

VM3COP20.87 Goods Out: Repairs/Service Cleaning Procedure

1. Put on nitrile gloves, or similar.
2. Clean desk with Clinell Wipes, or similar.
3. Check serial number against paperwork
4. 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.
5. Once cleaned, place in a sealable plastic bag and seal.
Batteries **should not** be cleaned but placed in an individual bag and included with the unit.
6. Place the relevant corresponding sticker to the bag:
 - Yellow:
 - No fault found
 - Serviced
 - Warranty replacement
 - Replacement
 - Repaired
 - Repaired under Warranty
 - Tested
 - Red:
 - Unrepaired do not use
7. Check there is the following paperwork with product:
 - Copy of SRS paperwork
 - Original paperwork from customer
 - Copy of purchase order
 - Certificates/Notes from Engineer: Check these are clear and have been signed and stamped with Viamed stamp.
8. Start to pack as appropriate.
9. Complete Goods Out Indicator Notes Card
10. Attached to repair report paperwork which is returned to customer.
11. Place all relevant paperwork in parcel and seal.
12. Complete order (deliver/invoice) in Intrastats.
13. Attach delivery note and relevant shipping label.
14. Make sure all internal paperwork is stapled together, including goods in indicator card, if applicable.
15. Place complete paperwork in completed repairs tray.

Please also refer to VM3COP20.38 Waste Disposal.