



Xylem Product Return Form

Thank you for sending in your instrumentation for service. Please complete this Product Return Form accurately. It will ensure the highest quality service of your water quality investment.

YSI Customer #: Enter this number if you know it. Otherwise, leave it blank and YSI will fill it in when it arrives for service.

Service Request (SR) #: It is not required to have an SR# created before you send your instrumentation in for service. If you do not have an SR#, leave this field blank and the SR# will be created when the instrumentation arrives.

International Returns: You must get an SR# upfront along with proper shipping instructions for customs. Contact: +1.937.767.7241 (option 4) or ysi.repairs@xylem.com.

SIM Cards: If you are sending a SIM Card for a system we are building for you, skip steps 2 and 4. For step 1 use the "Ship To" section for your full contact information. In step 3, rather than a Model#, provide the **Sales Order Number** from your Sales Order Acknowledgment.

1 Provide Your Contact Information

It is required that you provide a point of contact. This person will receive critical email updates and other service evaluation notes.

Note: YSI cannot ship to PO boxes.

2 Provide Your Payment Method

This section is optional. No payment information is required prior to YSI evaluating the instrumentation. You can leave this section blank. You may also attach a copy of your Purchase Order if you would like to provide pre-approval of the service. **Note:** YSI will provide a quote for all evaluations prior to completing repairs or service except when covered under warranty.

YSI's policy in regards to service: Once YSI evaluates the instrumentation, a quote will be provided to the contact(s) provided on the Product Return Form. YSI will then wait for a response regarding authorization of the service. You are not under any obligation to have your instrumentation repaired. YSI has a [standard flat evaluation fee](#) which also includes labor for every piece of instrumentation. Additional charges will be for parts only.

Your options once you receive a service quote:

- If the quote reflects a \$0 total, no action required.
- Approve the repairs and provide payment information.
 - Call with credit card info
 - Email/Fax Purchase Order info
- Deny the repairs and have the instrumentation shipped back.
 - You will be charged HALF of the evaluation fee and shipping if you choose this option.
- Deny the repairs and ask YSI to scrap your instrumentation.
 - YSI will properly recycle your instrumentation and you will not be charged for service.
 - Your instrumentation is NOT recoverable once you choose this option

3 Provide Equipment Information

Include the pertinent information for the YSI instrumentation. Be sure to include the Model and Serial/Lot numbers of the instrumentation as well as a thorough description of the problem or special instructions. The more information you provide regarding the issue, the better the Service Technician can pinpoint and resolve the issue.

Note: If you do not want your Firmware/Software updated, indicate that in this section.

A few tips when returning instrumentation for service:

- Make sure pH, pH/ORP, Ammonium, Nitrate, Chloride, and Dissolved Oxygen probes are properly stored and hydrated during transit.
- Be sure to include as much of the instrumentation as possible for thorough evaluation. Sending in the cables, probes, and display units allows the Service Technician to evaluate the instrumentation as a whole.

Note: All equipment received is subject to an evaluation fee.

- Package your instrumentation properly for shipping. Pack tightly using bubble wrap, packing peanuts newspapers, etc. so the instrumentation suffers as little shock as possible. Also consider the temperatures the instrumentation may be exposed to on its journey.

4 Cleaning Certificate

Please be sure to properly sanitize your instrumentation no matter what the application is prior to returning it to YSI. A quick rinse with a 1:1 bleach/water solution will help ensure YSI's Receiving Administrators and Service Technicians stay safe.

Note: YSI reserves the right to deny service and return dirty instrumentation.

5 Print Form and Include in Shipment

Keep a copy of this form for your records and include a copy with your shipment so your instrumentation can be properly logged in when it arrives at the YSI Service Center. There is no need to email this form ahead of sending in your instrumentation – unless you are shipping outside the U.S.

6 Package & Ship Equipment to YSI

Repair turnaround times vary by product line. Your repair order acknowledgment includes your estimated evaluation date. Need it faster? Expedited evaluation is available for an additional fee when capacity allows. Contact us by phone or email to check availability.



YSI Customer #
(optional)

Service Request (SR) #
(optional)

1 Provide Your Contact Information

Bill To

Agency:

Address:

Contact:

Phone:

Fax:

Email:

Ship To

Same as Bill To

Agency:

Address:

No PO
Boxes

Contact:

Phone:

Fax:

Email:

Return Shipping Options

Ship via (choose one):

None

DHL

FedEx

UPS

Acct. #

Note: Shipping is prepaid and add.

Shipping Method (choose one):

Ground

2nd Day

Next Day AM

Next Day PM

Other:

2 Provide Your Payment Method

This section is optional.

For faster service specify 'Pre-Approval', provide the amount and payment method.

Pre-approval with Purchase Order (please attach)

Amount:

PO #:

Credit Card (Only required once evaluation is complete.)

Call the Service Center handling your repair with card info.

Prepayment

Quote Required

Service Contract #:

Note: There is an evaluation fee of 50% of the labor charge if instruments are requested to be returned without repairs.

3 Provide Equipment Information ⁽¹⁾

More space for additional instruments on page 3.

I do **not** want my Firmware/Software updated.

Model #:

Serial #:

Please describe the problem:

4 Cleaning Certificate

This section must be completed and signed.

Remove all environmental contamination. Any additional cleaning fee may be charged for excessively dirty products.

Model #:

Lot/Serial #:

Contaminants (if known):

Cleaning Agents Used:

Radioactive Decontamination Certified

(Check if product has been exposed to radiation and decontaminated.)

Product has an extended warranty

Certified By:

Date:

mm/dd/yyyy

Please see page 3 for final steps.

5 Print Form and Include in Shipment

Keep one copy of your completed form for your records, and include a second copy in your shipment to YSI.

Additional Equipment Information ⁽²⁾

Model #:

Serial #:

Please describe the problem:

Cleaning Certificate

Remove all environmental contamination. Any additional cleaning fee may be charged for excessively dirty products.

Model #:

Lot/Serial #:

Contaminants (if known):

Radioactive Decontamination Certified

(Check if product has been exposed to radiation and decontaminated.)

Cleaning Agents Used:

Product has an extended warranty

YSI, a Xylem brand
1725 Brannum Lane
Yellow Springs, OH 45387

+1.937.767.7241
ysi.repairs@xylem.com
YSI.com

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6 Package & Ship Equipment to YSI

YSI Service Center

1725 Brannum Lane
Yellow Springs, Ohio 45387
+1.937.767.7241
ysi.repairs@xylem.com

Additional Equipment Information ⁽³⁾

Model #:

Serial #:

Please describe the problem:

Cleaning Certificate

Remove all environmental contamination. Any additional cleaning fee may be charged for excessively dirty products.

Model #:

Lot/Serial #:

Contaminants (if known):

Radioactive Decontamination Certified

(Check if product has been exposed to radiation and decontaminated.)

Cleaning Agents Used:

Product has an extended warranty

