

Let's Solve Water

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 **Aquatic Equipment and Design (AED)** for repair and service pricing inquiries:

407-995-6490 or info@aquaticed.com

Customer #: Enter this number if you know it. Otherwise, leave it blank and AED 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.

1 Provide Your Contact Information

It is helpful for the service technicians to have a point person they can contact if questions arise. The person listed is preferably someone who is familiar with the instrumentation and the request for service. 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. AED will only perform the service or repairs once the quote is authorized and the payment method has been verified.

Note: AED cannot ship to PO boxes.

2 Provide Your Payment Method

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

AED's policy in regards to service: Once AED evaluates the instrumentation, a quote will be provided to the contact(s) provided on the Product Return Form. AED will then wait for a response regarding authorization of the service. You are not under any obligation to have your instrumentation repaired. AED 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:

- 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 AED to scrap your instrumentation.
 - AED 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.

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.
- 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 Complete a Cleaning Certificate

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

6 Package & Ship Equipment to AED

Note: 3200 and 3400 series Conductivity Cells and EXO instrumentation must be shipped to YSI Ohio for service. The standard turnaround time is 10 working days after the instrumentation is received at YSI. 24-hour turnaround and 3-5 day expedited services are also available for an additional fee.



AED 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

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

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

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

3 Equipment Information ⁽¹⁾ More

space for additional instruments on page 3.

Model #:

Serial #:

Please describe the problem:

4 Cleaning Certificate

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 Aquatic Equipment & Design, Inc

AED - YSI Service Center
18981 US Highway 441 #329
Mount Dora, FL 32757
+1.407.995.6490
Info@aquaticed.com

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 #: Contaminants

Lot/Serial #: Cleaning

(if known):

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

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

Model #: Contaminants

Lot/Serial #: Cleaning

(if known):

Agents Used:

Radioactive Decontamination Certified

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

Product has an extended warranty

