

**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:
<b>Description of problem/incident:</b>	
<input type="checkbox"/> No patient data is included in this return	
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! Any catheter included 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:	

<b>Catheters, Applicable:</b>				
<input type="checkbox"/> Fatty tissue	<input type="checkbox"/> Brain	<input type="checkbox"/> Muscle	<input type="checkbox"/> In Vitro	<input type="checkbox"/> Other:
<b>Catheters, Observations:</b>				
<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

<b>Other issues:</b>		
Date:	Name:	Signature:
		<b>CC No:</b>

Revision Level: 2.00

## Packing instructions (catheters)

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

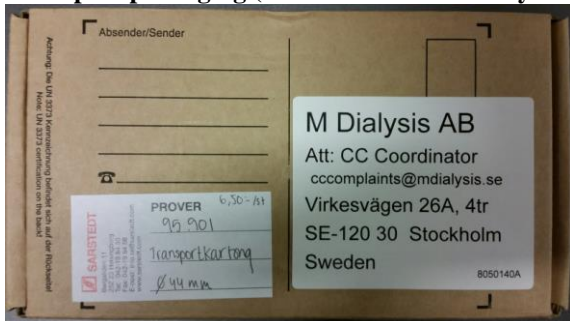
Primary receptacle (and secondary packaging lid) with customer label :



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:

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

### 2. Packaging of used pump:

- Place the pump and the completed QW553 Complaint Form into the box.
- Reinsert the bubble wrap and seal the box.
- 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](mailto:cccomplaints@mdialysis.se)

**Phone no.:** + 46 - 8 - 470 10 20

**Fax no.:** + 46 - 8 - 470 10 55