Xylem product return form

Thank you for sending in your instrumentation for service. Please read the instructions on pages (1) and (2) carefully. The steps listed will help you complete the forms on pages (3) and (4).

Instructions

1 Step 1: Provide your contact information

It is required that you provide a point of contact. This person will receive critical email updates and other service evaluation notes.

Note: Xylem cannot ship to PO boxes.

Important terms

Xylem customer #: Enter this number if you know it. Otherwise, leave it blank and Xylem will fill it in when it arrives.

Service request (SR) #: It is not required to have an SR# created prior to sending in your instrument. If you do not have an SR#, leave this field blank and the SR# will be created when the instrument(s) arrive.

International returns: You must get an SR# upfront along with proper shipping instructions for customs.
Contact: +1.937.767.7241 (option 4) or ysi.repairs@xylem.com.

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.

2 Step 2: Provide your payment method

This section is optional. No payment information is required prior to Xylem evaluating the instrument(s). 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: Xylem will provide a quote for all evaluations prior to completing repairs or service except when covered under warranty.

Xylem's policy in regards to service: Once Xylem evaluates the instrumentation, a quote will be provided to the contact listed on the product return form. Xylem will then wait for a response and authorization to start service. You are not under any obligation to have your instrumentation repaired by our team.

Xylem 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:

1) If the quote reflects a $0 total, no action is required.

2) **Approve the repairs** and provide payment information.
- Call with credit card info
- Email/fax purchase order info

3) **Deny the repairs** and have the instrument(s) returned.
- You will be charged HALF of the evaluation fee and shipping if you choose this option.

4) **Deny the repairs** and we will scrap the instrument(s).
- Xylem will properly recycle your instrumentation and you will not be charged for service.
- Your instrumentation is NOT recoverable once you choose this option

Instructions continued on the next page

Xylem Inc.
1725 Brannum Lane
Yellow Springs, OH 45387

Phone: +1.937.767.7241
Email: ysi.info@xylem.com
Web: xylemanalytics.com

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Xylem product return form

Thank you for sending in your instrumentation for service. Please read the instructions on pages (1) and (2) carefully. The steps listed will help you complete the forms on pages (3) and (4).

Instructions, continued...

3 Step 3: Provide equipment information

Include all pertinent information for the Xylem instrumentation. Be sure to include the model # and serial/lot #'s of the instrumentation.

Please include thorough description of the problem or any special instructions. The more information you provide regarding the issue, the better the Xylem 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.

Heat packs 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.

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. **Note:** All equipment received is subject to an evaluation fee.

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 Step 4: Cleaning certificate

Please be sure to properly sanitize your instrumentation no matter what the application is prior to returning it to Xylem. A quick rinse with a 1:1 bleach/water solution will help ensure Xylem's receiving administrators and service technicians stay safe.

Note: Xylem reserves the right to deny service and return dirty instrumentation.

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5 Step 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 Xylem service center. There is no need to email this form ahead of sending in your instrumentation — unless you are shipping outside the U.S.

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6 Step 6: Package and ship equipment to Xylem

Repair turnaround times vary by product line.
Your repair order acknowledgment includes your estimated evaluation date.

Need it faster? Expedited evaluation is available for an additional fee when capacity allows. Contact us by phone or email to check availability.

Forms begin on the next page

Xylem product return form

Xylem customer #: *(optional)*

Service request #: *(optional)*

1 Provide your 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

Account #:

Shipping method *(choose one):*

None DHL FedEX UPS

Other:

2 Provide your payment method

This section is optional. For faster service specify "Pre-approval". Provide the amount & payment method.

Pre-approval with purchase order
(A hard copy of the PO is required.)

Amount: PO#:

Credit card *(Only required once evaluation is complete. Call the service center handling your repair with card info.)*

Prepayment **Quote required**

Service contract #:

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

3 Provide your equipment information

More space for additional instruments on next page.

I do not want my firmware/software updated.

Model#: 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

Signature: **Date:**

Xylem product return form

5 Print form & include in shipment

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

Click to Print Form

6 Package & ship

Xylem Service Center
1725 Brannum Lane
Yellow Springs, Ohio 45387
+1.937.767.7241
ysi.info@xylem.com

Additional equipment information (I)

Model#: Serial#:

Please describe the problem:

Cleaning certificate

Remove all environmental contamination. An 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 (II)

Model#: Serial#:

Please describe the problem:

Cleaning certificate

Remove all environmental contamination. An 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

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