

## Contents

1	Shipping instructions .....	1
1.1	Shipping process .....	1
1.1.1	Packing List .....	2
1.1.2	Pro forma invoice .....	2
1.2	Packing instructions: .....	3
2	Devices with a radioactive source and/or li-ion battery: .....	6
3	UN2911 Label for a package .....	9
4	Service Request Form / Return Material Authorization .....	10

## 1 Shipping instructions

This document is meant to briefly instruct you on the necessary documents and packaging to ship your device for maintenance or repairs. Instructions provided here cover all the products of Environics Oy. Follow the instructions and remember to take into account the special procedures required by batteries and radioactive sources.

### 1.1 Shipping process

Every country's customs authority has a different procedure and documentation for repairs, which you must research and then follow. Here is the process required by Environics Oy:

1. Inform us of your intention with a form found in chapter 4: "Service Request Form / Return Material Authorization"
  - Send the above mentioned form to us by fax or email
  - Wait for us to issue a Materials Return Authorization
2. After receiving our approval, pack your shipment according to instructions provided in the following chapters before sending it to us with packing list and possibly pro forma invoice attached.

### 1.1.1 Packing List

Packing list should include but is not limited to:

- Exporter and importer information
- Dates
- Gross weight of the package
- Length, width and height of the package
- Detailed list of products in the package
  - All listed products should include their part and serial numbers
- Declaration of radioactive material if applicable:
  - "Radioactive material, excepted package, instruments, UN2911"
- Declaration of batteries if applicable:
  - "Nonspillable Batteries, not subject to any regulations, provided the terminals are protected against short circuit"
  - Do not use this declaration with li-ion batteries since li-ion batteries are to be removed from the device before shipping

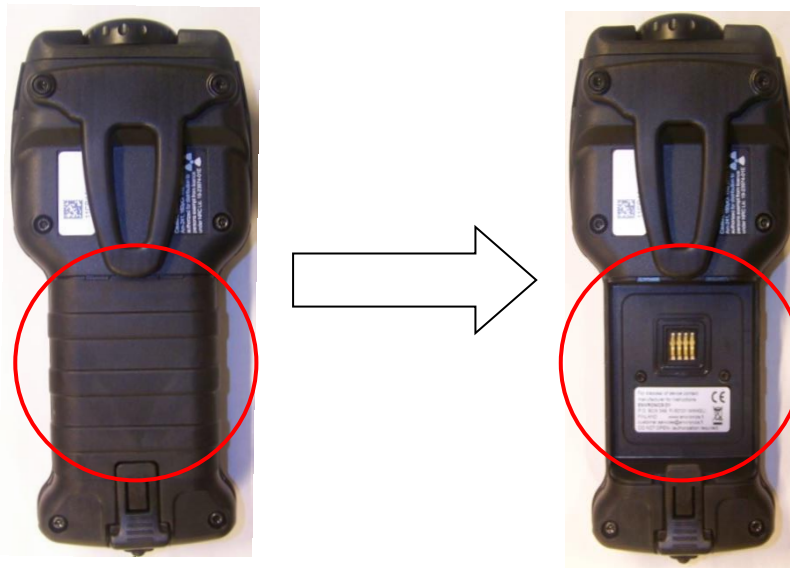
### 1.1.2 Pro forma invoice

You will need to attach a pro forma invoice to your package if you are shipping it from outside of the EU zone. Your pro forma invoice should include but is not limited to:

- Itemized list of products in your package
  - Contents should match those of your packing list but can be listed in less detail
- Price of the products
- Reason for Return
  - Declaration "For Repair"
- Specification for the use of pro forma invoice
  - Declaration "For Custom purposes"

## 1.2 Packing instructions:

1. **Remove li-ion batteries from the device.** The device is shipped without li-ion batteries because transporting them requires additional documents and procedures to ship. Other battery types can be shipped with the device as long as you declare them in your packing list. List of devices with a li-ion battery can be found in chapter 2.



2. Pack the device in a cardboard box filled with cushions to prevent the device from breaking during shipment



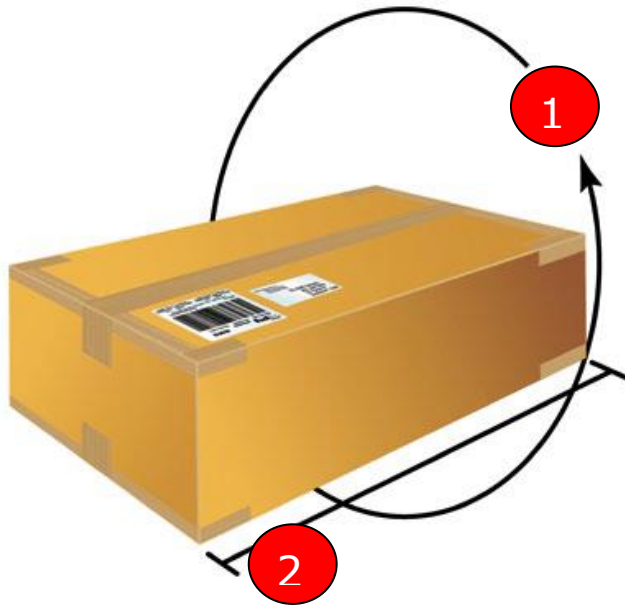
3. Close and seal the edges of the cardboard box



4. **Add UN2911 sticker to the package if it contains a radioactive source.** List of devices that contain radioactive sources can be found in chapter 2. Chapter 3 has an UN2911 label that you can print, cut and tape it to the package



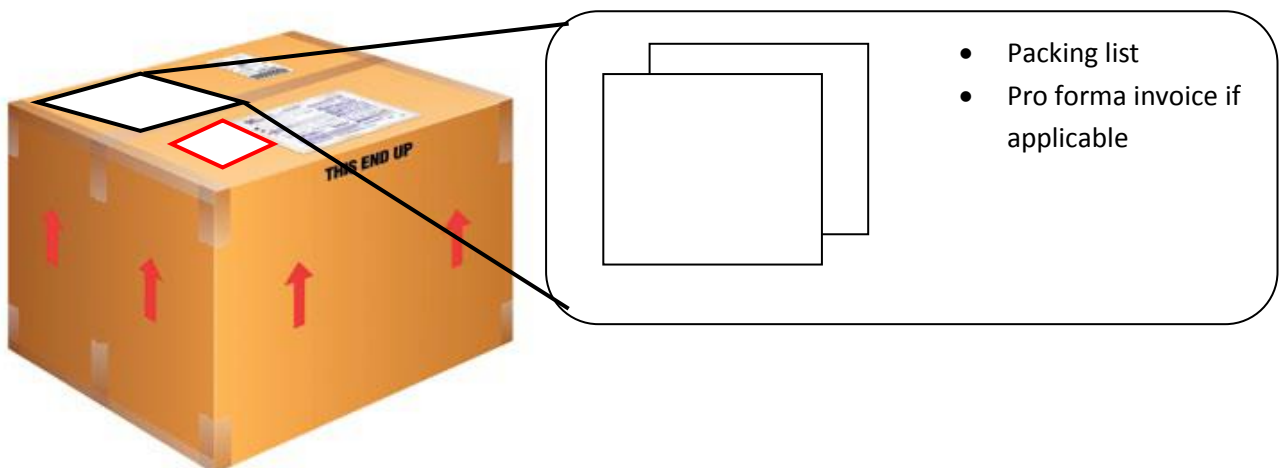
5. Measure the weight and dimensions of the package for packing list



1. Package girth (2x width + 2x height)

2. Package length (The longest side of the package)

6. Add necessary shipping documents to a clear watertight plastic bag attached to the package






7. Send the package through your chosen forwarder or send it yourself by airfreight

## 2 Devices with a radioactive source and/or li-ion battery:

Device	Picture
<ul style="list-style-type: none"> <li> Radioactive source</li> <li> Li-ion battery</li> </ul>	
ChemPro100i ChemPro100v2 or older ChemProHT ChemProCI	
<ul style="list-style-type: none"> <li> Radioactive source</li> </ul>	
ChemProDM	
<ul style="list-style-type: none"> <li> Radioactive source</li> <li> Lead Acid Battery</li> </ul>	
ChemProFXi ChemProFXv2 or older	
<ul style="list-style-type: none"> <li> Radioactive source</li> <li> Li-ion battery</li> </ul>	
ChemProPD	

<p>  Radioactive source   NiMH or NSN Battery                 </p>	
<p>M90-D1-C</p>	
<p>  Li-ion battery                 </p>	
<p>ChemProRAU</p>	
<p>  Li-ion battery                 </p>	
<p>ChemPro100 Training System</p>	

<p>  Radioactive source   Li-ion battery                 </p>	
<p>Envision CBRN</p>	
<p>  Radioactive source   Li-ion battery                 </p>	
<p>Envision HRS</p>	



### 3 UN2911 Label for a package

Cut the label out using the dotted line. Tape the label to your package in a way that the label and its borders are fully visible.

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## 4 Service Request Form / Return Material Authorization

Use this form to inform us of your intentions and wait for us to issue Return Material Authorization before shipping your product. Send the filled form to us by fax or email.

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### Service Request Form / Return Material Authorization

**NOTE:**

Please use this form to inform us before returning any products to us for any reason. Thank you.

Sender Details
Customer:
Contact Person:
Pick Up Address:
Telephone Number:
E-mail:

Device Information
Device:
Serial Number(s):
Reason of Return: Warranty                      Service agreement Invoicing                      Disposal
Additional Information:

Please fax a copy to **+358 201 430 440** or e-mail a copy to **customer.services@environics.fi**

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