairs/Service/Cleaning Procedure

1. Put on nitrile gloves, or similar.
2. Clean desk with Clinell Wipes, or similar.
3. Receive package.
4. Identify if the package has SRS number and check for any customer paperwork on the outside of the package. If no SRS has been supplied, check Intrastats to see if one has been generated. If not, generate SRS.
5. Inspect for further information: Who has sent it, what is required i.e. service/repair, return to stock, sale or return etc.
6. Open box and inspect for any further paperwork.
7. Has a decontamination certificate been supplied? If so, take photo/scan along with returns paperwork and attach to SRS at time of booking in.
8. Should items be returned from Sale or Return, please dispose of any opened disposable accessories.
9. If no decontamination certificate supplied, presume not clean.
Wipe down the products to be sent out with Clinell Wipes, or similar, including all external accessible parts and accessories, if applicable.
Please see VM3COP20.88 for items which should not be cleaned.
Batteries **should not** be cleaned but placed in an individual bag and included with the unit.
10. Complete Goods In Indicator Notes Card.
11. Process as per Booking in Procedure VM3COP29.09 and through SRS system.
12. Pass to relevant engineer to complete.

Please also refer to VM3COP20.38 Waste Disposal.