

Welch Allyn, Inc.  
4341 State Street Road  
P.O. Box 220  
Skaneateles Falls, NY 13153-0220  
USA  
Telephone: 315-685-4100



Dear Valued Customer:

Our records indicate that you own a Welch Allyn 3 Liter Calibration Syringe model number 703480 or 08111-0000 that may be out of calibration and may need to be re-calibrated. Welch Allyn's contract manufacturer and approved service provider, A-M Systems, will be working closely with us to help you keep your calibration syringe properly calibrated.

Welch Allyn recommends yearly calibration for our calibration syringes in order to ensure accuracy and conform to the ATS2005 Standardization of Spirometry quality control guidelines.

"...Calibration is the procedure for establishing the relationship between sensor-determined values of flow or volume and the actual flow or volume....The syringe used to check the volume calibration of spirometers must have an accuracy of 15 mL for a 3-L syringe, and the manufacturer must provide recommendations concerning appropriate intervals between syringe calibration checks....A dropped or damaged syringe should be considered out of calibration until it is checked...."

**Quality control for flow-measuring devices**

With regards to volume accuracy, calibration checks must be undertaken at least daily, using a 3-L syringe discharged at least three times to give a range of flows varying between 0.5 and 12 L/s<sup>-1</sup> (with 3-L injection times of ~6 s and <0.5 s). The volume at each flow should meet the accuracy requirement of ±3.5%. For devices using disposable flow sensors, a new sensor from the supply used for patient tests should be tested each day.

*Source: ATS2005 Standardization of Spirometry*

We would like to offer you one of two special programs designed to provide optimal support through the life of your equipment.

- **Basic Level Calibration:** We will send you a calibrated 3L syringe comparable to the condition your syringe is in for you to keep and you send us your "old" syringe. This is an exchange program @\$165. plus sales tax.
- **Basic Level 2 Calibration:** As the syringes are serialized, you can send us your syringe and we will calibrate and return that same syringe back to you @\$218 plus sales tax.
- Both of the calibration offerings include standard shipping.

You can also upgrade to our comprehensive Partners In Care Services program, if you own a Welch Allyn PC-Based SpiroPerfect™ Spirometer. This added level of service covers not only all your spirometer hardware for an extra year but also a 30 % discount on the annual calibration of your 3 L syringe for each contract year.

For more information about the above programs, to purchase a Welch Allyn Partners in Care Service agreement or to make arrangements to have your syringe calibrated, please call Welch Allyn customer service at (800) 535-6663 and reference this letter.



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## ORDER NOTIFICATION: Recalibration of 3L Syringe

### Please select your option (choose one):

- Basic Level 1 Calibration (\$165 Shipping Included)\* –An exchange syringe will be sent to you following submission of the information below. Once you receive the new syringe, place your old syringe in the box provided and attach the return label. This syringe will be shipped to A-MSystems at no cost to you.
- Basic Level 2 Calibration (\$218 All Shipping Included)\* –An exchange syringe will not be sent to you. You will keep your unique serialized syringe and simply ship it to us for calibration. Following submission of the information below, you will receive an RMA from A-MSystems with return instructions. A-MSystems will recalibrate the syringe and ship it back at no cost to you.

\* Items sold under this agreement with Welch Allyn may be subject to sales tax

### Please provide your contact information:

Name of Organization: \*\* \_\_\_\_\_

Contact Name: \*\* \_\_\_\_\_ Email: \*\* \_\_\_\_\_

Serial # of syringe(s) to be returned: \*\* \_\_\_\_\_

Phone: \*\* \_\_\_\_\_ Fax: \_\_\_\_\_

Shipping Address: \*\* \_\_\_\_\_

Billing Address (if different than Shipping Address): \*\* \_\_\_\_\_

\*\* Indicates required information.

### Select your payment type:

Purchase Order  
Purchase order number \_\_\_\_\_

Credit Card\*\*\*  
\*\*\* Do not include credit card number on this form.  
When you receive your invoice please call toll-free  
800-535-6663 to provide your credit card information

Please e-mail completed form to [service@a-msystems.com](mailto:service@a-msystems.com) or **FAX** to (360) 683-3525.  
For customer service, please call (800) 426-1306 and reference this letter.

Your signature: \_\_\_\_\_