

# **MAXCRAFT AVIONICS LTD.**

## **2015 Warranty Policy**

### **Equipment Sales - Limited Warranty**

Each product sold by Maxcraft is warranted to be free from defects in material and workmanship, under normal use, subject to the terms and conditions listed below.

#### **New Equipment:**

New equipment supplied by Maxcraft is covered by the applicable Original Equipment Manufacturers (OEM) limited warranty. These warranties (typically one or two years) are subject to the terms and conditions defined by each individual OEM. For specific OEM warranty details, please contact Maxcraft sales department.

If a new equipment item experiences a normal failure during the applicable warranty period, Maxcraft will work with the OEM on the customer's behalf to ensure the best possible resolution.

#### **Used Equipment:**

The warranty period for used equipment will vary depending on the specific product sold. The applicable warranty period is typically noted on the quotation and should be confirmed at the time of sale. Unless other specific warranty details are noted on the sales invoice, the following warranty periods are applicable:

- Serviceable (Repaired) Items: Three (3) months from the invoice date.
- Overhauled Items: Six (6) months from the invoice date.
- Exchange Sales: Six (6) months from the invoice date.
- As Removed (AR) Items: Thirty (30) days only from the invoice date.

If a used equipment item experiences a normal failure during the applicable warranty period, Maxcraft will either repair it or replace it at their exclusive option.

### **Repair Services - Limited Warranty**

Each product repaired by Maxcraft will be free from defects in material and workmanship introduced during Maxcraft repair work, under normal use, subject to the terms and conditions listed below.

#### **Minor Repairs:**

Maxcraft Definition: Minor repairs are repairs which required 4.0 hours or less labour and under \$40 in parts. Minor repairs are invoiced at less than \$499.

Warranty Period: Three (3) months from the invoice date

Maxcraft warranty covers the parts and labour used to accomplish the specific repair work order. It does not cover repair of the entire unit.

#### **Major Repair or Overhaul:**

Maxcraft Definition: Major repairs are repairs which required 4.5 or more hours of labour to complete and are invoiced at \$500 or more. Overhaul is a specific repair process defined by the product manufacturer.

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Warranty Period: Six (6) months from the invoice date

Maxcraft warranty covers the parts and labour used to accomplish the specific repair work order. It does not cover repair of the entire unit.

### **Bench Test and Recertification:**

If no replacement parts were used and no repair was carried out the completed work scope is considered to be "Inspected and Tested" only. Warranty is not applicable.

### **Terms and Conditions**

1. After repair or replacement, units covered under warranty retain the unused portion of their original warranty.
2. If no defect is found with a returned unit, the customer may be held responsible for the cost of testing, recertification and parts and labour incurred to return the unit to new, overhauled or serviceable condition as applicable.
3. Customers returning a product for warranty consideration shall:
  - a. Advise registration number and aircraft type the component was installed on.
  - b. Advise date of failure, specific details of failure and total hours of operation.
  - c. Return unit before the applicable warranty period expires.
  - d. Return unit with no broken seals, alterations, signs of abuse or improper installation.
4. Customer is responsible for ensuring units being returned are properly packed in sturdy cartons with suitable shock absorbing material. **For instruments, use soft foam inserts only, not foam peanuts or bubble wrap.**
5. All returns shall be shipped "Prepaid" to Maxcraft Avionics Ltd, Pitt Meadows BC.
6. This warranty contains exclusions, which limit the warranty. These exclusions are listed below.

### **Exclusions**

1. Maxcraft will not, under any circumstances, be liable for costs incurred by the repair of the subject unit by another facility.
2. Maxcraft is not responsible for cost of removal, reinstallation or transportation.
3. Maxcraft may need to ship an item to its respective manufacturer for warranty repair. The transportation cost to ship it to and from the OEM is not covered under this warranty.
4. OEM's generally require new avionics equipment to be installed by an authorized dealer in order for their warranty to be valid.
5. This warranty shall not apply to any item, which, in the judgment of Maxcraft Avionics, has not been installed in accordance with the manufacturer's instructions, or has been subjected to abuse, contamination, improper storage, negligence or accident.
6. The warranty set forth above shall be the sole and exclusive remedy. No other warranties expressed or implied or other obligations or liabilities shall apply. In no event will Maxcraft Avionics Ltd be liable for loss of use or for incidental, indirect or consequential damages.