

# Hygiena ATP Luminometer Incident Report Form

Company Name: \_\_\_\_\_ Company Contact: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

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

Serial Number of Meter: \_\_\_\_\_ ☐ EnSure ☐ SystemSure Plus ☐ SystemSure II

Date of Purchase\*: \_\_\_\_\_

Please describe the nature of the problem(s) you are experiencing:

\_\_\_\_\_  
\_\_\_\_\_

Describe Error Message displayed on LCD screen. \_\_\_\_\_

Did you replace the battery? ☐ Yes ☐ No

Did the unit get wet or exposed to condensing air? ☐ Yes ☐ No

Did the unit suffer from any high impact shock (i.e. dropped from desk)? ☐ Yes ☐ No

Is a temporary replacement luminometer required\*\*? ☐ Yes ☐ No

If **YES**, did you attach a signed copy of the ATP Loaner Agreement? ☐ Yes ☐ No

PO # for Shipping Charges of temporary luminometer: \_\_\_\_\_

☐ UPS Ground ☐ Fed-Ex Overnight ☐ Same Day Courier

**PO # for Repairs of Damaged luminometer:** \_\_\_\_\_

Maximum Approved Repair Cost Limit: ☐ < \$400 ☐ < \$500 ☐ \$600 - \$800

*There is a minimum \$50 testing fee to evaluate the device. Repair costs will be determined at time of testing the damaged device and will be applied once the repairs are complete. Repair charges will not exceed \$800. In the event of irreparable damages, a new unit may be purchased. Contact your account manager for pricing.*

**I authorize Scigiene Corporation to perform the necessary repairs on the Hygiena Luminometer.**

Completed By: \_\_\_\_\_

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

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



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\* Warranty expires after 18 months from date of purchase. Not all damages are covered by warranty. The customer will incur all charges to the instrument from normal wear and tear, mishandling, or negligence.

\*\* ALL LOANER REPLACEMENT METERS are property of Scigiene Corporation. All parts of the replacement instrument must be returned to Scigiene Corporation upon receiving your repaired instrument. The loaner meter must be returned to Scigiene Corporation in the original condition. If the loaner device fails our tests, or is subject to mishandling or negligence, customers will incur all charges for the required repairs. Customers will also be charged the shipping cost for the loaner meter from Scigiene Corporation to the company address.