



KITCHENER AERO AVIONICS LTD.

OEM WARRANTY POLICY

BACKGROUND:

Aircraft and Avionics OEM's warranty their products for a specified period of time. The terms and conditions of these warranties vary widely from one OEM to the next. *OEM Warranty Programs are fundamentally a service contract between the OEM and its end customer.*

Typically, the OEM allows for *limited or no labour reimbursement*, and one way shipping charges for products returned to the factory for repair. However not all OEM's offer to pay shipping charges, and many warranties are strictly FOB the factory repair facility. Often the maximum allowable labour figure is unrealistically low, and the actual labour required on our part exceeds the OEM labour cap, particularly when required documentation is factored in.

KITCHENER AERO RESPONSIBILITY:

Warranty Claim: Kitchener Aero is responsible for submitting a warranty claim to the OEM on behalf of the customer for the actual labour time expended (including documentation) and the OEM parts used for work performed within the manufacturers' warranty compliance period. The OEM may accept, reject, or may only cover a portion of that claim. Kitchener Aero is ***not*** responsible for assuming any warranty aspects on behalf of the OEM or the customer. The customer is responsible for any difference between the OEM warranty approval and our actual invoice amount. In certain cases, Kitchener Aero shall invoice and be paid by the customer directly, and the customer will be responsible for requesting reimbursement from the OEM.

Loaner/Rental Units: Kitchener Aero has Loaner/Rental units available for many products. If the OEM cannot supply a loaner or rental unit, Kitchener Aero may be able to offer a loaner or rental unit to the customer. Even for no-charge loaner units the customer is typically responsible a recertification fee (covering the cost to put the unit back thru our shop to test and recertify it following removal) and any additional repair charges for repair of damaged Loaner/Rental units supplied by Kitchener Aero. Note that we typically waive Rental fees if the customer originally purchased the avionics product from Kitchener Aero

CUSTOMER RESPONSIBILITY:

Parts & Labour: The customer is responsible for all parts and labour charges that are ***not*** covered by the OEM. Kitchener Aero shall invoice the customer directly for rejected or partially paid warranty claims and all other parts and labour not paid by the OEM.

Loaner/Rental Units: The customer is responsible for all rental charges not covered under warranty policy for both OEM and Kitchener Aero supplied loaner or rental units. Customer is also responsible for ***prompt return*** of Loaner & Rental Units in order to avoid "Late Charges" in that regard.

Shipping Charges: The customer is responsible for all shipping and brokerage charges not paid by the OEM on Warranty Repairs, Exchanges, and Loaner/rental Units. For parts being returned to the OEM for repair or credit, Kitchener Aero shall pre-pay the shipping and invoice the customer for the shipping charges.

EXTENDED WARRANTY:

Many Original Equipment Manufacturers' offer extended warranties for their products, and they are generally extremely good and cost-effective programs. We strongly recommend that you protect your investment by looking into extended warranty options. Contact the Kitchener Aero Sales department for extended warranty pricing.