Kirby Lester 12-Step Service

Capsa Healthcare performs a comprehensive 12-Step Service on every Kirby Lester device that is sent to our Service facility. Trained software and hardware technicians take meticulous care during the diagnostics, cleaning, repair and final testing of your Kirby Lester device. Our goal is to have your device returned to your pharmacy as quickly as possible.

Our 12-Step Service process is thorough. Your device will be brought through these steps:

1. Inventory the newly arrived device for all parts, and assess any shipping damage (if any).

2. Validate the customer's concerns/reason for repair. Run the device through a series of operations to replicate the original problem.

3. Count-test the device to check if count accuracy is within Kirby Lester specifications.

4. Thoroughly clean outer assembly, making every effort to salvage customer-applied stickers, warning labels and notes.

5. Open the device's outer and inner assemblies and thoroughly vacuum and clean.

6. Replace all failed or failing components:

   - Components causing the original problem

   - Components that are not part of the original problem, but could be problematic for future operation

   - Test and recalibrate all key counting components

7. Install new components, firmware and software that have been standardized since the device's original date of manufacture.

8. QC for and repair any additional problems, both structural and aesthetic (e.g., missing screws).

9. Perform extensive count-tests to ensure count accuracy.

   - 9,000 total pills poured through for testing (3 different sizes/types of pill)

   - Count-tests are performed by two different departments (Service Department, and QC Department)

10. Final inspection performed by the QC Department.

11. Repack the device and prepare for safe return shipping.

12. Your repair includes a 6-month warranty.

For questions, please contact Service at 800.243.2465 or KLTechSupport@CapsaHealthcare.com.

KirbyLester
Automation by Capsa Healthcare