

Instrumentation Laboratory GEM® Premier

Recommended procedure for Cartridge Failure and CVP Failure

Contact Abacus ALS when:

- **An existing cartridge has failed**
- **A new cartridge has failed**
- **CVP has failed after a number of attempts**

If as part of trouble-shooting the above failures you insert a new cartridge that also fails contact Abacus ALS immediately. If further cartridges are used without prior consultation with Abacus ALS you may be charged for these cartridges.

Upon contacting Abacus ALS, a technical case will be opened and you will be transferred to a technical specialist or someone will return your call with priority.

An email will be sent to you detailing the case and informing you to whom it has been assigned.

Upon receipt of your data file, we will generate a credit note for unused tests on the failed cartridge.

All data files are sent to IL for review to determine the cause of the failure.

You may request at any time a report showing all cartridge or CVP failures for any or all instruments in your facility.

Abacus ALS Commitment:	What we request from our IL GEM® Premier customers:
<ol style="list-style-type: none"> 1. If you do not have any cartridges in stock for replacement or have used all cartridges or CVP in troubleshooting, we will ship a replacement cartridge and invoice (CVP will be sent free of charge if required). 2. On dispatch of a replacement cartridge or CVP, your Territory Manager will contact you to discuss inventory management. 3. Provided the process above is followed, once you send through the data file from the failed cartridge, we will issue a credit note for the unused tests on that cartridge. 4. If we identify that the issue was related to a sampling error, we will offer to train or retrain your staff as required. 5. Upon request, we will provide customers with a return addressed postage paid CD post-pack in recognition that uploading data files is time consuming without broadband access. 	<ol style="list-style-type: none"> 1. Maintain the recommended stock requirements of cartridges and CVP: <ol style="list-style-type: none"> a. Cartridges - one cartridge on board the instrument and two additional cartridges on hand. b. CVP – an unopened box available as reserve stock. 2. Avoid repeated use of the replacement service. 3. Advise Abacus ALS if you wish to change your routinely used cartridge size or type (enabling us to update our records and control stock management). 4. Report all failed cartridges/CVP at the time of failure and prior to insertion of a second new cartridge. 5. Send the data file from the failed cartridge within 14 days of failure (either by pre-paid post pack or by file upload through our technical services log-in site) and ensuring data is copied <u>after</u> cartridge has been removed from the system. 6. Offer additional training to staff where sampling problems are identified.