

## Factory Recertification Program Guide

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

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

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 under an active warranty and meet the requirements for our standard warranty (i.e. instruments still covered under their original warranty, under the two-year warranty following Recertification, or an Extended Warranty) are eligible for the Factory Recertification Program.

Instruments 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
- ISO 17025 Accredited Certificate of Calibration and a Certificate of Factory Authorization 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.**

\*Instrument refers to any equipment manufactured by Intoximeters, or having the Intoximeters name on the equipment. Printers and other accessories with a manufacturer name other than Intoximeters are not included.

### Factory Recertification Program Procedure

- On the confirmed reservation date, the evidential breath test instrument (EBT) is inspected by our technical department. **A missed appointment is subject to a \$50 fee.**
- If the EBT is in good operating order, it will continue through recertification process.\*
- After completing the recertification process, an adhesive label will be placed on the EBT, which will include the month/year of recertification.
- EBT will be returned to you via requested shipping method.
- An invoice or prepaid receipt will be mailed to the billing address provided according to the terms selected on the reservation form.

\*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 not been scheduled and confirmed, arrives after noon on the confirmed reservation date, or if the instrument requires repairs.

Rental instruments are available as needed (see instructions on rental form) while your instrument is being recertified.

**See next page for step-by-step recertification instructions.**

Instrument Type	Price
Alco-Sensor FST®	\$309.00 + freight
Alco-Sensor® IV & Alco-Sensor® IV with Memory	\$339.00 + freight
RBT IV (Alco-Sensor® IV with RBT Printer)	\$409.00 + freight
Alco-Sensor® VXL	\$339.00 + freight
RBT VXL (Alco-Sensor® VXL, Printer, Keyboard)	\$409.00 + freight
TRUE-Cal Device	\$ 63.00 + freight
Alcomonitor CC®	\$489.00 + freight
Intox EC/IR®, Intox EC/IR® II & Intox EC/IR® II.t	\$605.00 + freight

## Factory Recertification Program Instructions

For instruments that are: 1. Covered under original warranty, or  
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### Step One: Appointment Reservation

Factory Recertifications are done by appointment only. To schedule an appointment, please fax the completed Reservation Form on the following page to 314-429-4170 or email to [recert@intox.com](mailto:recert@intox.com)

A confirmation of your reservation date will be sent to you via fax or 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 being recertified.

A Rental Agreement Form must be submitted with your Factory Recertification Reservation.

Intoximeters will send you a confirmation of your reservation date via email or fax 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 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.

Do not ship dry gas cylinders with your instrument per federal law.

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.

# Intoximeters

Experience • Service • Integrity

## Factory Recertification Program Reservation Form

For instruments that are: 1. Covered under original warranty, or  
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**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?\*

Overnight Service     Second Day Service     Ground Service     Collect

\*\*contact customer service for freight estimate

Account #/Method

**Instrument Information** (Instrument refers to any equipment manufactured by Intoximeters, or having the Intoximeters name on the equipment. Printers and other accessories with a manufacturer name other than Intoximeters are not included)

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. The printer serial number for the RBT VxL is located behind or below the printer paper.

Software Version (for ASIV or ASVXL):

If you are sending an Alco-Sensor IV or Alco-Sensor VxL for recertification, and you are currently using one of our software programs which allows you to connect your instrument to a computer, please specify the name of the software above (i.e. Alco-Sensor @Work, Total Recall, etc.)

### Payment Terms

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

Bill My Account #:

PO#

Credit Card No.:

Expiration Date:

CVV2 Code:

Card Holder Name:

Address:

City, State, Postal Code:

**Fax this completed form and the Rental Form (if needed) to 314-429-4170 or email to [recert@intox.com](mailto:recert@intox.com).**

**\*Please note that missed appointments are subject to a \$50 fee.**