

# Factory Inspection Program Instructions

- For instruments where:
1. The original warranty has expired, or
  2. The recertification warranty has expired, or
  3. An inspection is requested independent of Intoximeters' recertification program

Factory Inspections are done by appointment only. The standard turnaround time for a Factory Inspection is three business days (from the confirmed inspection date) plus transit time. If your instrument does not arrive one business day before confirmed inspection date, turnaround times may vary.

To schedule an appointment, send completed form to [recert@intox.com](mailto:recert@intox.com)

A confirmation of your confirmed inspection date will be emailed to you, along with shipping instructions. Do not ship dry gas cylinders with your instrument per federal law. Please be sure to ship the instrument so that it arrives at our facility the business day before your confirmed appointment date.

## Factory Inspection Procedure

- Once we receive your evidential breath testing instrument (EBT), it will proceed through the initial check-out stage.
- If the EBT is in operating order it will continue through testing and leave Intoximeters within the third business day.\*
- If the EBT needs repairs outside the scope of the Inspection, and we have pre-authorization, we will make all necessary repairs.\*

- Instruments with known issues should utilize repair service to avoid additional inspection fees. Please contact customer service at 314.429.4000 for additional service.
- If we do not have pre-authorization for repairs, the process will stop and an estimate will be prepared for your authorization (\$40 estimate fee applies).\*
- When the Inspection process is completed successfully, we will place an adhesive label on the EBT which will include the month and year of the successful Inspection.
- The EBT will then be returned to the shipping address provided and an invoice will be sent to the provided email address.

**\*Note:** Turnaround times on instruments requiring additional repairs or authorization from the customer may take longer.

Intoximeters shall not be responsible for any custom software, custom configuration information, or memory data of customer information contained in, stored on, or integrated with any products returned to Intoximeters pursuant to any warranty, repair or Inspection.

**Prior to the instrument's return for inspection, all stored data, settings and custom software required by the customer, should be saved or secured by the customer.**

## Factory Inspection Prices

Instrument Type	Factory Inspection	Factory Inspection with ISO 17025 Calibration
Alco-Sensor® III	\$185.00 + freight	\$235.00 + freight
Alco-Sensor FST®	\$185.00 + freight	\$235.00 + freight
Alco-Sensor® IV & Alco-Sensor® IV with Memory	\$185.00 + freight	\$235.00 + freight
RBT IV (Alco-Sensor® IV with RBT Printer)	\$185.00 + freight	\$235.00 + freight
Alco-Sensor® VXL	\$185.00 + freight	\$235.00 + freight
RBT VXL (Alco-Sensor® VXL, Printer, Keyboard)	\$185.00 + freight	\$235.00 + freight
TRUE-Cal Device	\$ 54.00 + freight	\$104.00 + freight
Alcomonitor CC®	\$295.00 + freight	\$370.00 + freight

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## Factory Inspection Program Reservation Form

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

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

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

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

Attention: \_\_\_\_\_

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

Email: \_\_\_\_\_

Inspection Date Requested: \_\_\_\_\_

### How do you want your inspected instrument returned to you?\*

Overnight Service       Second Day Service       Ground Service       Collect

\*contact customer service for freight estimate

Account #/Method \_\_\_\_\_

### Instrument Information

Instrument Name/Type: \_\_\_\_\_

Instrument Serial Number(s)\*: \_\_\_\_\_

\*If you are sending in an RBT IV or an RBT VxL, please provide the printer serial number as well as the Alco-Sensor IV or Alco-Sensor VxL serial number on the line provided above. The printer serial number for the RBT IV can be obtained by turning the printer on and depressing the "LAST TEST" button. The top line on the printout is the printer serial number. If you are sending an ASVXL with a printer, the printer serial number for the RBT VxL is located behind or below the printer paper.

Software Version (for Alco-Sensor IV or Alco-Sensor VxL): \_\_\_\_\_

If you are sending an Alco-Sensor IV or Alco-Sensor VxL for inspection, and you are currently using one of our software programs which allows you to connect your instrument to a computer, please specify the name of the software above (i.e. Alco-Sensor @Work, Total Recall, etc.)

### What type of Inspection?

Standard Factory Inspection       Factory Inspection with ISO 17025 Calibration

**If repairs are required to certify the performance of my instrument, in addition to the Inspection fee, I (check the appropriate box below):**

Pre-approve repairs up to \$300 (not including taxes or freight)  
 Pre-approve all repairs       Do not pre-approve repairs. Send me an estimate for approval (\$40 fee applies).

**Payment Terms (Note: Purchase order or credit card information is required before scheduling will occur.)**

<input type="checkbox"/> New Customer	Bill My Account #: _____	PO# _____
<input type="checkbox"/> Net 30 days (for est. accounts)	Email to send invoice: _____	
<input type="checkbox"/> Credit Card	Name: _____	Phone number: _____

*Our team will contact you shortly to assist with the payment process.*

**Complete this form and email to [recert@intox.com](mailto:recert@intox.com).**