How to download the electronic instructions for use (eIFU) on the Vircell website

The purpose of the search engine enabled on our website for the download of electronic instructions for use (eIFU) is to provide our customers with **direct, fast and secure access** to the updated documentation of the products.

I Technical requirements



Access must be made from a device with one of the following updated browsers: Google Chrome, Mozilla Firefox or Microsoft Edge.



The eIFUs are available in **PDF format**. If you do not have a suitable reader, you can download it for free here: **Adobe Acrobat Reader**.



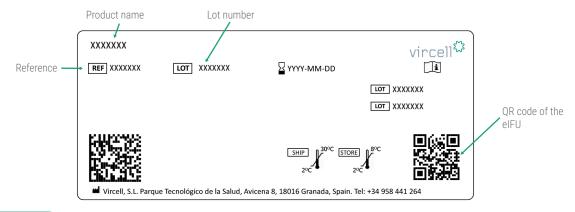
The documentation associated with each product will be kept on the web throughout its life cycle.

Step-by-step instructions to obtain elFUs:

a) From our website:

First step

Locate the following information on the product label: **product name**, **reference**, and **lot number**.



Second step

Access our website: <u>www.vircell.com</u> and select the "eIFU" option, located at the top right of the homepage, as shown in the image below:







Third step

In the document finder, fill in the three available filters:

- When you enter the **product name**, the reference* will be completed automatically. With these two fields, you will be able to obtain the **Safety Data Sheets (MSDS)**.
- If you also enter the **lot number**, you will additionally be able to access the Certificate of Analysis (CoA) and the eIFU.

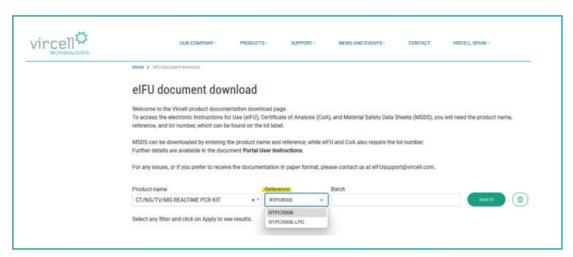


Image 2

Fourth step

Select one of the tabs of the documentation you want to obtain (MSDS, Inserts or CoA), and click "Download" to obtain the PDF file in the language you want.

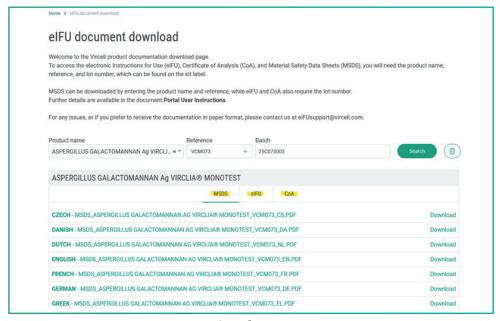


Image 3

^{*}Some of our products have several presentations that share the same name but differ in their reference. In these cases, the reference will be filled in automatically, and a dropdown menu will appear so you can choose the correct presentation, as shown in Image 2.



b) From the QR code on the product label:

First step

Identify the product for which you want to download the documentation.

Second step

Locate and scan the QR code on the sticker with your phone's camera.



Image 4

Third step

If your device does not have a built-in QR code reader in the camera, or if you need to scan it from a computer, you can use Google's <u>"Google Lens"</u> tool to read the code.

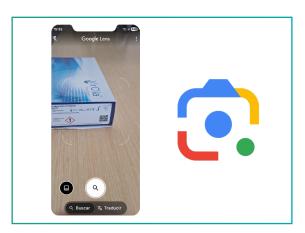


Image 5

Support

If you experience any issues during the download process or prefer to receive the documentation in paper format, you can contact our support team at elf-usupport@vircell.com, providing the product name, reference, and lot number in your email. We will handle your request free of charge within a maximum of 24 hours on business days and up to 72 hours on holidays. The documentation can be sent by email, postal mail, or fax, according to your preference.

