

## MVS<sup>®</sup> Calibrator Plate Shipping Instructions

The MVS Calibrator Plate, due to its delicate nature and highly sensitive components, should be handled with care. When the calibrator plate is due for recertification, it must be returned to Artel. It is imperative that the calibrator plate be shipped in a manner that will not allow the liquid inside the cuvettes to freeze or be damaged. Please always follow the instructions below for proper shipping and handling of the MVS Calibrator Plate.

1. Contact Artel Technical Services at 888.406.3463, Option 2 or [support@artel.co](mailto:support@artel.co) to receive a Return Material Authorization number for the return. This number should be written on top of the shipping box.
2. Artel will provide the proper packing materials if needed. Contact Technical Support for the materials – [support@artel.co](mailto:support@artel.co).
3. Open the shipping carton and remove the foam block.
4. **IMPORTANT:** Do not pack the Koolit bricks until they are at **ROOM TEMPERATURE**.
5. Remove two of the room temperature Koolit bricks from the box.
6. Insert the calibrator plate into the appropriate bag and place inside its protective case.
7. Wrap the protective case, with the calibrator plate inside, in bubble wrap, and place on top of two room temperature Koolit bricks.
8. Place the remaining two room temperature Koolit bricks on top of the protective case.
9. Repack the gray foam material.  
Finished product will represent the image shown.



10. Fold over the top shipping container flaps and tape the box closed.  
Do not remove or cover up the stickers on the box stating “Do Not Freeze or Refrigerate”.

11. Ship the box **OVERNIGHT ONLY** or **INTERNATIONAL PRIORITY** to:

**Artel**  
**25 Bradley Drive**  
**Westbrook, Maine 04092**

12. All facilities returning MVS Calibrator Plates to Artel are responsible for shipping costs and for insuring the shipment in the amount of the replacement cost with the carrier (either UPS or similar service).
13. For Outside the United States: Return via UPS or Federal Express only. Shipment by other carriers may result in additional shipping / brokerage charges billed to you.
14. **Payment of any customs fees, duties or taxes is the customer's responsibility.** Artel cannot pay these fees nor bill the customer for them.
15. Turnaround time for MVS Calibrator Plate recertification is 5-7 working days from date of receipt.

**NOTE:** Any damage incurred due to improper packing will be the responsibility of the sender to reimburse. If you have any additional questions or concerns, please contact Artel Technical Support at 888.406.3463, Option 2 or [support@artel.co](mailto:support@artel.co).