

# Return delivery information

Dear customer,

In order to provide a fast and efficient handling of your returned goods for repair/maintenance DASGIP asks you for some help and information. **Please contact the Technical Service before sending the equipment and ask for the handling code (Ticket-No.) and, if necessary, receive information about the customs clearance to avoid additional charges.** The following forms can be filled out and signed electronically or you can print them and fill them out / sign them manually. **Without these forms, the equipment will not be handled.**

- To protect our employees, associates and the environment all returned equipment must be free of substances that are bio-hazardous or any substances that may require special handling. Therefore, please attend to the *Cleaning and Decontamination Form* and send the completed form via fax or email as well as attach the original to the outside of the package.

You find the *Cleaning and Decontamination Form* on the following pages.

- For easier handling we would like to ask you to provide us with some information about the device and the requested actions. Therefore, please fill out the *Service and Repair Form*. Then pre-send it via fax or email and attach it to the package like the *Cleaning and Decontamination Form*.

The *Service and Repair Form* is also added in the following pages.

- To protect goods from any damage during transportation please use an adequate packaging for all items shipped to DASGIP. Please attend to the fact, that some goods are very sensitive, e.g. sensors or glassware, and need special protection like padded packaging. Also some parts, e.g. like DASGIP modules, are very heavy. Thus, they require a padded but also very strong packaging that fixes the device very well. If not fixed well items might move inside the packaging and damage it. To ensure save transport DASGIP provides special packaging material for DASGIP modules and vessels and the DASGOP Bioblock. If there is no adequate packaging material available at your site, please contact DASGIP service.

Please find in the following instructions about the usage of DASGIP special packaging.

- Please ship parts to:

Europe, Africa and Asia:

DASGIP AG  
PT-Service  
Im Langenbroich 3  
52428 Jülich  
Germany

America:

DASGIP BioTools, LLC  
Service  
151 Memorial Drive, Unit B  
Shrewsbury, MA 01545  
United States of America

- For any question about the return of goods Service Team is happy to give you any support.

+49 700 327447 24  
[service@dasgip.de](mailto:service@dasgip.de)

+1 800 531 9462  
[service.america@dasgip.com](mailto:service.america@dasgip.com)

# Cleaning and Decontamination Form

From \_\_\_\_\_  
 Company: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Operator: \_\_\_\_\_

Date: \_\_\_\_\_

Biosafety Level (1-4): \_\_\_\_\_

Ticket-No.: \_\_\_\_\_

Description, Serial Number	Kind of Contamination: Organism, Survivability (Safety Data Sheet)	Decontamination Method SOP / IPA-, EtOH-, NaOH-Lot-No.	Date, Signature

I certify that we took notice of the appendix of this form (Page 2-3), and that all information presented above is complete and accurate. All necessary actions for cleaning and decontamination have been taken, and the success confirmed and witnessed. The parts, components, and/or modules in this shipment are safe for shipping and handling.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**For Biosafety level 2-4 an approval by DASGIP AG/DASGIP BioTools, LLC is necessary:**

**Date, Signature** \_\_\_\_\_

Please **pre-send** the form via fax or email to DASGIP AG/DASGIP BioTools, LLC and attach the original **outside** the package!

# Cleaning and Decontamination Form

In order to provide maximum protection for our employees, associates, and the environment, please pay attention to the consecutively described arrangements for sending equipment to the DASGIP AG/DASGIP BioTools, LLC as well as for the on-site service:

The DASGIP AG/DASGIP BioTools, LLC requires complete disclosure of biohazard and/or toxicity information on materials contacting or processed in our equipment. In the case of rental equipment, DASGIP AG/DASGIP BioTools, LLC will require this information before the rental equipment is shipped to the customer site.

Equipment returned to DASGIP AG/DASGIP BioTools, LLC must be free of substances that are bio-hazardous or any substances that are not bio-hazardous but may require special handling precautions. The cleaning and decontamination procedure must be completely documented (Page 1 of this form).

For equipment returned to DASGIP AG for service or any other reason please fill out the form (Page 1) completely and **pre-send** it via fax or email to DASGIP AG/DASGIP BioTools, LLC and attach the original to the **outside** of the package. Equipment which was sent to DASGIP AG/DASGIP BioTools, LLC without the completed form **will not** be handled. If the form is missing or contaminations are visible and no declaration is subsequently handed in, the goods will be returned at the sender's costs.

**This form must also be completed before any on-site service, whether covered under warranty or not!**

Based on the information provided, each material should be assigned to one of the four Biosafety Levels as defined in the European Directive 2000/54/EG. The use of rental equipment is restricted to materials assigned to Biosafety Level 1. The use of materials assigned to a higher Biosafety Level needs prior written agreement by DASGIP AG/DASGIP BioTools, LLC.

Substances that are not bio-hazardous but may require special handling precautions must also be listed. Information should include name of chemical, chemical formula and hazard rating. Examples of these substances include, but are not limited to, acids, bases, radioactives and flammables.

Material Safety Data Sheets (MSDS) for any of the above items must be included with this form.

## Cleaning and Decontamination

The cleaning and decontamination protocol described below is understood as a minimal procedure for cleaning and decontamination of equipment in contact with material depending to Biosafety Level 1.

Any substances that are bio-hazardous or any substances that are not bio-hazardous but may require special handling precautions must be removed, neutralized or inactivated in an appropriate manner. Check your in-house standard operating procedures concerning cleaning and decontamination to minimize any risk.

Please be aware, the undersigned is solely responsible and liable that all send parts, components and modules are safe for shipping and handling.

In the case that you are using alternative cleaning agents, please check chemical compatibility charts for all surface materials, in particular, but are not limited to, with components made out of acrylic glass. If in doubt, please check with DASGIP AG/DASGIP BioTools, LLC for advise.

# Cleaning and Decontamination Form

## Protocol (Applicable for Biosafety Level 1 only):

### A. Control System Components, Modules, Cables, Gas Tubing, Incubators, Racks and Waterbath:

- Control system components include, but are not limited to, process computer, monitor, mouse, keyboard, uninterruptible power supply (UPS), balances, magnetic stirrer control box or immersion thermostats.
- Modules include, but are not limited to, sensor module, multi pump module, gas mixture module, one or multi position magnetic stir plates.
- Cables include, but are not limited to, power cords, extension cords, sensor cables (pH and pO<sub>2</sub>), DTP control cables, sensor module control cables or multi position power strips.
- Incubators include, but are not limited to, dry incubator, UNITRON-pro incubator shaker or shaking tables.
- Gas tubing include, but are not limited to, gas tubing, push-in connectors or stainless steel inline filter.
- Racks and waterbath include, but are not limited to, acrylic racks incl. shelves, acrylic stands or acrylic or stainless steel waterbath.

**Wipe down all surfaces, if applicable inside and outside, with 80% EtOH.**

### B. Glass Ware, Stainless Steel Parts, PTFE Parts, Caps and Fittings, Pump and Feed Tubing:

- Glass ware includes, but is not limited to, glass body of culture vessels, glass body of reservoir bottles, glass body of harvesting bottles, glass ball agitators or spargers with porous glass frits.
- Stainless steel and PTFE parts include, but are not limited to, stainless steel flanges, stainless steel pipes, stainless steel spargers, heating and cooling coils of immersion thermostat, PTFE fittings or PTFE head gears, paddle type agitator.
- Caps and fittings include, but are not limited to, screw caps, screw caps with port, stainless steel caps, stainless steel caps with port, tube fittings, Luer and Luer-lock fittings or compression fittings.
- Pump and feed tubing include, but are not limited to, PTFE feed lines, Pharmed tubing or Maprene tubing.

**Soak in 0.2M NaOH for 1 hour followed by a 3x deionized water rinse (if applicable inside and outside). Autoclave at 121 °C for 30 min. in sterilization pouches indicating the exposure to sterilization conditions and ship sealed pouches back.**

### C. Sensors:

- Sensors include, but are not limited to, pH sensors, pO<sub>2</sub> sensors or temperature sensors.

**Soak sensor tip in 0.2M NaOH for 1 hour followed by a 3x deionized water rinse (if applicable inside and outside). Autoclave sensor, if applicable (e.g. an exception would be a hand held temperature sensor with permanent attached cable), at 121 °C for 30 min. in sterilization pouches indicating the exposure to sterilization conditions and ship back sealed pouches.**

### D. Not Returnable Parts:

Parts not to be returned unless unused or otherwise advised by DASGIP AG/DASGIP BioTools, LLC include, but are not limited to, venting filters, gas in- and outlet filter (with the exception of the stainless steel inline gas filters), silicone tubing, silicone washers, silicone septa, silicone gaskets, rubber seals, sampling valves, or one way valves or cannulas.

# Service and Repair Form

From \_\_\_\_\_  
 Company: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Operator: \_\_\_\_\_

Date: \_\_\_\_\_

Biosafety Level (1-4): \_\_\_\_\_

Ticket-No.: \_\_\_\_\_

The listed equipment requires service and/or repair from DASGIP AG/DASGIP BioTools, LLC:

Description	Part Number	Serial Number	Location at customer site/department

- Service                       Repair  
 Please send an Estimation of Costs before work shall commence.

Reason for service or repair:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

I hereby certify that all necessary actions for cleaning and decontamination have taken place, corresponding documentation of this is attached (site 1 of the Cleaning and Decontamination Form) and that the parts, components and/or modules in this shipment are safe for shipping and handling.

Signature: \_\_\_\_\_

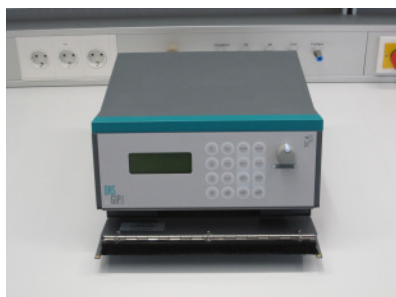
Please **pre-send** the form via fax or email to DASGIP AG/DASGIP BioTools, LLC and attach the original **outside** the package!

# How to pack DASGIP Modules

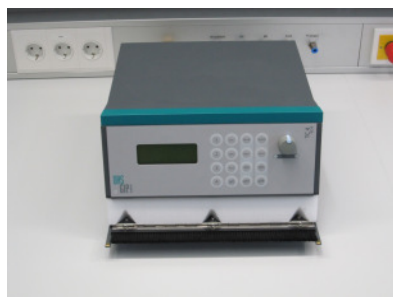
(using supplied packaging)



1. DASGIP module.



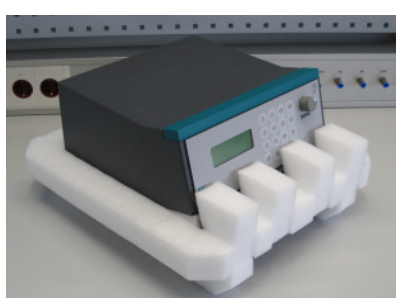
2. Please open the flap lid and ...



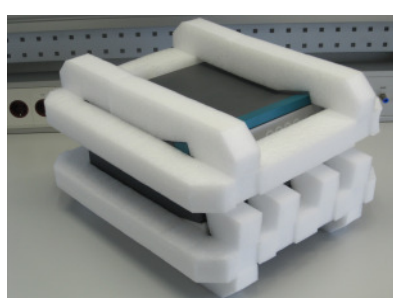
3. ...insert the white spacer as shown.



4. Close the flap lip as far as possible.



5. Use the remaining parts for packing as shown...



6. ...and...



7. ...put the module in the box like this.



8. Finished...



9. ...and safe.

Thank you for your cooperation.

Best regards  
DASGIP AG

# How to pack DASGIP Bioblock

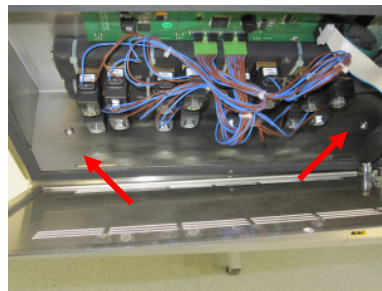
(using supplied packaging)



1. If the Bioblock is equipped with CWD, cable tray and/or flask holder ...



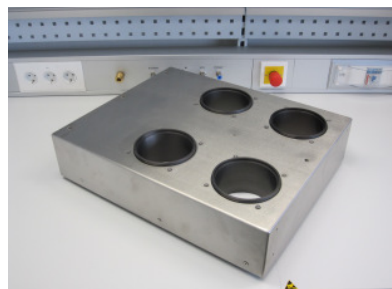
2. ... remove the cable tray, the flask holder and the silicon rings.



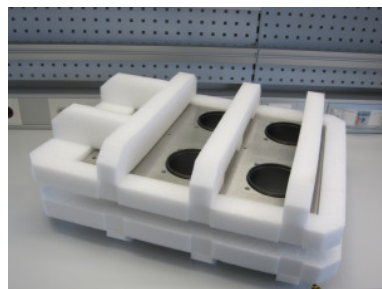
3. To remove the CWD open the CWD on the backside (4 hex screws) and remove the two screws at the bottom.



4. Remove the splash water protection blade (three hex screws on the backside).



5. Bioblock ready for packing.



6. Put the Bioblock into the two foam pieces.



7. Put the Bioblock in the box like this.



8. Finished and safe.

Thank you for your cooperation.

Best regards  
DASGIP AG