**Instrument Support Request**

Please complete form and return via techsupport@monobind.com or fax (+1.949.951.3539)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Claim Submission | | | | | | | | |
| **Company Name** | | |  | | | | | |
| **Company Role w/ Instrument** | | | Distributor  End-User  Other (specify) | | | | | |
| **If End-User, your Distributor** | | |  | | | | | |
| **Your Name** | | |  | | **Your Title** | |  | |
| **Email** | | |  | | **Telephone** | |  | |
| Machine Information | | | | | | | | |
| **Instrument Name/ Model** |  | | | | **Serial #** | |  | |
| **Software or EPROM Version** |  | | | | | | | |
| *To locate version information:*  For Eldex or Lumax, it is present when you switch on the machine in the display.  For LuMatic, Autoplex, Impulse 2 and Lumax 96 it is printed on the report.  For Impluse 3, go to Help > About. | | | | | | | | |
| **Date of Purchase (if known)** | |  | | | | | | |
| Problem Description | | | | | | | | |
| **Date Problem Occurred** | | |  | | | | | |
| **Does Problem involve 2PT calibration? Y/N** | | | |  | | | | |
| **If yes, confirm date of last full calibration run:** | | | |  | | | | |
| If run date listed above is more than 30-days ago, you must rerun the full calibration curve. Please retry this now and see if it resolves your problem. ***2PT must be used with stored curves run within 30-days on the same lot of reagents.*** | | | | | | | | |
| **Name of Test Problem Occurred** | | | |  | | **Reagent Lot #** | |  |
| **If problem involves 2PT, was the last stored curve for the same reagent lot? Y/N** | | | |  | | | | |
| If it is not the same lot, you must rerun the full curve with same lot of reagents. Please retry this now and rerun your 2PT and see if it resolves your problem. ***2PT must be used with stored curves run within 30-days on the same lot of reagents.*** | | | | | | | | |
| **If problem involves 2PT, did you run calibrators in duplicate or single? D/S** | | | |  | | | | |
| If you ran in single, we recommend using duplicates (especially with CLIA) to ensure reduced variability in curve fitting. Please retry now and see if it resolves your problem. Please refer to article on Monobind website about the importance: [Use of Adjusters 2PT & Stored Curve](https://system.netsuite.com/core/media/media.nl?id=8581&c=445858&h=e47fb74664dcf6b9391d&_xt=.pdf) | | | | | | | | |
| **Description of problem with step-by-step instruction of operation that led to issue. We will try to duplicate the same situation in our lab and need exact sequences. You can include screenshots.** | | | | | | | | |
|  | | | | | | | | |
| **Please include a scanned copy of the original test results from the instrument. Our QA team needs info contained in the report to evaluate your problem. Without it your request will be delayed as we will only ask you to provide.**  **Thank you for your inquiry! We will be in touch soon.** | | | | | | | | |