Intoximeters
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Factory Recertification Program Guide

Instruments that are: 1. Covered under warranty, or
2. Covered under a two-year recertification warranty.

- ***Alco-Sensor® IV & Alco-Sensor® IV with Memory***
- ***RBT IV (Alco-Sensor® IV with RBT Printer)***
- ***Alco-Sensor® VXL***
- ***RBT VXL (Alco-Sensor® VXL, Printer, Keyboard)***
- ***TRUE-Cal Device***
- ***Intox EC/IR® II & Intox EC/IR® II.t***

Intoximeters instruments are designed to provide accurate results for many years. Our Factory Recertification Program can lengthen the life of your instrument as well as enhance the integrity of your testing program. The Intoximeters Quality Assurance Plan recommends that an instrument be inspected by a certified technician at least once every two years in service.

Instruments that are listed on the table below and are under an active warranty are eligible for the Factory Recertification Program.

Instruments listed on the table below, not meeting the above criteria, must have a Factory Inspection before entering the Factory Recertification Program.

What is included in the Factory Recertification Program?

- Thorough evaluation of the instrument*
- Any instrument adjustments necessary to comply with strict factory specifications
- All instrument parts needed for completing recertification, including the Fuel Cell sensor
- Recertified instruments are covered by an additional two-year parts & labor warranty
- Certificatre of Recertification for your records
- Adhesive label with month and year of recertification affixed to the instrument
- **On-going participation in the Factory Recertification Program provides warranty for the life of the instrument.**

What services are optional with your Recertification?

ISO 17025 Accredited Certificate of Calibration

Need your instrument inspected?

If it's not listed below, our Intoximeters factory-trained technicians are available. Please fill out the Factory Inspection form or call customer service at 314.429.4000 to assist you.

Factory Recertification Program Procedure

- On the confirmed reservation date, the evidential breath test instrument (EBT) is inspected by our technical department. **A late or missed appointment is subject to a $95 fee.**
- If the EBT is in good operating order, it will continue through recertification process.*
- EBT will be returned to you via requested shipping method.

*Note: If the instrument is not in good operating order when received, additional repairs/time may be required. Intoximeters will notify you of the additional work and time needed. If the unit has been damaged as the result of misuse, alteration, accident, or abnormal conditions of operations or handling, Intoximeters may choose to return the instrument without recertifying it.

Turnaround Time

The standard turnaround time for a Recertification 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 received a confirmed scheduled date, has not arrived at Intoximeters the business day before your confirmed appointment date, or if the instrument requires repairs beyond the scope of the standard recertification.

Need to reschedule?

We understand that things can happen, and we are happy to work with you to reschedule your recertification. Please note that we need two week notice. This allows adequate time for our staff to fill your confirmed date with another customer's request.

Late or Missed your Appointment?
There is a $95.00 fee associated with missed recertifications.

See reverse for step-by-step recertification instructions.

*"**Instrument**" refers to any breath test analyzer manufactured by Intoximeters. This excludes printers and other accessories, with the exception of the RBTIV printer, RBTVXL Docking station, and associated cabling, which are included in the recertification program.

Instrument Type	Factory Recertification	Factory Recertification with ISO 17025 Calibration
Alco-Sensor® IV & Alco-Sensor® IV with Memory	$419.00 + freight	$469.00 + freight
RBT IV (Alco-Sensor® IV with RBT Printer)	$520.00 + freight	$570.00 + freight
Alco-Sensor® VXL	$395.00 + freight	$445.00 + freight
RBT VXL (Alco-Sensor® VXL, Printer, Keyboard)	$485.00 + freight	$535.00 + freight
TRUE-Cal Device	$ 72.00 + freight	$122.00 + freight
Intox EC/IR® II & Intox EC/IR® II.t	$685.00 + freight	$760.00 + freight

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Factory Recertification Program Instructions

Breath test analyzers and accessories manufactured by Intoximeters are eligible for the program if they are:

1. Covered under original purchase warranty, or
2. Covered under a two-year recertification warranty.

ALL other instruments must complete a Factory Inspection prior to recertification.

Step One: Appointment Reservation

Factory Recertifications are done by appointment only. To schedule an appointment, please email the completed Reservation Form to recert@intox.com.

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

A missed appointment is subject to a $95 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 being recertified.

Please contact an Intoximeters Customer Service Representative at (314) 429-4000 to check on the availability of Rental Instruments for your preferred Recertification Appointment Date.

If a rental instrument is available, you will need to fill out a Rental Agreement Form with your Factory Recertification Reservation. Either our Customer Service Representative will forward you this form by email, or you can find it online here.

Once your Recertification reservation has been accepted, Intoximeters will send you a confirmation of your reservation date via email with shipping instructions and your instrument rental confirmation, if applicable. If so, the rental instrument will be shipped to you approximately one week before your confirmed reservation date.

Step Three: Secure Instrument Customizations

Prior to the instrument's return for recertification, all stored data, settings and custom software required by the customer, should be saved or secured by the customer.

Intoximeters shall 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 Recertification.

Step Four: Shipping

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

Compressed dry gas is considered a HAZMAT material and subject to HAZMAT shipping requirements. Whether you do or don't have the credentials to ship HAZMAT materials, do not return your dry gas cylinders with your instrument that is being returned for recertification.

Please be sure to ship the instrument so that it arrives at our facility no later than one business day before your confirmed appointment date or the recertification process will be delayed and a $95.00 late fee will apply.

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Factory Recertification Program Reservation Form

Breath test analyzers and accessories manufactured by Intoximeters are eligible for the program if they are:

1. Covered under original purchase warranty, or
2. Covered under a two-year recertification warranty.

All other instruments eligible for recertification must undergo a Factory Inspection before the recertification process.

Type or clearly print registrant information in its entirety.

Company Name:

Billing Address: Shipping Address:

Contact Name: Attention:

Phone: Fax:

Email:

Recertification Date Requested*:

How do you want your recertified instrument returned to you? (contact Customer Service for freight estimate)

☐ Overnight Service ☐ Second Day Service ☐ Ground Service ☐ Collect _____
Account #/Method

What type of Recertification do you want?

☐ Standard Factory Recertification ☐ Standard Factory Recertification with ISO 17025 Calibration
(only available on instruments listed in the table above)

Instrument Information - "Instrument" refers to any breath test analyzer manufactured by Intoximeters. This excludes printers and other accessories, with the exception of the RBTIV printer, RBTVXL Docking station, and associated cabling, which are included in the recertification program.

Instrument Name/Type:

Instrument Serial Number(s)*:

*If you are sending in an RBT IV or an RBT VXL, please provide the printer serial number as well as the Alco-Sensor IV or Alco-Sensor VXL serial number on the line provided above. The printer serial number for the RBT IV can be obtained by turning the printer on and depressing the "LAST TEST" button. The top line on the printout is the printer serial number. If you are sending an ASVXL with a printer, the printer serial number for the RBT VXL is located behind or below the printer paper.

Software Version (for ASIV or ASVXL):

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

☐ New Customer
☐ Net 30 days (for est. accounts)
☐ Credit Card

Bill My Account #: PO#

Email to send invoice:

Name: Phone number:

Our team will contact you shortly to assist with the payment process.

Note: Purchase order, if you are a hospital, please email your purchase order with request to recert@intox.com

Email the completed form to recert@intox.com

***Please note that missed appointments are subject to a $95 fee.**

Print Form Email Form