

# Syclone<sup>™</sup> Canister Replacement Program Shipping Instructions

Thank you for your Syclone<sup>™</sup> Replacement Canister and Recycle Kit purchase.

Purchase of the recycle kit also includes processing of the used canister for safe, eco-friendly recycling. Our canister replacement program is designed for a streamlined process from ordering your label to receiving your certificate.

**! Before you begin, please have the following available:**

- Crosstex DocHub sign-in information (if this is the first time visiting the portal, please create a new account using your current amalgam separator serial number)
- New canister serial number

## Check the contents of your new Syclone Replacement Canister and Recycle Kit:

- Shipping box and cushions
- Syclone Replacement Canister Installation Guide
- (1) Syclone Replacement Canister
- (2) O-rings (additional, added fitting option)
- (3) Plugs
- (2) Cap seals
- (1) Zip-style disposal bag
- (1) Return shipping label sleeve

Learn more at  
[crosstex.com/Syclone](https://crosstex.com/Syclone)



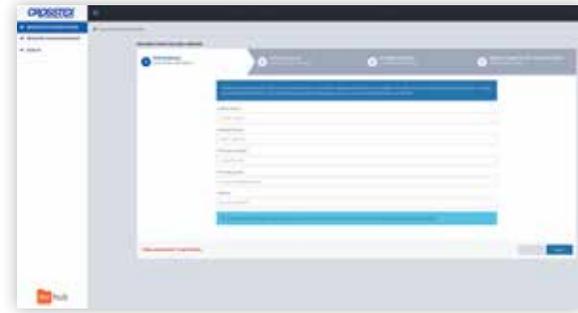
The serial number of the Syclone Canister is located on the side of the canister.

# New users to Crosstex DocHub

## 1 Set up account

Set up a Crosstex DocHub account by accessing the portal via the Cyclone™ Amalgam Separator page under “Product Warranty Registration.”

Enter the office details on the first step, ensuring that all information is valid as this will be replicated on the recycling certificates.



Crosstex DocHub account set up page

## 2 Check email

Check the email account entered in Step 1 for a temporary password. Enter the temporary password. You will be prompted to change the password to a more memorable one that can be used for future logins.

## 3 Verify address

Enter the business address of the office. Ensure that all information is valid as this will be replicated on the recycling certificates. Verify the address and select the UPS address that is pertinent to the office. You may override this feature if needed.

## 4 Enter serial number

Enter the valid serial number of your Cyclone Amalgam Separator. The serial number of the Cyclone™ Canister associated with the system should populate automatically. Select the date installed and complete any pertinent information on your preferred dealer. Opt-in to receive email reminders to help stay compliant.

**If you do not have a Cyclone Amalgam Separator**, check “No” on the first question. Enter the serial number of your amalgam separator and the valid serial number of the Cyclone™ Replacement Canister. Select the date installed and complete any pertinent information on your preferred dealer. Opt-in to receive email reminders to help stay compliant. **If you have a canister from your current system that needs to be recycled**, check yes for “Do you have a canister to return from your original system?”. Enter the serial number of your current canister in the field provided. A UPS shipping label for the current canister will be sent to the email associated with the account.



Final step for Crosstex DocHub account setup

## 5 Complete registration

Select “Complete Registration.” The processing may take a few minutes. Once completed, you will be automatically redirected to the dashboard. Use the dashboard to recycle canisters, track returned canisters and view any recycling certificates that have been generated.

STATUS	ACTION
Installed	Recycle Canister
Certificate Issued	
Returned	

The Crosstex DocHub dashboard Status and Action columns

# Returning users with Crosstex DocHub access

## 1 Sign in

Use the Crosstex DocHub portal on the Syclone™ Canister Replacement Program page to generate your label.

Sign in using the email and password associated with the account. On the dashboard, select “Recycle Canister” for the used canister you would like to recycle.

On the next page, enter the serial number of the new Syclone™ Replacement Canister. Check all the information and hit “Request UPS Label.” No payment information is required.

**Note: Please use one UPS label per Syclone Replacement Canister box.**



Recycle canister page on Crosstex DocHub

## 2 Print label

Print the prepaid shipping label with tracking information.

Check the email associated with the Crosstex DocHub account for the UPS label. Print the shipping label.



Example of shipping label



Sample email from Crosstex DocHub with attachment to print shipping label

## 3 Prepare shipment

Prepare the used canister for shipment and attach the label to box using the return shipment label sleeve.

Additional details on packaging the used canister can be found in the Syclone Replacement Canister Installation Guide.

## 4 Deliver shipment

Deliver shipment within ten days to your UPS driver, local UPS Store, UPS Drop Box or UPS Alliance (Office Depot or Staples).

**Note: Purchase of the recycle kit includes processing of the used canister for recycling. Please follow the directions listed to ship the canister. Do not ship used canisters to Crosstex. All used canisters must be sent to a qualified recycling facility listed on the label.**

## 5 Track shipment

After shipment, follow your package on Crosstex DocHub or with the tracking number provided from UPS. You will receive your certificate once the canister has been received for recycling. Certificates may take up to 30 days to process from date shipped to the recycler.



For over 65 years, Crosstex has remained dedicated to innovative, high-quality solutions, services, and education that ensure maximum compliance and improve outcomes for healthcare professionals and patients.



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