

	Standard Operating Procedures
	Equipment Repair & Maintenance

Purpose: Creating a process for repairing and maintaining telehealth equipment.

Cross Referencing: Genesis DM Manual, Genesis Touch Manual, Telehealth Program Implementation Guide.

Materials: Return Material Authorization (RMA), Equipment Boxes.

Applications and Restrictions: Must have Customer Service authorization for any repairs.

Procedure Description:

Repair and Maintenance

A Return Material Authorization (RMA) is required prior to the return of any product. Honeywell recommends that authorized repair centers make all repairs for the monitor and accessories. Repairs made by unauthorized personnel will invalidate your warranty. For product warranty information, please consult with your Honeywell Territory Manager.

1. Best Practices to Avoid Unnecessary Returns for Repair.
 - If a problem occurs with the monitor or peripherals please contact Technical Support at 1-888-353-5404. When possible have the equipment available to facilitate troubleshooting.
 - Issues can often be resolved without return of equipment to Honeywell.
 - If the equipment must be returned, documentation captured during troubleshooting will facilitate factory diagnosis and repair.
2. Equipment is not operating as intended.
 - Contact Technical Support to discuss concern at 1-888-353-5404, they will provide troubleshooting to determine appropriate correction.
 - Please be prepared to identify the equipment (monitor, scale or accessory) and describe the problem in detail.
 - Please provide the model and serial number when you call.
 - Monitor – model and serial number are located on the bottom of the monitor.
 - Scale – Model and serial number are located on the side or bottom of the scale.
 - If necessary, you will be directed to return the equipment, and a Return Material Authorization (RMA) form will be issued by Technical Support.
 - A Return Material Authorization (RMA) is required prior to the return of any product. **Note:** This RMA is required to accurately track returns and repairs. The RMA also provides proper accounting to return product to the correct location upon completion of repair or refurbishment.
 - If damaged equipment needs to be returned for repair, or if equipment is infested and needs to be returned for disinfestation, contact Customer Service at 1-888-353-5404.
 - Repairs under warranty will be at manufacturer’s expense.

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3. Shipping Information

- Ensure equipment is clean prior to return following the “Cleaning Telemonitor and Accessories” Standard Operating Procedure.
- Carefully pack the equipment in its original protective packaging materials. If you do not have the original box, use any sturdy box with at least one inch clearance around the equipment.
- Include the RMA Number from the Return Material Authorization Form on the outside of the shipping container. Ship to the following address:

RMA# _____

**Honeywell Louisville Distribution Center (LDC)
10640 Freeport Drive
Louisville, KY 40258**

4. Maintenance of Equipment

- Equipment quality control checks are done at time of manufacture.
- Honeywell recommends that you establish and routinely follow a calibration verification schedule for all measurement devices, i.e. once annually.
- If equipment malfunctions, has been dropped or damaged, or appears to be out of calibration, you may choose to verify calibration for scale, BP and pulse ox or you may contact Honeywell Technical Support.

5. Warranty Information

- If the item **IS** under warranty **AND** the repair is covered under the warranty, there is no charge for the repair service.
- If the item is no longer under warranty, **OR** the repair is not covered under the warranty, Honeywell will charge a fee for the repair.
- For additional warranty information, please refer to your contract.