

RMA Decontamination Guidance

Introduction

To comply with Health and Safety at Work laws, you are required to declare if any substances used on or that have been in contact with the equipment you return to Prior Scientific

- You must complete the Decontamination Declaration in order to submit your RMA request form.
- All relevant sections, and the signed declaration, must be completed fully.
- The Decontamination Declaration must be completed by a competent person who has knowledge of the substances which may have come into contact with the equipment.
- Methods of decontamination should be detailed, containing information relating to the agents of decontamination and the period for which they are used. Standard operating procedures (SOPs) for decontamination made be requested depending on the substances used.
- If contaminants are likely to be concealed within the equipment ensure this is indicated on RMA request form, and appropriate handling advice given.
- Prior Scientific cannot accept the return of any equipment which has been contaminated with radioactive substances
- Prior accepts no liability for delays to repair caused by failure to follow these instructions.

Decontamination Declaration

All returned equipment must be declared to be decontaminated before receiving and inspection. Refer to the below guide to ensure the declaration is completed correctly.

- Complete the Customer Information and Product Information sections of the RMA request form.
- After reading this document, tick the box on the online form to confirm that you have read and understood the following information.
- If all of the items to be returned are unused, tick the appropriate box at the start of the Decontamination Declaration.
- If the equipment has been used, but it has not been exposed to any substances, indicate this by ticking the 'No' box.
- If the equipment has been exposed to any substances, indicate this by ticking the 'Yes' box. The remaining fields in the decontamination form must be completed in this case.
- List the substances that the equipment has been exposed to and if any protective equipment is required for handling. Also detail any substances that may cause any dangerous mixtures which may arise in combination with these substances.
- Indicate any hazard categories which are applicable to any of the substances listed.
- List the methods of decontamination which will be used to remove each substance. SOPs may be referenced here and submitted to Prior Scientific.
- Tick the box to declare that the equipment is safe to handle, referring to the five criteria listed. Write the name of a competent person who understands and has knowledge of the types of substances used with the equipment, in the box below.
- If it is believed that inaccessible contamination is present on internal surfaces, tick the box to indicate this. Complete the below field to give instructions on how to handle these substances safely. This does not void the decontamination declaration.

Date: 19 August 2020

Packing your Equipment

Return the goods as per the instructions on the RMA form.

- Ensure the equipment is securely packed and well protected from shock; the use of unsuitable packaging may result in further damage to the equipment in transit. Prior Scientific accepts no liability for such damage.
- Prior Scientific, when required, can supply specialist packaging at the customer's expense. It is recommended to use such packaging for large systems, which include but are not limited to large format stages, Zdecks and Openstand products.
- Pay close attention to the shipping instructions when returning equipment from outside the UK. Providing the correct information will allow timelier processing of equipment through customs.
- Attach a copy of your decontamination declaration and RMA form to the packaging.

Reasons why Prior Scientific may be unable to handle returned equipment

Prior Scientific may reject returned equipment for the following reasons:

- Equipment is returned without an RMA number. If an RMA number cannot be identified relating to the products returned they will be assumed to be hazardous. This equipment will be quarantined and returned to the sender without repair.
- Equipment is visibly contaminated or unknown material is present on external surfaces; this is deemed to show that the above steps have not been followed and the equipment will be returned to the sender without repair.
- Equipment is contaminated, or unknown material is present, on internal surfaces and it has not been reported on the RMA request form, or it cannot be cleared either due to safety concerns or because extensive treatment is required. Equipment may be sent to a third party for full decontamination and an appropriate charge issued. We may advise that repair of the equipment is not economical in this scenario.

Date: 19 August 2020