In-Situ RMA Cleaning Policy

In-Situ is implementing a new cleaning policy to help make sure that we are able to service your instrumentation in an efficient manner. We are requesting that all customers, distributors and representatives return equipment that has been cleaned and decontaminated in addition to filling out the decontamination form. Instrumentation that isn’t clean or decontaminated may be returned as is, at the discretion of In-Situ. To help illustrate we have provided the following photos of equipment.

These are ok since they only have a minor amount of plain dirt that still allows for a good visual inspection and does not put the health of our employees at risk.

These need to be cleaned before returning as they are a potential health hazard and keep us from doing a visual inspection.

In addition to the above visual examples, if we believe that your equipment is still contaminated by human or animal waste, petroleum products, hazardous chemicals, etc., it will be returned to you without being serviced. A good rule of thumb is if you would have no problem letting a child handle the equipment with bare hands, then it is clean enough. If you have questions regarding cleaning or decontamination of equipment please contact Technical Support at 1-800-446-7488 option 2.