

# EXO Factory Service Plans

PLANS TO PROTECT YOUR INVESTMENT

## 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!



EX02<sup>S</sup>

EX03

EX01

EX02

### 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



Comprehensive inspection and seal restoration by expert technicians.

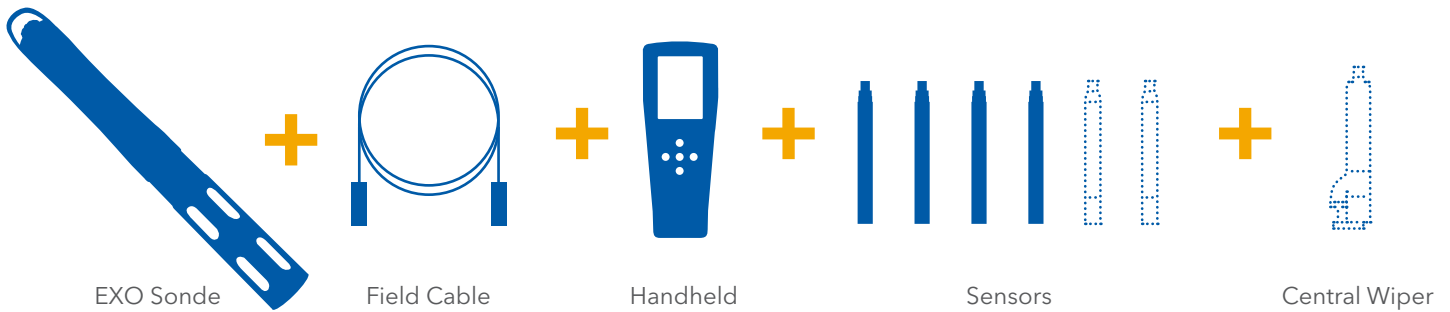


Annual Wiper service is critical to anti-fouling protection.



Factory pressure chamber tests leak resistance up to 250m simulated depth.

## What equipment is covered?



## What are the plan options?

	EXO1 4 Sensors	EXO3 4 Sensors + Wiper	EXO2 and EXO2 <sup>s</sup> 6 Sensors + Wiper
1-year	\$700	\$800	\$850
2-year	\$1,400	\$1,600	\$1,700
3-year	\$2,100	\$2,400	\$2,550

## 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](https://www.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 covered, unless a result of a defect under warranty
- Plans are only available for purchase within the United States



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