

Factory Recertification Program Guide

For instruments that are: 1. Covered under 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
- 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.**

What services are optional with your Recertification?

ISO 17025 Accredited Certificate of Calibration

* "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.

*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.

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

See reverse for step-by-step recertification instructions.

Instrument Type	Factory Recertification	Factory Recertification with ISO 17025 Calibration
Alco-Sensor FST® & Alco-Sensor FST®	\$309.00 + freight	\$359.00 + freight
Alco-Sensor® IV & Alco-Sensor® IV with Memory	\$369.00 + freight	\$419.00 + freight
RBT IV (Alco-Sensor® IV with RBT Printer)	\$459.00 + freight	\$509.00 + freight
Alco-Sensor® VXL	\$339.00 + freight	\$389.00 + freight
RBT VXL (Alco-Sensor® VXL, Printer, Keyboard)	\$409.00 + freight	\$459.00 + freight
TRUE-Cal Device	\$ 63.00 + freight	\$113.00 + freight
Alcomonitor CC®	\$489.00 + freight	\$539.00 + freight
Intox EC/IR®, Intox EC/IR® II & Intox EC/IR® II.t	\$605.00 + freight	\$655.00 + freight

Factory Recertification Program Instructions

For instruments that are: 1. Covered under 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.

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.

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 or fax along with shipping instructions and your instrument rental confirmation, if a rental instrument was reserved for you. 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 may be delayed.

Factory Recertification Program Reservation Form

For instruments that are: 1. Covered under 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? (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

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): _____

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:
	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.

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