



GUIDE for after Sales Service return

AFT1000 RECORDER

You have found a failure to your AFT1000 recorder.

Before to send it for repair and/or control, please verify the next points :

If the recorder doesn't start:

- Good battery ? ($V > 1,2V$). There are rare cases of auto-discharge. Test the device with another battery to eliminate this case.
- Reset (access by the hole inside the room of the ECG connector): can be sometime enough to restart the device.
- Pole of battery: check for dirt and clean if necessary.
- Broken case : if the lower branch of the case is broken, the battery cover can no longer operate the I / O switch.
- Liquid or sweat introduced into the device after use without adequate protection.

If the recorder starts:

- Error message when it starts: indicate which.
- Artefacted ECG signal: check the impedance with the cable tester (pull lightly on the endings to detect incipient failures) ECG cable and replace if faulty. Also examine the impedance trends (right click on the trends-> Impedances).
- Screen failure: loss of a horizontal or vertical line, or more.
- Malfunctioning of one or several buttons
- USB transfer to PC blocked :
 - o The PC don't see the recorder :
 - Do you have an anti-virus? Otherwise, a virus may be causing the problem
 - Try on another PC and ensure the quality of the USB cable (with another recorder)
 - Check that the recorder screen displays USB 0 0
 - Return the device if necessary with all the informations required
 - o The PC recognizes the recorder, but does not perform the transfer correctly :
 - Message « **STOP REC** » to « Stop the recorder ». Either the battery cover is on "I", in which case you only have to put it on "O" and reconnect the USB, or it is on "O": there can be moisture inside which short-circuits I/O switch.
 - Especially do not remove the battery. You can leave the recorder in a dry place few hours and re-try: it usually works well and you can retrieve patient data. The default is likely to recur with subsequent patients, and we recommend that you return the unit for cleaning. *Don't forget the protective pouches during recording!*
 - Either blocks when it starts or either blocks later. If the PC displays a "peripheral device error" with the button "Restart", you can simply press the blue button (to open the lock of the flash memory with firmware > = 1.2N) then "Restart" on the PC. If the blockage persists, it requires disconnecting the USB connection to retrieve the hand on the PC. You can usually retrieve a large part of patient data by: leaving Quick Reader, then open the saved file of the patient, then asking Menu / Analysis / Complete re-analysis.

Return the unit with the requested informations.

Before return the device:

- Fill out the form below with :
 - o Your details: Name, Service, address, phone and email.
 - o The description of the failure.
 - o STATUS of the device: Serial number, case, label, screen.
 - o The purchase date (attach a copy of the invoice to be eligible for the guarantee).
 - o Specify whether you want to replace a particular item (case, screen, button, label) regardless of failure.
- Remove the ECG cable and battery (except special request: to be specified in the form).
- Place it in its protective case and in an envelope or package suitable for transport. After receiving your device, an analysis will be provided and a repair estimate will be sent to you. The repairs will be made after your approval (do not forget to include your email address on the form).

RETURN FORM AFT1000

You must complete and check the corresponding squares.

Owner : Last name First name:
Company – department :
Adresse:
Postal code and city:
Phone and email:

Serial number of the device (on the label at the back or /reset) : AF..... -

Purchase date : / / **Date of mailing :** / /

Device returned with the ECG cable (recommended if there is a signal quality problem)
 without the ECG cable

REQUEST FOR CONTROL - UPGRADE (Package 2013: € 39.00 + Shipping, excluding repair)

REQUEST FOR REPARATION : DESCRIBE FAILURE :

If the failure is obvious: What message do you read about the origin of the last stop (AFT on startup screen) :

STOP/ I/O 100% V<1.16 ☐x1

Doesn't start, also after reset and good battery.

Button doesn't work. Which one :

Error with message when starts :

Degradation of the signal quality: channel A B C (cable ?)

USB transfert to PC impossible

Spontaneous stop before the scheduled end (look the trend of battery on Quick Reader)

Default display

Other

Unlisted failure : Give a description of the defect to guide research:

Status of the recorder

: Case free from defects, not having suffered mechanical or electrical shock, moisture.
 The case took on water and was worn with insufficient protection.
 Surface degradation, label, stripes ..

Broken component
Description :

Request for parts replacement. specify :

Quotation for repair before any repair.

Send the device in its case with this form to your local distributor or to :
HOLTER SUPPLIES, Service SAV, 3bis avenue du mont Valérien, 92500 RUEIL-MALMAISON
FRANCE.

For any questions, contact us by email : info@holtersupplies.com or call +33 1 47 51 40 04.
The repairs will be undertaken with a properly completed form and, if applicable, acceptance of quotation.