

Movora Instrument Repair Center (M.I.R.C.) – Conditions of Repair Submission

COLOR CODING:

- If a Color Code Re-Dip is requested, please note that the M.I.R.C. will only re-dip instruments that show cracking, chipping, or broken pieces out of the original color code.
- When the M.I.R.C. re-dips instruments from a pack, the re-dipped instruments will be brighter than the older, original color dipped instruments.
- If you would like for the color coding on the instruments to match – it must be requested on the repair form.
 - Please indicate REMOVE AND REDIP ALL INSTRUMENTS

REPAIRS (SCISSOR AND NEEDLE HOLDER COMBINATION):

- Needle Holders with Scissor combinations are designed to cut from the tip of the blade to ~ 3/4 length down the length of the blades towards the box lock – they are not intended to cut further down the length of the blade.
- Needle Holders with Scissor combinations will be adjusted/tightened such that when spread apart with two hands, there will be a “stop” at the 3/4 mark of the blade towards the box lock.
- Scissor sharpness is tested with the following:
 - General & TC Scissors: Red TheraBand
 - Super Sharp & Micro Scissors: Yellow TheraBand
 - Needle Holder/Scissor Combination: Fishing Line

GENERAL REPAIRS:

- The M.I.R.C. will repair instruments and return them as close as possible to the original manufacturing operating standards.
 - Clamps/Hemostats will not flop loosely – they will stop open ~ halfway or more. This prevents the user from having to “chase” the instrument around if they need to remove a finger from one ring.
- If it's desired for instrumentation to not be returned to manufacturing standard, this needs to be specifically detailed on the Instrument Repair Form.
 - For example, if it's desired for a hemostat to be looser than the manufacturing standards detailed above – it needs to be specifically detailed/listed on the Instrument Repair Form under “Explain Specific Problems with Instruments Listed”.
- If instruments are received by the M.I.R.C. and are indicated as repair “if needed” – the M.I.R.C. will determine the condition of the instrument and repair them if a repair is warranted.
 - If it's preferred for the instrument to not be repaired, this needs to be specifically written on the Instrument Repair Form.
- For instruments that are returned to a customer and are not to the customer's liking:
 - If the specific request or conditions for the instrument to be repaired are not outlined in detail on the repair form, the second repair will be charged and will not be covered under warranty.
- Any instruments sent in for instrument modification will be sharpened and/or repaired unless otherwise specified.
- Clipper Blades must be brushed before shipping them for repair.
- IF INSTRUMENTS ARE NOT RECEIVED IN STERILE CONDITION – A CLEANING FEE OF \$100 WILL BE APPLIED TO THE REPAIR ESTIMATE. When received in these conditions, the M.I.R.C. must wash and remove the exposed blood and/or other bio-contaminants from the instruments prior to repair evaluation.
- The limited lifetime repair warranty is ONLY for Spectrum/Vet Spectrum Instruments