

# Specialized SPECT Sources FAQs

## **1. I don't know what sources go with my Siemens Symbia?**

EZIP provides a camera cross-reference sheet in the Application Guide under the "tools" section of this website. The sheets, broken down by camera manufacturer, will have all flood source options as well as OEM recommended nominal source activities.

## **2. I can't find what I am looking for online. Are there other options available?**

EZIP manufactures sources for different types of modalities and can customize almost any of its existing products. Please contact us for pricing and availability on any custom source.

## **3. I have extra source(s) I want to return. Can you take them back?**

EZIP can take back most nuclear medicine sources / isotopes beyond the one for one disposal program for a cost. Please contact us for additional information.

## **4. I have a fillable phantom that I have been using for QC. Can you turn that into a long lived source?**

We can convert your fillable phantom to a long lived source! Contact your local dealer for more information.

## **5. What are the technical specifications of your source(s)?**

We will provide to you a source data sheet, specific to your source, which will outline uniformity specifications, reference date and recommended replenishment dates.

## **6. I have a need for a QC source that I don't see listed on your cross reference sheet. Do you offer customized sources?**

We can manufacture SPECT sources for custom needs or applications. Please contact us directly for additional information.

## **7. I see that your cross-reference guide recommends a different activity than what I currently have. Why is that?**

Our sources are manufactured to OEM specifications. Activities for all sources have been reviewed and approved by the OEM. It has been our experience that some items have various activities, sometimes based on the country. We will manufacture your replacement source at the activity you wish to receive.

## **8. What is your exchange policy for any new purchases?**

We will take back your spent source on any new purchase on a one to one exchange. All return authorization numbers, return instructions and other documents will be sent with the new source. ***This policy is only active for sources shipped in North America. International shipments will incur a disposal fee charge. Please contact us for pricing outside of North America.***

## **9. I didn't get a return kit with my new source. What do I do?**

Please go to the "Support" section of this website for a printable version of our return kits.