

6 Easy Steps to Complete Your Return Form

Send in your YSI instrumentation for service by completing this convenient Product Return Form. Submitting this form completely and accurately will save you time when returning your YSI instrument. Below are a few guidelines to follow when filling out this form and some tips on packaging.

Contact the **YSI Service Center** for repair and service pricing inquiries:
800-765-4974 or repairs@ysi.com

Contact **YSI Tech Support** for troubleshooting:
800-765-4974 or info@ysi.com

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.

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

A point person is required if questions arise. This person will receive an email regarding the receipt of the instrumentation, expected evaluation date, and will also be sent a quote when the service evaluation has been completed.

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.**

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 or pay Online with credit card info
 - Email/Fax Purchase Order info
- Deny the repairs and have the instrumentation shipped back.
 - You will be charged HALF of all Labor fees 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. This allows the Technician to evaluate the instrumentation as a system. Otherwise, only send what you know needs repair.
NOTE: All equipment received is subject to an evaluation fee.
- Package your instrumentation properly for shipping by placing in original packaging. Otherwise, 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. Heat pack should be considered in Winter months for pH probes. **Note: An additional charge may appear on the service quote to accommodate safe return shipping of your equipment.**

4 Complete a Cleaning Certificate - This section must be completed and signed.

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

The estimated turnaround time from receipt to evaluation is 8 business days. Expedited evaluation options are also available for an additional fee. Please call or email to inquire about expediting your order.

YSI Customer #
(optional)

Service Request (SR) #
(optional)

1 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 (Optional)

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 Payment Method (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 with card information or use our online services

Prepayment

Quote Required

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

3 Equipment Information ⁽¹⁾

More space for additional instruments on page 3.

Model #(SOA for SIM Cards):

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 for Shipment



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

6 Ship Equipment to YSI

YSI Service Center

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

Additional Equipment Information ⁽²⁾

Model #:

Serial #:

Please describe the problem:

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

Additional Equipment Information ⁽³⁾

Model #:

Serial #:

Please describe the problem:

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

