



EXO Factory Service Plans

Optimize the performance and lifetime of your EXO Sonde

Why purchase a Service Plan?



EXO 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!

What equipment is covered?

EXO Factory Service plans cover your:

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

Annual Central Wiper service is critical to providing the best anti-fouling protection

How does the Factory 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 the shipment of your EXO Sonde.

What are the plan options?

EXO Factory Service Plans are available for 1, 2, or 3 years.

[Request a quote to get started](#)

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 Kor 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
- pH or pH/ORP module with 1-year warranty
- Central Wiper brush

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
- Free return shipping

How are plans tracked?

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

Visit 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.



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.
- 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 EXO Sonde, field cable, handheld, and all sensors purchased with the sonde (up to the number of bulkhead ports).
- Plans cover cost of labor, standard replacement parts, and return shipping 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 per year.
- Plans do NOT cover ISE modules, anti-fouling accessories, or more than one of 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 defect under warranty.
- Plans are only available for purchase within the United States.



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