

Shipping process for maintaining the Double Breast Vaccinator

Use this checklist for shipping a Double Breast Vaccinator (DBV) to Zoetis for support.

1 Begin by contacting your Zoetis Sales Representative and sharing information on the device service needs:

- ☐ Note the device serial number.
- ☐ Provide a description of the malfunction.
- ☐ Confirm whether there is a backup DBV on-site for use during the maintenance time frame.
- ☐ The device service lead will email a prepaid shipping label and deploy a case for shipping if one has not already been provided.

2 Shipment logistics:

- ☐ For biosecurity purposes, remove and do not ship the DBV cords or syringes.
- ☐ Wipe down the DBV with disinfectant.
- ☐ Ship the DBV to Zoetis in Durham, North Carolina, using the shipping label and Pelican® case provided by Zoetis. Lock the case with the keys provided by Zoetis. If keys are unavailable, lock with zip ties before shipping.
- ☐ The lead for biodevice support at Zoetis will confirm receipt of the DBV and provide a timeline and repair estimate.
- ☐ When the device is returned, keep the shipping container for future device shipping needs.
Customer is responsible for storing the shipping container for future use.



For more information or questions on DBV repair, maintenance or operation, call 800-849-3629.