

pHoenix XL Meter Service



BELOW ARE INSTRUCTIONS TO PROPERLY SERVICE OR CALIBRATE YOUR PHOENIX XL.

1. The pHoenix XL meter handle is connected to a replaceable measurement module
 - a. pHoenix XL Measurement Module Part Number: 36-00210.
2. To ensure annual calibration of your pHoenix XL meter, it is **not required** that your meter be returned to Mesa's factory for service. By simply ordering a new measurement module, you can ensure proper usage and calibration of your meter.
3. To place an order or receive a quote for a phoenix XL measurement module, please contact customer service (303) 987-8000 / customerservice@mesalabs.com or consult your clinic procurement team/system for pricing.
4. Upon receipt of your purchase order, Mesa Labs will ship you a newly calibrated measurement module which can then be quickly installed and verified on your pHoenix XL meter handle.
5. Mesa recommends annual replacement of your measurement module to ensure proper calibration and compliance.

For technical support, please contact DGsupport@mesalabs.com

PHOENIX XL METERS SHOULD NOT BE RETURNED TO MESA LABS FOR ANNUAL SERVICE.

pHoenix Meter & 90XL Meter/Module Service

THE INSTRUCTIONS BELOW APPLY TO MESA LABS PHOENIX METERS, 90XL DISPLAYS, PH, CONDO/TEMP AND PRESSURE MODULES ONLY.

1. When returning your pHoenix meter or 90XL module/display for service/calibration, Mesa Labs requires the attached service order form be completed with a valid purchase order number, contact details and all other relevant information.
2. Instruments being returned for service/calibration must include the completed copy of the service order form with the shipment.
3. Upon receipt of your instrument(s) at Mesa Labs facility, a unique RGA number will be assigned to your service/calibration order.
4. Upon completion of meter service, your order will be shipped and billed to the bill to/ship to address indicated on the Dialyguard service order form provided with the instrument(s).

Dialyguard Service Shipping Address:

Mesa Labs
12100 W. 6th Avenue
Lakewood, CO 80228 USA



2019 Mesa Labs Service Order Form

Purchase Order # (REQUIRED):

Bill To:

Ship To (if different from Bill To):

Contact Information:

Name:

Work:

Email:

Cell #:

Ship Via (default is 2nd Day):

Best Time to call:

Best Day to call:

\$60 Expedite Request

Customer Shipping Account # (if applicable):

pHoenix Meter* \$390

Neo-Stat* \$487

HYDRA* \$487

90XL Condo/Temp \$165

90XL Pressure \$165

90XL pH \$165 For 90XL pH calibration, pH probe is required. Please include with shipment or 1 will be added to your invoice at the current list price.

90XL Display** \$165 Display module does not require calibration. Send in ONLY for repair. All modules received must be serviced & billed by Mesa, per FDA requirements.

*Meter service pricing is now a single fixed price and includes all parts for repairs related to normal wear and tear, service and calibration. Meter replacement syringes not included in Mesa's flat rate repair fee. Syringes charged as a separate item unless syringe is returned with meter being sent in for repair. Return shipping is additional. Repairs related to misuse and/or neglect may incur additional costs.

Optional Additional Services for 90XL:

ISO 17025 Accredited Calibration (As Found)

YES - add \$40/each

Pre-calibration [As Found] data is available for the 90XL Condo and Pressure modules only.

Includes As Found results, pre-calibration data on cal certificate(s).

NO

Please follow Mesa recommended storage conditions when shipping unit back to Mesa for repair or service.

Ensure that all fluids have been expelled from meters before shipping.

List each item.

Meter/Probe Model

Serial Number

Detailed Description of Problem

Additional
Comments:

Enclose this form with your items to be serviced and ship, freight prepaid to:

Mesa Laboratories, Inc. • Attn: Service Department • 12100 W. 6th Avenue • Lakewood, Colorado, USA 80228