

ProDSS Factory Service Plans

OPTIMIZE THE PERFORMANCE AND LIFETIME OF YOUR PRODSS METER



- Preventative Maintenance
- Regular Check-Ups
- Discounted Replacement Parts
- Priority Treatment

Why purchase a Service Plan?



ProDSS Factory Service Plans cover annual check-ups 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!

How does the Service Plan work?

To get started with a Factory Service Plan, simply mention the plan to any YSI sales representative or manufacturing agent. Plans must be purchased within 60 days after shipment of your ProDSS. If you're ready to talk to a sales person, you can [request a quote here](#).

Please see the next page for full program details.



Request a quote!
Protect your investment

+1.800.897.4151
repairs@ysi.com



a xylem brand

What does the Service Plan include?

Preventative Maintenance

- Equipment cleaning
- Replacement/lubrication of all sonde o-rings and sealing surfaces
- Firmware updates to handheld and sensors
- Evaluation of the complete system: Handheld + Cable + Sensors
- Calibration of sensors with Kor Calibration Reports
- Sensor power draw check

Standard Replacement Parts

- ODO cap with 1-year warranty (\$135 value)
- pH or pH/ORP module with 1-year warranty (\$270 value)

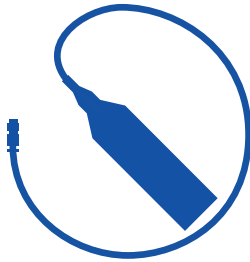
Priority Treatment

- In the event of unexpected repair needs, the Service Center will complete the evaluation and send an estimate within 5 business days for ProDSS Factory Service Plan owners (\$100+ value)
- Free return shipping

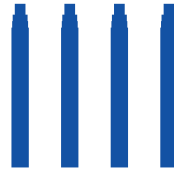
What equipment is covered?



ProDSS Handheld




4-Port Cable



Sensors

What are the plan options?

ProDSS 4-Port Cable 	
1-year	\$625
2-year	\$1,225
3-year	\$1,850

How are plans tracked?

Customers will receive a digital Service Plan Certificate that includes the ProDSS serial number. When it is time to send in the meter, simply include a copy of the Certificate with the [Product Return Form](#).

Go to [YSI.com/Repair](https://www.ysi.com/Repair) for return instructions.

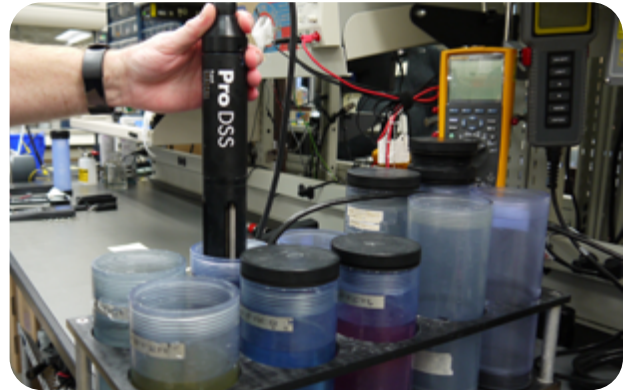


Benefits of a Factory Service Center

All work is performed by expert technicians. This includes comprehensive inspection and seal restoration, as well as other services only the factory can provide.



Cable and probe assembly seal replacement



Verification that sensors meet YSI specifications

Terms

- Plans offered with new ProDSS Meter purchases only.
- Plans must be purchased with the meter or within 60 days of shipment of the meter.
- Duration of coverage is defined by the Service Plan selected and is not to exceed three years from date of purchase.
- Each plan covers a single ProDSS Handheld, 4-port cable, and up to 4 sensors.
- Plans cover cost of labor, standard replacement parts, and return shipping for one check-up per year.
- Standard replacement parts include one ODO sensor cap, one pH or pH/ORP sensor module per year.
- Plans do NOT cover ISE modules 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 covered, unless a result of a defect under warranty.
- Plans are only available for purchase within the United States.



Factory Service Center located in Yellow Springs, Ohio

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Who's
Minding
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