Optimize the performance and lifetime of your EXO Sonde.

Why purchase a Service Plan?

- EXO Factory Service Plans cover annual check-up and standard replacement parts.
- Service Plans are less expensive than the price of the same services purchased separately.
- Minimize down-time and risks of data loss by keeping equipment in top working order.
- Use today’s budget to protect your investment for years to come!

What does the Service Plan include?

Preventative Maintenance

- Equipment cleaning
- Replacement/lubrication of all sonde o-rings and sealing surfaces
- Firmware updates to sonde, handheld, and sensors
- Evaluation of the complete system: Sonde + Sensors + Handheld + Cable
- Calibration of sensors with KorEXO Calibration Reports
- Central Wiper seal replacement and rotation check
- Sensor power draw check
- Data logging test
- Pressure test

Standard Replacement Parts

- ODO cap with 1-year warranty (**$200 value**)
- pH or pH/ORP module with 1-year warranty (**$250 value**)
- Central Wiper brush (**$50 value**)

Priority Treatment

- In the event of unexpected repair needs, the Service Center will complete the evaluation and send an estimate within 5 business days for EXO Factory Service Plan owners (**$100+ value**)
- Free return shipping
What equipment is covered?

- EXO Sonde
- Field Cable
- Handheld
- Sensors
- Central Wiper

What are the plan options?

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<th>EXO1</th>
<th>EXO3</th>
<th>EXO2 and EXO2s</th>
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How are plans tracked?

Customers will receive a digital Service Plan Certificate that includes the serial numbers of the sonde. When it is time to send in the sonde, simply include a copy of the Certificate with the Product Return Form.

Go to YSI.com/Repair for return instructions.

Terms

- Plans offered with new EXO Sonde purchases only
- Plans must be purchased with the sonde or within 60 days of shipment of the sonde
- Coverage lasts for up to 3 years from when the sonde is purchased
- Each plan covers a single EXO sonde, field cable, handheld, and all sensors purchased with the sonde (up to the number of bulkhead ports)
- Plans cover labor and standard replacement parts for one check-up per year
- Standard replacement parts include one EXO ODO sensor cap, one EXO pH or pH/ORP sensor module, and one EXO Wiper brush
- Plans do NOT cover ISE modules, anti-fouling accessories, or more than one each of the standard replacement parts per year, unless failing under warranty
- Labor for non-plan maintenance is not included; however, evaluation of qualifying equipment will be expedited
- Repairs to damaged parts are not included, unless a result of a defect under warranty
- Plans are only available for purchase within the United States