

# INSTRUCTION

## Complaint Handling and Service Process for Medical Devices

### 1. Submission of a Complaint

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Complaints must be submitted by sending a completed Complaint Form to the company's designated complaint service email: [info@checkpointcardio.com](mailto:info@checkpointcardio.com)

The form must include:

- Device model
- Serial number
- Description of the identified issue
- Name and signature of the person completing the form

If the form is not electronically signed, it must be printed, signed, and sent together with the device.

### 2. Sending the Device

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After submitting the complaint, the customer must send the device to the company address Check Point R&D Ltd, Bulgaria, 6100 Kazanlak, 37 Osvobojdenie str within **24 to 48 hours**.

The device must be accompanied by:

- A completed and signed Complaint Form

**⚠ Note:** Incomplete or inaccurate information may result in delays.

### 3. Receipt of the Device

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Upon receipt of the device:

- The device is registered in the system
- The customer receives a confirmation of receipt

### 4. Inspection and Diagnosis

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Within **48 hours of receiving the device**:

- A technical inspection is performed
- The cause of the issue is determined

The customer will be informed about the findings.

## 5. Repair Process

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### 5.1 Minor Technical Issue

If a minor issue is identified:

- The repair is completed within **5 working days**
- The device is returned to the customer in proper working condition

### 5.2 Manufacturer Repair Required

If repair by the manufacturer is required:

- The device is sent to the manufacturer

If the repair exceeds **10 working days**:

- A replacement device will be provided to the customer for the duration of the repair

## 6. Return of the Device

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After completion of the repair:

- The device is returned to the customer
- Information regarding the performed service is provided

## 7. Additional Conditions

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- The customer is responsible for proper packaging of the device during shipment
- All complaints are handled in accordance with the company's internal procedures
- Additional information may be requested if necessary