

7.2 Phenom XL

If the Phenom XL Desktop SEM needs to be returned, follow the steps in this section.

7.2.1 Return procedure

Return the instrument in the wooden crate in which it arrived. If you do not have the original Phenom XL packaging anymore and/or need assistance in arranging transport contact **Service Lab**

7.2.2 Prepare for packing

The following procedure can also be found on the packaging instructions inside the flight case.

1. Contact your local distributor before packing the instrument
2. Unload the sample holder.
3. Close the door by pushing the **Unload** button.
4. After you select **Shutdown** a shutdown wizard will automatically start and help you through the process of packing your Phenom XL Desktop SEM..
5. Open the door by pushing the **Unload** button, then insert the gasket, using gloves and being careful not to scratch any surface.
6. Insert the transportation bracket using gloves and being careful not to scratch any surface.
7. Close the door by pushing the **Unload** button, then lock the door using the supplied Allen key.
8. Once all steps are completed, click **Finish**.



7.3 Disconnecting and packing

- Contact your local distributor before packing the system.
- Special transport brackets must be installed to protect the system during transport.

Tools/Materials needed for de-installation

- 14 mm (0.55") or adjustable spanner (wrench);
- Plastic packaging bag;
- Phenom Desktop SEM flight case;
- Tip N Tell indicators;
- Shock watch indicators.

Hazard Warnings

The following hazard(s) are associated with these operations:

- Heavy Lifting. Make sure that sufficient lift capacity is available.
 - Do not perform any of these operations without proper safety training specific to the hazard(s).
1. Disconnect all cables from the back of the instrument. This includes the monitor cable, the USB cable, both power cables, and the pre-vacuum pump hose.
 - Loosen the nut at the end of the hose, using a 14 mm (0.55") spanner (wrench).
 2. Cover the microscope with the plastic packaging bag. Gently lift the instrument and slide the bag under the feet to ensure the instrument is sealed for the duration of the transportation process.
 3. Using two people, one at each side, carefully lift the instrument and place it in the flight case.

4. Place the top of the flight case over the instrument and engage the clamps on each side of the case. There are four clamps.
5. Apply Tip N Tell and Shock Indicators to the outside of the flight case if current indicators were tripped during transit.
6. Strap the flight case to a standard pallet to prevent any potential damage while the instrument is in transit.

Note:

If any additional items are to be returned as well, this will be specified by **Service Lab**.

