

	Standard Operating Procedure (SOP)
	<b>Equipment Repair &amp; Maintenance</b>

**Doc Active Date:** 06/05/10

**Doc Review Date:** 06/05/11

**Cross Referencing:** Genesis DM manual, Telehealth program guide manual

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

**Materials:** Return Material Authorization (RMA), Original Equipment Boxes

**Applications and Restrictions:** Must have Customer Service authorization for any repairs. **ALL** Peripheral devices (glucometer, PT/INR, Peak Flow Meter) must be serviced by their manufacturers

**Procedure Description:** Repair and Maintenance

Honeywell HomMed 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 HomMed contact person.

- I. Equipment is not operating as intended
  - Contact Customer Service to discuss concern (888-353-5404), and troubleshooting to determine appropriate correction.
  - Please be prepared to identify the equipment (monitor, scale or accessory) and describe the problem in detail.
  - You will be asked for 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.
    - Peripheral medical devices – contact the manufacturer of the device.
  - If necessary, you will be directed to return the equipment, and you will be issued a Return Material Authorization (RMA) form from Customer Service.
  - Repairs under warranty will be at manufacturer expense
2. Shipping Information
  - 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# from the Return Material Authorization Form on the outside of the shipping container. Ship to the following address:

RMA# \_\_\_\_\_  
Customer Service Department, Repairs  
Honeywell HomMed  
3825 Ohio Ave.  
St. Charles, IL -60174-

### 3. Maintenance of equipment

- Equipment quality control checks are done at time of manufacture
- Honeywell HomMed recommends that you establish and routinely follow a calibration schedule for all measurement devices, for example: Once annually.
- If equipment malfunctions, has been dropped or damaged, or appears to be out of calibration, you may choose to verify calibration, or you may contact Honeywell HomMed Customer Service.

### 4. 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** if the repair is not covered under the warranty, we will charge a fee for the repair.
- For additional warranty information, please refer to your contract.