

	Standard Operating Procedures
	Equipment Infestation

**Purpose:** Process for safely returning the monitor for decontamination.

**Cross Referencing:** Telehealth Program Implementation Guide.

**Materials:** RMA, Packing Box, Tape, Labeling.

**Applications and Restrictions:** Honeywell must issue an RMA and made aware that the monitor is returning with an infestation.

**Procedure Description:**

1. Contact Honeywell Customer Service at 888-353-5404
  - Customer Service will provide you with an RMA (Return Materials Authorization Number).
  - Provide serial numbers of equipment being returned and a list of accessories included in the shipment.
  - Double bag all equipment in clear plastic bags according to the “Telemonitor De-Installation and Removal” Standard Operating Procedure.
  - Package the bagged equipment in a box for shipment.
  - Tape all open edges and write RMA # and the letters RCH (this must be included so that box will be taken into decontamination).

**Please Note: The customer is responsible for the cost of shipping this equipment back. NO CALL TAGS WILL BE ISSUED.**

2. Ship to:  
**Honeywell Louisville Distribution Center (LDC)**  
**10640 Freeport Drive**  
**Louisville, KY 40258**
3. The charge for cleaning and inspecting a monitor or a scale is a minimum of \$150 each per item. The cleaning of any accessory with exception of power strip or BP cuff is covered in this cost.
4. You may return the full kit; however, the power strips and BP cuffs will be discarded and will need to be replaced at customer’s expense.
5. Infestation is considered damage, therefore any item that cannot be cleaned or will no longer function appropriately, needs replacement at the customer’s expense. Infestation does not fall under warranty replacement.