

SWISSLOG
HEALTHCARE
SOLUTIONS

CUSTOMER SUPPORT
BULLETINS



6-Inch TransLogic Pneumatic Tube System

- > TransLogic Eco-Seal Carrier™/Instructions
- > TransLogic Universal Carrier
- > Carrier Liners & Cleanout Kits/Packaging
- > Zip N' Fold™ Containment Pouches
- > Emergency Spill & Infection Control Procedures
- > TransLogic Station Access Door
- > Training, Resources & Manuals
- > Healthcare Industry Literature
- > Additional Customer Support Information

Customer Support:
(800) 396-9666

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Swisslog Customer Support Provides Ongoing, Comprehensive, and Complete Customer Backing



Customer Support Provides Many Services

Daily Customer Service Support

By calling our Customer Support Line you can request sales literature and technical documentation through our Fax-Back program, place or check the status of an order, return parts for credit or repair, request a spare parts list and more. Parts may be ordered with a minimum order value of \$75. For your convenience, MasterCard and VISA are always accepted.

On-Line Support

Our technical support engineers can access PC-based systems via modem, permitting rapid diagnosis of your system operation status.

Technical Support Phone Lines

Experienced technicians are available from 6:30 A.M. until 5:00 P.M. Monday through Friday to assist with your system questions.

After Hours and Emergency Technical Support

For after-hour or emergency service call (800) 396-9666. If needed, our technicians are strategically located throughout the country for dispatch.

Comprehensive Training Program

Train the Expert

Training begins at your office! After system installation, our staff will train members of your staff on-site to become experts. These staff members are then qualified to train your existing staff and new staff members.

Protocol Development

We work with you to establish and implement criteria which ensures that your facility complies with appropriate government regulations and that sound policies for use of the tube system are established for all departments. This program coincides with our *Train the Expert* program.

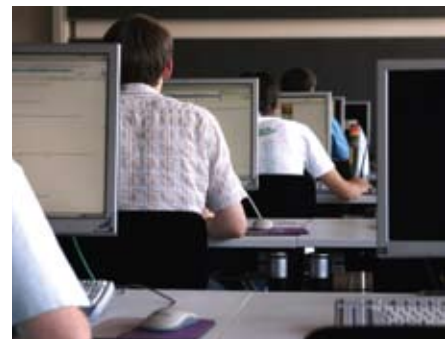
On-Site and Denver Based Training

We offer comprehensive week-long courses taught by experienced technicians either at your facility or at our Denver Corporate Training Center. Classes are conducted throughout the year presenting total service and operations of your system. For more information, visit our website at www.swisslog.com and click on our North America Technical Support Page.

Preventative Maintenance

Preventative Maintenance Agreements

Each program is tailored to your facility's specific requirements. All customers with a PMA receive discounts on parts. Typical agreements can include 24-hour phone assistance and maintenance visits scheduled to meet your needs.



For More Information in North America:

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TRANSLOGIC 6-INCH ECO-SEAL™ CARRIER & INSTRUCTIONS



The Eco-Seal™ Carrier minimizes spills by using a sealed o-ring barrier to contain liquids and guard against the spread of pathogens. Eco-Seal Carriers are available with a variety of options including color, radio frequency identification (RFID) - to be used with RFID hardware, and Bac-Stop (silver ion anti-microbial), as well as frosted-end and half-color carriers, for use in non-TransLogic systems.

Ordering Information for Carriers

Standard 6-inch Eco-Seal Carrier with DuraBands	075-5101-01
Clear Carrier with RFID	075-5101-19
Clear Carrier with RFID and BacStop	075-5101-21
Red Carrier with BacStop and RFID	075-5101-25
Yellow Carrier with BacStop and RFID	075-5101-23
Frosted-End Carrier	075-5101-05
Frosted-End Carrier with RFID	075-5101-20
Frosted-End Carrier with RFID and BacStop	075-5101-22
Frosted-End Red Carrier with RFID and BacStop	075-5101-26
Frosted-End Yellow Carrier with RFID and BacStop	075-5101-24
Half-Black Carrier	075-5101-03
Half-Black Carrier Frosted-End Carrier	075-5101-12
Half-Black Carrier with BacStop	075-5101-13
Half-Black Frosted-End Carrier with and BacStop	075-5101-14
Half-Black Carrier with RFID	075-5101-28
Half-Black Carrier with RFID and BacStop	075-5101-29
Half-Red Carrier with RFID	075-5101-27
Half-Red Carrier with RFID and BacStop	075-5101-32
Half-Yellow Carrier with RFID	075-5101-31
Half-Yellow Carrier with RFID and BacStop	075-5101-30

For information on 6-inch Eco-Seal carrier components, see Customer Support Bulletin #CS-605.

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Eco-Seal Carrier Instructions for Use

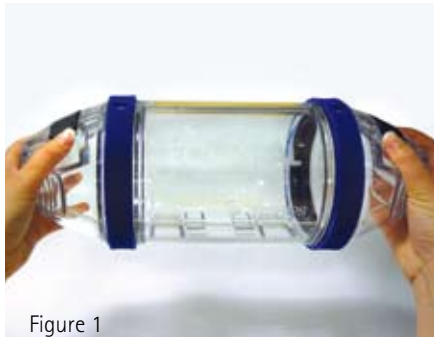


Figure 1

Opening the Carrier

Hold the carrier in both hands with the Swisslog logo facing you. Push up and forward on the latches with your thumbs until the latches are clear of the carrier body and spring up (Figure 1).



Figure 2

Closing the Carrier

Hold the carrier horizontally in both hands with the Swisslog logo facing you. With your forefingers, push down on the front of the latches until they engage the locking ribs (Figure 2). Then push the latch down until you hear a snap (Figure 3).



Figure 3

Recommended Maintenance

To maintain maximum sealing capabilities, wipe the o-ring gasket clean with a lint-free cloth and water. O-rings can be cleansed and re-installed unless worn or damaged.

Clean carriers, o-rings, liners and pouches with a water soluble detergent and water.

Disinfect with a germicide, per instructions provided in the Eco-Seal carrier operations maintenance manual (Part #099-1113-46).

Periodically inspect and replace latches, o-rings and wear bands to insure optimum carrier performance.

Warning!

Do not introduce a carrier into the system unless it is properly latched. Failure to latch a carrier will eliminate the sealing capabilities of the carrier and result in damage to the carrier. Unlatched carriers are the primary cause of system malfunction.

Due to ongoing improvement programs, Swisslog reserves the right of production or design change without notice or obligation.

For More Information in North America:

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Email: orderentry@swisslog.com
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TRANSLOGIC 6-INCH ECO-SEAL™ CARRIER COMPONENTS

The Eco-Seal™ Carrier minimizes spills that can potentially contaminate the work environment by using an o-ring sealed barrier to contain liquids and guard against the spread of pathogens.

Periodically inspect and replace latches, o-rings and wear bands to insure optimum carrier performance.

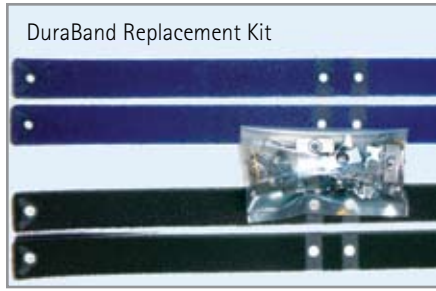


Ordering Information for Eco-Seal Carrier Components

DuraBand™ Replacement Kit	(Blue DuraBands - repairs 5 carriers) 076-1505-03 (Green DuraBands - repairs 5 carriers) 076-1411-03
Eco-Seal Latch Replacement Kit	(repairs 5 carriers) 076-1462-02
O-Ring Replacement Kit	(Clear O-Ring - repairs 5 carriers) 076-1463-01 (White O-Ring - repairs 5 carriers) 076-1504-01
Biohazard Carrier Label Set	094-1405-01
Latch Installation Tool	076-1461-02

For information on ordering 6-inch Eco-Seal carriers, see Customer Support Bulletin #CS-601.

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TRANSLOGIC 6-INCH UNIVERSAL CARRIER & COMPONENTS



The Universal Carrier is constructed with a clear polycarbonate body, DuraBand™ wear bands and self-closing latches. Universal Carriers are offered with a variety of options including color, radio frequency identification (RFID) – to be used with RFID hardware, and BacStop (silver ion anti-microbial), as well as frosted-end and half-color carriers, for use in non-TransLogic systems.

Ordering Information for Carriers

Standard 6-inch Universal Carrier with DuraBands	075-5093-01
Clear Carrier with RFID	075-5093-15
Clear Carrier with RFID and BacStop	075-5093-16
Red Carrier with BacStop and RFID	075-5093-19
Yellow Carrier with BacStop and RFID	075-5093-21
Frosted-End Carrier	075-5093-04
Frosted-End Carrier with RFID	075-5093-17
Frosted-End Carrier with RFID and BacStop	075-5093-18
Frosted-End Red Carrier with RFID and BacStop	075-5093-20
Frosted-End Yellow Carrier with RFID and BacStop	075-5093-22
Half-Black Carrier	075-5093-06
Half-Black Carrier Frosted-End Carrier	075-5093-07
Half-Black Carrier with BacStop	075-5093-08
Half-Black Carrier with RFID and BacStop	075-5093-23
Half-Black Frosted-End Carrier w/ RFID and BacStop	075-5093-09
Half-Red Carrier with RFID	075-5093-24
Half-Red Carrier with RFID and BacStop	075-5093-25
Half-Yellow Carrier with RFID	075-5093-26
Half-Yellow Carrier with RFID and BacStop	075-5093-27

TransLogic 6-Inch Universal Carrier Components

Ordering Information for Universal Carrier Components

DuraBand™ Replacement Kit
Universal Latch Replacement Kit
Hinge Pins

(repairs 5 carriers) 076-1512-01
(repairs 10 carriers) 076-1389-02
(repairs 5 carriers) 076-1456-01

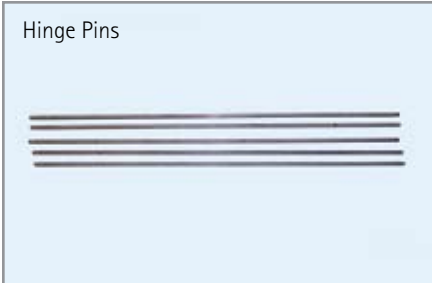
Universal Latch Replacement Kit



DuraBand Replacement Kit



Hinge Pins



*Swisslog will provide a new carrier if the carrier body breaks under normal use within five years of the date of purchase. Swisslog will at its discretion provide replacement DuraBands or a new carrier if the DuraBands fail (lose a sufficient number of fibers to impair the lift-off, smooth travel or soft delivery of the carrier) under normal use within five years of the date of purchase. This guarantee does not apply to latches or hinge pins.

Due to ongoing improvement programs, Swisslog reserves the right of production or design change without notice or obligation.

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6-INCH CARRIER LINERS AND CLEANOUT KITS



TransLogic carrier liners provide cushion support for your transport load. Molded from high-quality foam for durability and longevity, liners are available in both thin and full thickness. Carrier liners can be cleaned with disinfectants or by ethylene oxide exposure.

Ordering Information for Carrier Liners

Set 6-inch Thin Liners (Set includes liners for 5 carriers)	076-1279-04
Set 6-inch Full Liners (Set includes liners for 5 carriers)	076-1279-01
Set 6-inch Full Liners - Memory foam (Set includes liners for 5 carriers)	076-1511-01

Cleanout kits are available in the event a breakable item is not properly packaged before it is sent.

The cleanout kit includes a pre-drilled bottle that fits tightly into TransLogic carriers. Complete instructions for removing spilled liquid substances from the system are included. These kits minimize downtime while effectively and quickly cleaning out your system.

Ordering Information for Cleanout Kit

6-inch Cleanout Kit	076-1293-02
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6-inch Carrier Packaging Procedures

Warning! Do not introduce a carrier into the system unless it is properly latched. Failure to latch a carrier will eliminate the sealing capabilities of the carrier and result in damage to the carrier. Unlatched carriers are the primary cause of system malfunction.

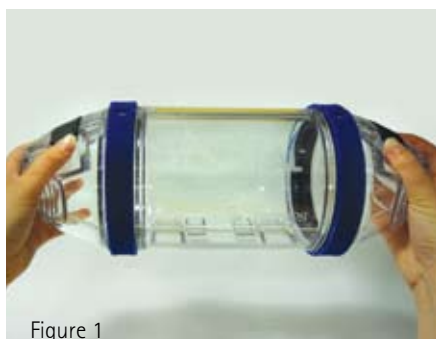


Figure 1

Opening the Carrier

Hold the carrier in both hands with the Swisslog logo facing you. Push up and forward on the latches with your thumbs until the latches are clear of the carrier body and spring up (Figure 1).



Figure 2

Closing the Carrier

Hold the carrier horizontally in both hands with the Swisslog logo facing you. With your forefingers, push down on the front of the latches until they engage the locking ribs (Figure 2). Then push the latch down until you hear a snap (Figure 3).



Figure 3

Packaging

Be sure that all packaging materials are completely contained within the carrier. All specimens should be bagged with a secondary containment device and properly immobilized inside the carrier.

Refer to the TransLogic protocol manual for a list of items that can or cannot be transported in the PTS. Never send contaminated needles or other sharp objects.

To prevent spillage or breakage, remember:

- > Containment prevents leakage
- > Immobilization ensures integrity
- > Immobilize fragile items
- > Immobilize loose, small items
- > Paper items can be sent without any packaging

Do not hoard or label carriers—send surplus carriers to "0" and the system will automatically distribute carriers as required. If your station has an I.Q. Panel please use the EMPTY SEND key instead of "0" to return surplus carriers.

Do not walk carriers from one station to another. This will defeat the count of carriers per station maintained by the computer.

Do not allow carriers to be collected in the receiving bin. Make a practice of removing carriers as they arrive, empty the contents and place the empty carrier on storage racks provided.

If you receive a carrier that was misdirected, send it to the proper station. If you see a BIOHAZARD label, do not open the secondary containment.

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6-INCH ZIP N' FOLD™ CONTAINMENT POUCHES

Zip N' Fold pouches provide maximum protection from spills, whether transporting lab specimens or pharmaceuticals in a pneumatic tube system (PTS).

The "Clean Pouch" is clearly marked in green for the transport of pharmaceuticals and other non-biohazard materials.

The red biohazard identification label on the Biohazard pouch meets the strictest OSHA standards.

Ordering Information for the Biohazard Pouch

The biohazard pouch is available with or without the vacutainer insert and is sold in sets of five.
Pouch thickness: 12-mil thick vinyl pouch, 6-mil thick vinyl insert; Closure: Ziplock and Velcro tab pouch.

Five Large Biohazard Pouches with Inserts	(10.5" x 14")	076-1319-01
Five Large Biohazard Pouches w/o Inserts		076-1319-03
Five Small Biohazard Pouches with Inserts	(10.5" x 10.5")	076-1319-02
Five Small Biohazard Pouches without Inserts		076-1319-04
Five Inserts		076-1329-01

Ordering Information for the Clean Pouch

Pouch thickness: 12-mil thick vinyl pouch, 6-mil vinyl insert; Closure: Ziplock and Velcro tab pouch.
(IV pouch is Ziplock closure only)

Single Large Clean Pouch	076-1361-01
Single Small Clean Pouch	076-1362-01
Five IV Clean Pouches	076-1366-03

Zip N' Fold Instructions

Insert primary specimen container in pouch. Squeeze out excess air and seal Ziplock. Roll the top down to attach the Velcro strips. Place pouch in the transport system carrier.

Cleaning Instructions: Sterilize with ethylene oxide gas, 10% bleach, or other equivalent disinfectant.

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EMERGENCY SPILL & INFECTION CONTROL PROCEDURES



Swisslog provides extensive information pertaining to pneumatic tube system use including emergency spill procedures, infection control, and proper packaging. This bulletin outlines emergency spill procedures and provides information on obtaining infection control information should an inadvertent spill occur within the system.

Emergency Spill Procedures

1. Stop sending carriers from the station where the contamination was first noticed.
2. Call the Engineering Department to shut down the system.
3. Notify the appropriate department (which also could be engineering) and tell them:
 - > The receiving station number
 - > The sending station number (if known)
 - > The type of spill (i.e. specimen type and suspected amount)
 - > The time the contaminated carrier arrived (first noticed)
4. Check your hospital's decontamination policy to proceed with cleaning of carriers/liners.
5. Remove the contents of the carrier using protective clothing under a biohazard hood.
6. Discard the specimen and secondary containment bag or pouch (if unable to be cleaned).
7. Remove gloves and wash hands.
8. Contact appropriate department for carrier cleaning if this has not yet been arranged.
9. Call the sending station and request another specimen.
10. The department responsible for decontamination of the system will return the system to service when cleaning is completed.
11. Laboratory may issue a "Special Emergency Stop Code" to utilize when a leaking carrier is received. Please consult your Engineering Department for details.
12. Complete an incident report.

Infection Control Procedures



Swisslog developed the publication *"Infection Control Procedure for the Transport of Specimens in a Swisslog Pneumatic Tube System®"* for your reference.

"Infection Control Procedure for the Transport of Specimens in a Swisslog Pneumatic Tube System" thoroughly outlines specimen transport and handling guidelines and includes:

- > Testing of Hospital Containers
- > Packaging of Specimens
- > Leakage and Clean Up Procedures
- > Staff Training

Also included are recommendations from various agencies concerning the transport of specimens in a modern pneumatic tube system. Agencies include:

- > National Committee for Clinical Laboratory Standards (NACCLS)
- > Center for Disease Control (CDC)
- > Occupational Safety and Health Administration (OSHA)

Ordering Information for Containment Literature

Infection Control Procedure for the Transport of Specimens in a Swisslog Pneumatic Tube System	PTS-400
6-Inch System Documents:	
6-Inch Eco-Seal Carriers	CS-301
6-Inch Carrier Liners and Cleanout Kits/Packaging Procedures	CS-303
6-Inch Zip N' Fold Containment Pouches	CS-304
4-Inch System Documents:	
4-Inch Carrier Liners and Cleanout Kits/Packaging Procedures	CS-202
4-Inch Zip N' Fold Containment Pouches	CS-203

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TRANSLOGIC STATION ACCESS DOOR



Swisslog's Station Access Door is designed to provide limited access to a station, offering added safety and security. Only authorized users with a valid PIN can open the door and gain access to the contents of the station interior.

The Station Access Door is secured by an electro-magnetic lock and can be opened by entering a valid PIN into the I.Q. Control Panel. The electro-magnetic lock releases and the I.Q. Panel LCD display notifies the user that the door is ready to be opened. If the user enters an invalid PIN, the LCD display informs the user that the PIN was invalid. After the door has been successfully opened, the electro-magnetic lock automatically resets, allowing the user enough time to send or receive as needed.

The Station Access Door is constructed of powder-coated steel with a clear polycarbonate window. The door is currently available for both 4-inch and 6-inch Recessed Stations using I.Q. Control Panels with Swisslog's Matrix or TL software. A mechanical Station Access door is available for stations not using I.Q. Control Panels.

Ordering Information the Station Access Door

6-inch Station Access Door (magnetic)	056-6792-01
6-inch Station Access Door (mechanical)	056-6792-03
4-inch Station Access Door (magnetic)	056-6792-02
4-inch Station Access Door (mechanical)	056-6792-04

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SWISSLOG CUSTOMER SUPPORT BULLETINS

TRAINING, RESOURCES & MANUALS



We proudly offer comprehensive customer training programs at our modern training facility in Denver and on the job site.

In addition, we developed a wide range of instructional tools to ensure your staff is fully prepared to benefit from the most modern pneumatic tube system available today.

Training for Your Facility's Engineering and Maintenance Personnel

Five-day classes are held regularly at our Denver Corporate Training Center. A large part of the program is devoted to hands-on experience where actual equipment is examined and serviced. Our training program is very valuable in enhancing the skills of system maintenance personnel to ensure the long-term performance of the system, quickly resolve user errors, minimize costs associated with service calls and prevent system downtime.

On-Site Training

Swisslog offers on-site training, which covers the operation and servicing of the system and runs for three and a half days. Classes typically start on Tuesday morning and end at noon on Friday.

Train the Expert

Customers designate "experts" within their staff to complete the "Train the Expert" program. The training provides them with the complete knowledge required to train other facility users. A comprehensive instructional training manual and a training video are also available.

System Protocol

Protocol development is critical to a smooth transition and establishes criteria ensuring that your facility complies with appropriate government regulations in order to train hospital employees. A thorough system protocol manual has been developed by Swisslog to be utilized in conjunction with the "Train the Expert" program.

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Resources and Manuals



Contact Us

To benefit from any of our training capabilities, request training resources, or order manuals, please contact Customer Support at 1-800-396-9666 or email: orderentry@swisslog.com.

Swisslog training videos are available to enhance in-service training and new employee orientation of your facility's pneumatic tube system (PTS) . The videos demonstrate proper system use, packaging materials available for use with the system, special functions, instructions for programming the station, and shutting down the system in case of a spill.

Ordering Information for Training Resources

Pneumatic Tube System Training Resource CD (Interactive CD for PC)	086-3766-01
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Ordering Information for Manuals

CTS/VLP Operations and Maintenance Manual Set	099-1113-44
CTS-30/Matrix Operations and Maintenance Manual Set	099-1113-71
CTS Train the Expert	099-1113-33
CTS-30 Protocol Development	099-1113-34
TL 2007 Documentation CD	086-3825-01

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HEALTHCARE INDUSTRY LITERATURE



Swisslog searched within the healthcare industry for research on the critical issues surrounding transport of sensitive materials and interaction between facility departments with regards to time and cost saving practices, and material transport. The following article reprints and reports are available to our customers to assist in the successful operation of their healthcare facility.

Ordering Information for CD Resources

A Protocol Program for Hospital Material Transport	CM# 1200
Blood Products and Specimen Hospital Material Transport	CM# 1202
Infection Control Reference for Hospital Material Transport	CM# 1201

Ordering Information for Hospital Case Studies

Grady Health System - Atlanta, GA <i>Pneumatic Tube System Increases Efficiency</i>	CM# 1125
Mount Sinai Hospital - Toronto, Ontario, Canada <i>Mount Sinai Hospital Automates Material Transport Systems</i>	CM# 306
St. Joseph Hospital & Children's Hospital - Orange County, CA <i>Hospitals Share Services Through Pneumatic Tube System</i>	CM# 308
Orlando Regional Healthcare/Downtown Campus - Orlando, FL <i>Conversion Results in Improved Performance Across Sprawling Medical Campus</i>	CM# 1223
Stanford Hospital and Clinics - Palo Alto, CA <i>University Hospital and Pneumatic Tube System - Partners in Growth</i>	CM# 303
The University of Chicago Hospitals - Chicago, IL <i>University Hospital and Pneumatic Tube System - Partners in Growth</i>	CM# 304
University of Utah Health Sciences Center - Salt Lake City, UT <i>Pneumatic Tube System Unites Sprawling Medical Campus</i>	CM# 1175

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Healthcare Industry Literature



Contact Us

To request a copy of our resources or surveys, please contact Customer Support at 1-800-396-9666 or email: orderentry@swisslog.com.

Ordering Information for Departmental Resources and Surveys

Material Transport for Hospital Departments (electronic file)	CM# 1226
Your Hospital Material Transport Project <i>-Considering the 8 Critical Areas of Superior Performance</i> (electronic file)	CM# 1225
Investigative Traffic Survey (electronic file)	CM# 1227
Comprehensive Traffic Survey (electronic file)	CM# 1228
System Design Analysis	CM# PTS-401

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