

DTS-12 End of Service (EOSvc) and End of Life (EOL) Notification

AEM is announcing the End of Service (EOSvc) and End of Life (EOL) for the DTS-12 turbidity sensor, **effective December 31st, 2026**, due to parts obsolescence by suppliers.

Despite extensive efforts to maintain repair and calibration capability, several key components for the DTS-12 sensor are no longer available in sufficient quantities to support continued servicing, support and calibration of the product.

Product Code	Description	Last RMA issue date	EoSvc Date	EoL Date
DTS-12	Turbidity Sensor, SDI-12, No Endcap, No Cable.	31 st October, 2026	31 st December, 2026	31 st December, 2026
DTS FXD_kit	DTS-12,DTS-CAP-FXD,12121,FTS-USBMANUAL	31 st October, 2026	31 st December, 2026	31 st December, 2026
DTS QC_kit	DTS-12,DTS-CBL-CON-60,DTS-CBLCON-100,FTS-USB-MANUAL	31 st October, 2026	31 st December, 2026	31 st December, 2026
DTS-12-BNDL	Turbidity sensor including DTS-12 and DTS-CAP-EXT	31 st October, 2026	31 st December, 2026	31 st December, 2026
SVC-DTS	Turbidity sensor, SDI	31 st October, 2026	31 st December, 2026	31 st December, 2026

Maintenance and Service (M&S)

To help facilitate the transition to program closure, sensors that have **arrived at the FTS factory prior to December 31st, 2026**, will continue to be evaluated, repaired and calibrated where possible.



Please note:

- Repair and calibration efforts will be performed on a best-effort basis, subject to the availability and condition of remaining service parts.
- No warranty is made that any submitted unit can be repaired or calibrated.
- Once available service parts have been exhausted, additional repairs and calibration may no longer be possible.

Return Material Authorization (RMA)

- The RMA process will continue to be supported until **October 31st, 2026**, after which time no new Return Material Authorisations (RMAs) for DTS-12 sensors will be issued.

Additional Information

- End of Service (EOSvc) applies to all repair, calibration and support services for all DTS-12 turbidity sensors and their associated cabling and equipment.
- Due to the program closure, any sensors that arrive at the FTS factory **after December 31st, 2026**, cannot be accepted for either evaluation, service or calibration.
- Any DTS-12 sensors arriving at the FTS factory **after December 31st, 2026**, may be returned with return shipping costs being the responsibility of the customer.
- The DTS-12 Sensor will be considered fully End of Service and End of Life after **December 31st, 2026**, and no further repair, calibration and support will be available.
- Customers are encouraged to evaluate replacement strategies and plan for migration to alternative products where appropriate.

If you have any questions, please contact the AEM Service team.

Monday to Friday – 7:00am to 4:30pm (PST)

1.301.250.4221 (US)

1.778.715.7050 (CA)

fts-techsupport@aem.eco

