

Revision Level: 1,90

This information is to be sent with any returned product to M Dialysis AB.

Date:	Customer:
Address:	E-mail: Tel no:
Distributor:	Product:
REF:	LOT S/N:
Description of problem/incident:	
Patient/user injured Yes <input type="checkbox"/> No <input type="checkbox"/>	
<input type="checkbox"/> Products returned (Necessary for replacement), number in return:	
<input type="checkbox"/> Products will be returned ASAP	
PLEASE NOTE! The catheter must be immersed in distilled, purified or sterile water and sent in a special container provided by M Dialysis. If you do not have this container, contact your distributor or M Dialysis and keep it wet until you can send it properly.	
<input type="checkbox"/> Products will not be returned, reason:	

Catheters, Applicable:				
<input type="checkbox"/> Fatty tissue	<input type="checkbox"/> Brain	<input type="checkbox"/> Muscle	<input type="checkbox"/> In Vitro	<input type="checkbox"/> Other:
Catheters, Observations:				
<input type="checkbox"/> Leakage inlet	<input type="checkbox"/> Leakage outlet	<input type="checkbox"/> Leakage membrane	<input type="checkbox"/> Leakage shaft/body	
<input type="checkbox"/> Leakage vial-holder		<input type="checkbox"/> Leakage luer connection		
<input type="checkbox"/> No flow from the beginning		<input type="checkbox"/> No flow during use		
<input type="checkbox"/> Broken membrane:				
<input type="checkbox"/> Poor recovery, Substance/s:				
<input type="checkbox"/> Rel. recovery:	Substance/s:		Flow rate:	μL/min

Other issues:		
Date:	Name:	Signature:
		CC No:

Return products to:
 M Dialysis AB
 Virkesvägen 26, 4 tr
 SE-120 30 Stockholm, Sweden

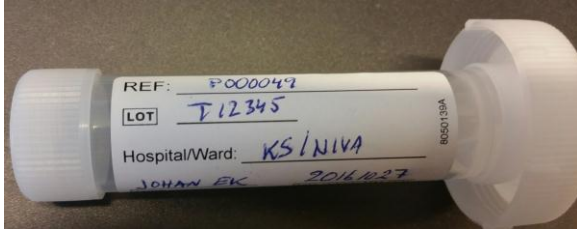
Contact information:
 cccomplaints@mdialysis.se
 +46 8 470 10 20

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Packing instructions

The package to use is 8050138 Catheter return package, which is a container according to UN3373 Regulations for transporting human specimen, containing:

Primary receptacle (and secondary packaging lid) with customer label :



Secondary packaging (with primary receptacle and absorbent liner) inserted into transport packaging:



Transport packaging (with 8050140A M Dialysis address label):



According to IATA/DGR Packing instructions 650, catheters and pumps can be sent by flight from country to country all over the world.

Note: Only one catheter / pump should be returned in one transport packaging.

Please make sure that you have the transport packaging before proceeding.

1. Packing a used catheter:

- a. Place the used catheter in the primary receptacle.
- b. Fill up the receptacle with sterilized or distilled water and put on the screw cap.
- c. Complete the 8050139 (primary receptacle label), which describes the contents and from where it is being shipped. Attach it to the primary receptacle.
- d. Put the absorption material around the primary receptacle and place it into the secondary packaging. Close the screw cap.
- e. Place the secondary packaging and the completed QW553 Complaint Form (this form) into the box.
- f. Reinsert the bubble wrap and seal the box.
- g. Print the sender address on the box.

2. Packaging of used pump:

- a. Place the pump and the completed QW553 Complaint Form into the box.
- b. Reinsert the bubble wrap and seal the box.
- c. Print the sender address on the box.

If you need more material, please contact either your distributor or M Dialysis AB in Sweden.

E-mail: cccomplaints@mdialysis.se

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