



## SoToxa™ Annual Maintenance

Required Service to Ensure the Long Term Reliability of your SoToxa Mobile Test System

The SoToxa Mobile Analyzer recommends an annual service which must be carried out by a qualified service engineer. It is important to have your analyzer serviced annually to ensure it is performing correctly. This requires the analyzer and accessories to be returned to Intoximeters, a manufacturer authorized servicing facility, for a short period of time.

### What is Included in the SoToxa Annual Maintenance Program?

- Multi-Point Inspection of Functionality
- External and Internal Decontamination
- Check of Barcode and Test Images
- Re-focus of lens, if required
- Alignment of LED's, if required
- Test of Coin Cell Voltage
- Check of Super Capacitor
- Test of Mixing Coil
- Inspection of Printer
- 8hr battery test
- Update of Software to Current Version
- Reset of service date

### How Do I know when Service is Due?

The first annual maintenance service will be due twelve (12) months from the date that a cartridge was first inserted into the SoToxa Mobile Test System, and then twelve (12) months after each subsequent annual maintenance service.

The date that the next service is due can be viewed in the analyzer summary screen, and the analyzer will automatically display the service symbol in the status line when service is due in less than one month.



**Service symbol (white):** This symbol will appear on the status line when the annual service is due. To view the service due date, refer to section 1.11 Servicing. Contact Customer Service to schedule service.

If the analyzer is not returned to the manufacturer for servicing within this time, the symbol will turn from white to orange.



**Service symbol (orange):** When service is overdue, the service symbol will turn orange. Contact Customer Service to schedule service. Accuracy of test results may be reduced if a service is overdue.

Service status (OK, due or overdue) will be displayed in the test details for each test and will also be printed on test printouts.

# Intoximeters

## How Do I Return my SoToxa For Service?

### STEP ONE: Appointment Reservation

SoToxa Annual Maintenance is done by appointment only. To schedule an appointment, please email the completed **Reservation Form** on the following page to sam@intox.com.

A confirmation of your reservation date will be sent to you via email.

A missed appointment is subject to a \$50 fee.

### STEP TWO: Rental Instrument Reservation (if needed)

Rental instruments are available on a limited basis for customers who need an instrument while their instrument is receiving its annual maintenance.

A **Rental Agreement Form** must be submitted with your SoToxa Annual Maintenance Reservation.

Intoximeters will send you a confirmation of your reservation date via email, along with shipping instructions and your instrument rental confirmation. The rental instrument will be shipped to you approximately one week before your confirmed reservation date.

### STEP THREE: Secure Instrument Data

Prior to the instrument's return for annual maintenance, all stored data should be saved or secured by the customer.

Intoximeters will not be responsible for any custom software, custom configuration information, or memory data of customer information contained in, stored on, or integrated with any products returned to Intoximeters pursuant to any warranty, repair or maintenance.

### STEP FOUR: Shipping

Shipping instructions will be sent to you at the time of your appointment confirmation.

Please be sure to ship the instrument so that it arrives at our facility no later than 10:30 a.m. on the confirmed reservation date. We recommend using a carrier with tracking capabilities. We also recommend that our customers obtain insurance on your SoToxa unit against loss or damage.

### Turnaround Time

The standard turnaround time for SoToxa Annual Maintenance is 6 business days plus transit time from the confirmed reservation date (not the date the unit arrives at Intoximeters). Turnaround time cannot be guaranteed if an instrument has not been scheduled and confirmed, arrives after noon on the confirmed reservation date, or if the instrument requires repairs.

## SoToxa™ Annual Maintenance Reservation Form

Company Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_ Shipping Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Attention: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Annual Maintenance Date Requested: \_\_\_\_\_

**How do you want your instrument returned to you?\***

- Overnight Service       Second Day Service       Ground Service       Collect

\*Contact customer service for freight estimate

\_\_\_\_\_ Account #/Method

**Instrument Serial Number(s)\*:** \_\_\_\_\_

\*Please provide the printer serial number as well as the SoToxa instrument serial number on the line provided above.

**If repairs are required, in addition to the annual maintenance fee of \$300, I (check the appropriate box below):**

- Pre-approve repairs up to \$100       Pre-approve repairs up to \$250  
 Pre-approve all repairs       Do not pre-approve repairs. Send me an estimate for approval.  
An estimate fee of \$40 applies.

**Payment Terms**

- New Customer  
 Net 30 days (for est. accounts)  
 Credit Card (circle one)  
MC VISA AMEX DISCOVER

Bill My Account #: \_\_\_\_\_ PO# \_\_\_\_\_

Credit Card No.: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CVV2 Code: \_\_\_\_\_

Card Holder Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Postal Code: \_\_\_\_\_

**Email this completed form to [sam@intox.com](mailto:sam@intox.com).**

## Rental Agreement Form

I am requesting a Rental Instrument for use while my instrument is sent in for:

Repair       Recertification

Company Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Attention: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Instrument Name/Type (if rental is required for repair or recertification): \_\_\_\_\_

Instrument Serial Number(s)\* (if applicable): \_\_\_\_\_

Instrument Requested for Rental (Check one)	Instrument Type	Minimum Rental Rate	Approximate Freight Charge		Insurance Value	Late Fee/Day
			2nd Day	Overnight		
	Alco-Sensor FST®	\$100.00	\$75.00	\$150.00	\$555.00	\$10.00
	Alco-Sensor® IV	\$100.00	\$75.00	\$150.00	\$810.00	\$10.00
	Alco-Sensor® IV.m	\$100.00	\$75.00	\$150.00	\$860.00	\$10.00
	Alco-Sensor® IV.m w/Printer	\$125.00	\$80.00	\$160.00	\$1490.00	\$10.00
	RBT IV (Alco-Sensor® IV w/Printer)	\$125.00	\$80.00	\$160.00	\$2470.00	\$10.00
	Alco-Sensor VXL	\$100.00	\$75.00	\$150.00	\$960.00	\$10.00
	RBT VXL (with data)	\$125.00	\$80.00	\$160.00	\$2450.00	\$10.00
	RBT VXL (without data)	\$125.00	\$80.00	\$160.00	\$2450.00	\$10.00
	Alcomonitor CC®	\$150.00	\$90.00	\$180.00	\$2693.00	\$10.00
	Intox EC/IR® II	\$150.00	\$100.00	\$200.00	\$9295.00	\$15.00
	SoToxa™ Mobile Test System	\$125.00	\$80.00	\$160.00	\$4500.00	\$10.00
	True-Cal II (recertification only)	\$30.00	\$60.00	\$120.00	\$220.00	\$5.00

I have read the Rental Policy Agreement and I confirm that the information on this Rental Agreement Form is correct by signing below.

Customer Signature: \_\_\_\_\_

Payment Terms (Note: Purchase order or credit card information is required before scheduling will occur.)

<input type="checkbox"/> New Customer	Bill My Account #: _____	PO# _____
<input type="checkbox"/> Net 30 days (for est. accounts)	Bill to email address: _____	
<input type="checkbox"/> Credit Card (circle one)	Credit Card No.: _____	
MC   VISA   AMEX   DISCOVER	Expiration Date: _____	CVV2 Code: _____
<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Card Holder Name: _____	
	Address: _____	
	City, State, Postal Code: _____	

Fax this completed form to 314-429-4170 or email to [recert@intox.com](mailto:recert@intox.com).

Note: Customer signature indicates authorization to sign this Agreement and that the equipment will be returned in good working order. Any damage to an instrument incurred during the rental period from misuse, alteration, accident or abuse during operation or handling will be repaired at the customer's expense.

# Intoximeters

## Rental Agreement Policy

### Intoximeters Responsibilities

This Agreement is between Intoximeters Inc. (hereinafter "Intoximeters", "We", or "Our") and the Customer (hereinafter "Customer", "You", or "Your") identified on this Agreement and covers the Rental Instrument(s) identified on this Agreement.

#### Rental Period

Rental Instruments are available on a limited basis for existing customers in good standing. The price is based upon an assumption that the Rental Instrument will be shipped out to the customer, utilized and returned to Intoximeters within a period of three weeks. We understand that with repairs there are certain aspects of the process that are out of the Customer's hands (the time of repair) however other aspects of the process are within the customer's control (response to Estimates, return shipping of the rental instrument). Our program is designed to accommodate the issues that are out of the Customer's control. Provided this understanding, Intoximeters offers Rental units under three different programs:

#### A: For use during a fixed period of time (3 week):

In cases where the Rental Instrument is being used for a fixed period of time, the **Rental Period** shall extend from the time the Rental Instrument leaves Intoximeters' dock to the scheduled return date. The rental rates listed on the rental form are based upon a standard 3-week rental period. **To establish rates and terms for rental periods longer than our standard 3-weeks, please contact Customer Service at (314) 429-4000.**

#### B: Temporary replacement of existing equipment due to repair:

In cases where the Rental Instrument is being used in place of an Instrument being sent for repair, the **Rental Period** shall extend from the time the Rental Instrument leaves Intoximeters' dock to (five) 5 business days after the point in time that the repaired Instrument is returned to Customer's dock.

It is Intoximeters intent for the Rental instrument to be:

1. Shipped to Customer by Intoximeters upon request
2. Received by the Customer
3. The instrument needing to be repaired forwarded to Intoximeters' Technical Support within 5 business days (**if within five days of rental receipt no additional late fees will be assessed**)
4. That instrument being assessed and an Estimate (if required) sent to the customer for approval (**if an estimate is required, the Customer will be obligated to provide a response to the estimate within 5 business days of receipt of the Estimate to avoid daily late fees being assessed**)
5. The repair and QC of the instrument is completed by Intoximeters
6. The repaired instrument is sent back to the Customer
7. The Customer receives the repaired instrument
8. The Rental Instrument is returned to Intoximeters
9. Intoximeters receives the Rental Instrument (**if within 5 days of step 7 no additional late fees will be assessed**)

#### C: Temporary replacement of existing equipment due to recertification:

In cases where the Rental Instrument is being used in place of an Instrument being sent for recertification, the **Rental Period** shall extend from the time the Rental Instrument leaves Intoximeters' dock to (five) 5 business days after the point in time that the recertified Instrument is returned to You.

1. Rental Instrument shipped to customer by Intoximeters upon request.
2. Rental Instrument received by the Customer.
3. The instrument needing to be recertified shipped to Intoximeters' Technical Support within 5 business days (**if within 5 days of rental receipt no additional late fees will be assessed**).
4. The instrument being assessed and an Estimate (if required) sent to the customer for approval (**if an estimate is required, the Customer will be obligated to provide a response to the estimate within 5 business days of receipt of the Estimate to avoid daily late fees being assessed**).
5. The recertification and QC of the instrument is completed by Intoximeters.
6. The recertified instrument is sent back to the Customer.
7. The Customer receives the recertified instrument.
8. The Rental instrument is returned to Intoximeters.
9. Intoximeters receives the Rental Instrument (**if within 5 days of step 7 no additional late fees will be assessed**)

**Please refer to our Rental Agreement Form for Rental Rates and Late Fees**

#### Rental Rates

The rental rates listed on our Rental Agreement Form are our standard Rental Rates for a Rental Instrument while:

- \* Your instrument is being recertified
- \* Your instrument is being repaired or
- \* You are taking advantage of our standard fixed period of time rental of three (3) weeks minimum. **To establish rates and terms for rental periods longer than our standard 3-weeks, please contact Customer Service at (314) 429-4000.**

#### Late Fees

To avoid late fees be sure to:

- \* Send the unit to be repaired/recertified to arrive at Intoximeters within 5 days of receipt of the rental unit.
- \* Approve the Repair Estimate within 5 days of the Estimate being forwarded to You from Intoximeters.
- \* Send the Rental Instrument back to Intoximeters within 5 days of the receipt of your repaired/recertified instrument.

### Customer Responsibilities

Any loss of or damage to a Rental Instrument incurred during the rental period or during return shipment of the Rental Instrument will be replaced or repaired at Customer's expense. It is recommended that Customer contact the shipping carrier and Intoximeters immediately if there is any damage to the Rental Instrument that may have occurred during shipping to You. (All shipments from Intoximeters to You will be insured.)

#### Shipping Recommendations

You should consider the following shipping recommendations when returning the Rental Instrument to Intoximeters:

1. If the original shipping box is not available, the Rental Instrument should be returned to Intoximeters in a corrugated cardboard box with appropriate packing material.
2. If Customer uses packing material such as peanuts or other chip-like material, wrap the Rental Instrument in a bag so that the packing material does not migrate into and pollute the Rental Instrument.
3. DO NOT ship compressed gas or other HAZMAT materials (Dry Gas Standards for calibration).
4. REMOVE THE DRY GAS STANDARD PRIOR TO SHIPMENT. Dry gas calibration standards are considered HAZMAT for shipping purposes and unauthorized shipment of such materials could result in fines or other DOT enforcement actions.
5. It is recommended that Customer insure the Rental Instrument by the carrier/postal service when it is returned to Intoximeters to protect against loss or damage.
6. It is recommended that the Customer use a carrier that has package tracking capabilities; this will help insure that the package arrives at its proper destination.

#### General

You may not assign or transfer this agreement without the prior and expressed written consent of Intoximeters. Any other purported transfer or assignment shall be void.