



AIRBUS HELICOPTERS

This document provides the warranty procedures relative to spare parts and new helicopters delivered after January 2015.

*Warranty Policy
Guidelines*

AIRBUS

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Submitting Warranty Claims

Time is of the essence, so be sure your claims are submitted within 15-days from the failure date. If preliminary approval is granted, the replacement part will be released on FOC order. If you are requesting warranty credit, the credit note will be emailed on the same day, if approved.

If AHI authorizes scrap onsite, your claim will be accepted and closed simultaneously. Warranty disposition for repairable parts is usually determined when the core arrives at AHI, but sometimes it could require inspection at the OEM before final determination can be made. If the OEM refuses warranty, we will send you the supporting documentation and billback information.

Telephone

To submit a warranty claim by telephone, be prepared to provide your CSR with the following information:

- Helicopter serial number
- Helicopter hours
- Occurrence date and/or removal date
- Part number
- Part serial number, if applicable
- Part installation date, if not original equipment
- Total operating hours
- Squawk, which should include any related troubleshooting
- Failed part proof of purchase, if not original equipment

Email

Before submitting the warranty claim by email, please complete the Maintenance, Malfunction / Information Report form (MMIR). After completing the form, attach the PDF file to your email and send to your designated CSR, and courtesy copy the Senior Warranty Administrator.

Equivalent Documentation

AHI will accept equivalent documentation in lieu of the MMIR form, as long as the information provided meets the minimum requirement for processing the warranty claim. The minimum information required is listed in the Telephone section. If the warranty core is returned to AHI, it must be accompanied by a completed MMIR form.

Keycopter

There are a couple of advantages for using the Keycopter portal for submitting a warranty claims. First of all, the MMIR is generated by Keycopter, which eliminates the need for completing the manual claim form. But most importantly, you'll receive instant feedback regarding claim status.

Shipping the Failed Part to AHI

You can submit your claim by sending us the failed part, but be sure to include a completed MMIR form, removal tag and component record card, if applicable. The part must arrive at AHI within 15-days from the failure date. Claim determination will be made when the failed part arrives. If the core arrives at AHI without proper documentation, we'll notify you by email.

Claim Processing

Scrap Onsite/Returning Warranty Core

If AHI authorizes scrap onsite, you will receive a scrap certificate with instructions via email. If AHI requires a core return, ship to the address shown below. Remember to enclose a completed MMIR form, removal tag and component record card, if applicable. Indicate the RMA number in the top right corner. The core is due back within 30-days after receiving the replacement part. If the core arrives at AHI without proper documentation, we'll notify you by email. Please remember, the lack of proper documentation is the equivalent to not having received the core.

**Airbus Helicopters, Inc.
DFW International Airport
2370 West Airfield Drive
DFW Airport, TX 75261**

Warranty Proration

AHI prorates the remaining warranty period, not the out-of-pocket cost.

When a part is purchased on straight sale or standard exchange, the warranty period begins. If the purchased part fails within the warranty period, AHI will replace the failed part at no cost to you. AHI will continue to replace additional failures at no cost, until the original warranty period has been exhausted. Once that occurs, the replacement part is purchased at the regular price and a new warranty period will begin.

For parts replaced during the new helicopter warranty period, AHI will apply the remainder of the new helicopter warranty, or the spare part warranty, whichever is most advantageous to you.

Service Centers

If the warranty replacement part was procured from an authorized AHI service center, application for warranty must be processed by that service center.

If the service center is performing maintenance on the new helicopter, contact the Senior Warranty Administrator for possible labor coverage. If the parts replaced during the maintenance qualify for warranty, the service center will provide those parts to you at no cost.

Warranty Exclusions

Some of the parts not covered under the Airbus Helicopters warranty are lead-acid batteries, turbine engines and avionics equipment. For warranty on these excluded parts, you must submit your claim to the original manufacturer. Parts damaged by corrosion or erosion are excluded from coverage, as well as parts with list price under \$50.

Claim Refusal

If AHI refuses the warranty claim at the time of order, please provide a purchase order for the full price of the part, less applicable discount. Once we receive the revised purchase order, AHI will release the part on straight sale or standard exchange.

If warranty is refused after AHI released the FOC part, your account will be debited the straight sale price, or the standard exchange price, whichever applies to the original warranty order. To support the billback, you will receive a detailed explanation regarding the claim refusal, including the shop report, if applicable.

Claim Disputes

If a claim is denied and you are unable to reach an agreement with the Senior Warranty Administrator, the dispute will be elevated to the AHI management team for final disposition.

MMIR Instructions

The PDF version of the MMIR can be filled out and printed from within Acrobat. If you submit the MMIR at time of order, you will need to update the MMIR if any of the information changes before returning the warranty core, such as the helicopter total time and part removal date.

1. Submitted By

Provide the company name and shipping address.

2. Warranty Claim

Provide AHI with purchase order number if you are requesting Warranty Repair or Warranty Replacement part. If you are requesting Credit for Local Repair, provide AHI with parts breakdown and cost for each part. For labor related claims, AHI will set the Labor Rate.

3. Helicopter Data

If the Occurrence Date is before Part Removal Date, then make sure helicopter Hours at Occurrence are on the same day as the Part Removal Date. If the helicopter is covered under AHI Component Support Agreement, check the Component Support Agreement box. If the Reported Part is tracked by cycles, make sure to indicate helicopter Cycles at Occurrence.

4. Reported Part Data

Reported Part Data is required for all submittals. When shipping a core to AHI, make sure to enclose a completed copy of this form, removal tag, historical record card or other related paperwork. If reported part is not Original Equipment, complete the proof of purchase sections in the shaded areas. If exhibit is not available, AHI requires Scrap Certificate for parts destroyed at your location. See warranty policy for scrapping rules.

5. Replacement Part Data

Replacement Part Data section is required for all submittals. If the replacement part is serialized, be sure to indicate the serial number installed. If you are requesting credit against the cost to replace the Reported Part, please provide the AHI invoice information.

6. Report Reason and Action Taken

For example, avoid simple remarks like part is inoperative or leaking. Describe the problem caused by the inoperative part or where the leakage is occurring and how much. If the problem required troubleshooting, please describe the steps taken.

7. Customer Contact Information

Provide your name and contact information.

MMIR Form

Minimum information highlighted in blue.



2701 Forum Drive, Grand Prairie, TX 75052 | 972-641-0000
airbushelicoptersinc.com

MAINTENANCE, MALFUNCTION/INFORMATION REPORT		
Service Notification / RMA	Report Date	Customer Reference

Submitted By		Submitted For	
Service Center Use Only			

Non Warranty

If you are returning a part for any non warranty reason shown below, please provide AHI with your purchase order number.

Cost Estimate <input type="checkbox"/>	Repair <input type="checkbox"/>	Overhaul <input type="checkbox"/>	Exchange <input type="checkbox"/>	Credit <input type="checkbox"/>	Purchase Order Number
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Warranty Claim

Provide AHI with purchase order number if you are requesting Warranty Repair or Warranty Replacement part. If you are requesting Credit for Local Repair, provide AHI with parts breakdown and cost for each part. For labor related claims, AHI will set the Labor Rate.

Credit Replacement Part <input type="checkbox"/>	Credit Local Repair <input type="checkbox"/>	Request Warranty Repair <input type="checkbox"/>	Request Warranty Replacement <input type="checkbox"/>	Core Return Against Advance Replacement Part <input type="checkbox"/>
Credit Labor <input type="checkbox"/>	Labor Rate	Labor Hours	Total Reimbursement Requested	Purchase Order Number

Helicopter Data

If Occurrence Date is before Part Removal Date, then make sure helicopter Hours at Occurrence are on the same day as the Part Removal Date. If the helicopter is covered under AHI Component Support Agreement, check the Component Support Agreement box. If the Reported Part is tracked by cycles, make sure to indicate helicopter Cycles at Occurrence.

Model	Serial Number	Registration Number	Date	Airframe Total Time	Cycles
Delivery Date	In-Service Date	Hours at Delivery	Component Support Agreement <input type="checkbox"/>	Comments	

Reported Part Data

Reported Part Data is required for all submittals. When shipping a core to AHI, make sure to enclose a completed copy of this form, removal tag, historical record card or other related paperwork. If reported part is not Original Equipment, complete the proof of purchase sections in the shaded areas. If exhibit is not available, AHI requires Scrap Certificate for parts destroyed at your location. See warranty policy for scrapping rules.

Part Number Removed		Nomenclature		Part Serial Number	Part Quantity Removed
Part Installation Date	Part Hours at Install	Part Removal Date	Removed Part Total Time	Removed Part TSO	Removed Part TSI
Exhibit Available <input type="checkbox"/>	Original Equipment <input type="checkbox"/>	Submitter Purchase Order	AHI Invoice Number	AHI Invoice Date	AHI Invoice Amount
AHI Material Number		Carrier	Date Shipped	Quantity Shipped	Waybill Number

Replacement Part Data

Replacement Part Data section is required for all submittals. If the replacement part is serialized, be sure to indicate the serial number installed. If you are requesting credit against the cost to replace the Reported Part, please provide the AHI invoice information.

Replacement Part Number	Submitter Purchase Order	AHI Invoice Number	AHI Invoice Date	AHI Invoice Amount
AHI Material Number	Serial Number Installed	Installed Part Total Time	Comments	

Report Reason and Action Taken

For example, avoid simple remarks like part is inoperative or leaking. Describe the problem caused by the inoperative part or where the leakage is occurring and how much.

Customer Contact Information

Print Contact Name
Email Address and/or Telephone Number
Signature

Comments

Policies

New Helicopter

WARRANTY REMEDY: Airbus Helicopters, Inc. (“Seller”) warrants the new helicopter and optional equipment manufactured by Seller to be free from defects in material and workmanship under normal use and service. Seller’s obligation under this warranty is limited to repair or replacement of parts and associated outbound freight costs, which at the time of any repair or replacement have been recognized by the Seller, after expert investigation as defective. To be eligible under this warranty, the alleged failure must have occurred within the time limits mentioned hereafter: ***2000 flying hours or 36 months as determined in the original Terms and Conditions of Sale.***

As soon as possible but no later than fifteen (15) calendar days after the discovery of a defect, the Buyer shall furnish to the Seller, by using a warranty claim form provided by the Seller, the full details of its claim and the basis thereof. As soon as it receives the said form, the Seller will forward to the Buyer a warranty claim acknowledgment and a RMA number. Within thirty (30) calendar days following the receipt of such documents the Buyer shall return the allegedly defective Parts to the Seller. If the Buyer fails to return the allegedly defective Parts in due time, the Seller reserves the right to invoice the replacement Parts which have been ordered or produced for the Buyer at the price stated in the relevant Seller’s price list in force, or in the relevant quotation. With Seller approval by Warranty Administrator, selected part(s) may be retained at the buyers’ site to be scrapped locally. Risk of loss for transportation costs, insurance, custom expenses and other charges, as well as the expense incurred by Buyer for the removal, return, re-installation, and related costs and expenses with respect to such part(s), shall be borne by Buyer.

The parts provided under this warranty, as warranty replacement parts, may be new, repaired or otherwise serviceable components/parts and shall cover the balance of the warranty period still remaining against the new helicopter.

All spare part warranty claims must accompany proof of purchase from the Seller or one of the Sellers authorized facilities. If warranty replacement part(s) were procured from an authorized Airbus Helicopters service/maintenance center, application for warranty must be processed by that service/maintenance center.

This warranty shall apply only to the extent the helicopter and the parts installed therein are operated and maintained in accordance with the instructions contained in the Flight Manual, airframe or component Maintenance Manual, Helicopter Manufacturer and/or Seller’s service bulletins, alert bulletins, service letters, maintenance notices, or other technical documentation supplied by Seller to Buyer. Seller’s warranty shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise out of, Seller’s rendering technical advice, assistance or service in connection with the products purchased hereunder.

If Buyer modifies any helicopter or part sold hereunder in any manner for which Buyer has not received the prior written approval of Seller, such modification shall cause this warranty to terminate and be of no further force and effect.

This warranty shall not apply to any helicopter or part which has been repaired or altered outside Seller’s factory in any way so as, in Seller’s sole discretion, to affect its stability, safety or reliability, or which has been subject to misuse, common neglect, abuse, negligence or accident.

The word “part” as used in this agreement means “a detail part with reference to a part number shown on a drawing parts list provided” by the helicopter manufacturer.

This warranty, may not be extended, altered or varied unless prior written agreement is signed between Buyer and Seller. This warranty is granted to Buyer personally and shall not be assigned by Buyer without Seller’s prior written consent.

New Parts and Tools

WARRANTY REMEDY: Airbus Helicopters, Inc. (“Seller”) warrants new parts and tools manufactured by Seller to be free from defects in material and workmanship under normal use and service. Seller’s obligation under this warranty is limited to repair or replacement of parts and associated outbound freight costs, which at the time of any repair or replacement have been recognized by the Seller, after expert investigation as defective. To be eligible under this warranty, the alleged failure must have occurred within the time limits mentioned hereafter:

- a) Parts: 1000 flying hours, 12 months from the time they are installed or 24 months after delivery from Seller.*
- b) Tools: 24 months after delivery from Seller.*

As soon as possible but no later than fifteen (15) calendar days after the discovery of a defect, the Buyer shall furnish to the Seller, by using a warranty claim form provided by the Seller, the full details of its claim and the basis thereof. As soon as it receives the said form, the Seller will forward to the Buyer a warranty claim acknowledgment and a RMA number. Within thirty (30) calendar days following the receipt of such documents the Buyer shall return the allegedly defective Parts to the Seller. If the Buyer fails to return the allegedly defective Parts in due time, the Seller reserves the right to invoice the replacement Parts which have been ordered or produced for the Buyer at the price stated in the relevant Seller’s price list in force, or in the relevant quotation. With Seller approval by Warranty Administrator, selected part(s) may be retained at the buyers’ site to be scrapped locally. Risk of loss for transportation costs, insurance, custom expenses and other charges, as well as the expense incurred by Buyer for the removal, return, re-installation, and related costs and expenses with respect to such part(s), shall be borne by Buyer.

The parts provided under this warranty, as warranty replacement parts, may be new, repaired or otherwise serviceable components/parts and shall cover the balance of the warranty period still remaining against the initial spare part purchase.

All spare part warranty claims must accompany proof of purchase from the Seller or one of the Sellers authorized facilities. If warranty replacement part(s) were procured from an authorized Airbus Helicopters service/maintenance center, application for warranty must be processed by that service/maintenance center.

This warranty shall apply only to the extent the helicopter and the parts installed therein are operated and maintained in accordance with the instructions contained in the Flight Manual, airframe or component Maintenance Manual, Helicopter Manufacturer and/or Seller’s service bulletins, alert bulletins, service letters, maintenance notices, or other technical documentation supplied by Seller to Buyer. Seller’s warranty shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise out of, Seller’s rendering technical advice, assistance or service in connection with the products purchased hereunder.

If Buyer modifies any helicopter or part sold hereunder in any manner for which Buyer has not received the prior written approval of Seller, such modification shall cause this warranty to terminate and be of no further force and effect.

This warranty shall not apply to any helicopter or part which has been repaired or altered outside Seller’s factory in any way so as, in Seller’s sole discretion, to affect its stability, safety or reliability, or which has been subject to misuse, common neglect, abuse, negligence or accident.

The word “part” as used in this agreement means “a detail part with reference to a part number shown on a drawing parts list provided” by the helicopter manufacturer.

This warranty, may not be extended, altered or varied unless prior written agreement is signed between Buyer and Seller. This warranty is granted to Buyer personally and shall not be assigned by Buyer without Seller’s prior written consent.

Repaired Parts

WARRANTY REMEDY: Airbus Helicopters, Inc. (“Seller”) warrants repaired parts sold by Seller to be free from defects in material and workmanship under normal use and service. Seller’s obligation under this warranty is limited to repair or replacement of parts and associated outbound freight costs, which at the time of any repair or replacement have been recognized by the Seller, after expert investigation as defective. To be eligible under this warranty, the alleged failure must have occurred within the time limits mentioned hereafter:

- a) *Dynamic components purchased on Zero-TAT exchange: 750 flying hours or 9 months after delivery from Seller.*
- b) *Purchased on standard exchange: 500 flying hours or 6 months after delivery from Seller.*
- c) *Purchased on straight sale: 500 flying hours or 6 months after delivery from Seller.*
- d) *For Buyer owned repairs, other than dynamic components, main rotor blades or tail rotor blades: 500 flying hours or 6 months after delivery from Seller. This coverage is for the specific repair accomplished only.*

As soon as possible but no later than fifteen (15) calendar days after the discovery of a defect, the Buyer shall furnish to the Seller, by using a warranty claim form provided by the Seller, the full details of its claim and the basis thereof. As soon as it receives the said form, the Seller will forward to the Buyer a warranty claim acknowledgment and a RMA number. Within thirty (30) calendar days following the receipt of such documents the Buyer shall return the allegedly defective Parts to the Seller. If the Buyer fails to return the allegedly defective Parts in due time, the Seller reserves the right to invoice the replacement Parts which have been ordered or produced for the Buyer at the price stated in the relevant Seller’s price list in force, or in the relevant quotation. With Seller approval by Warranty Administrator, selected part(s) may be retained at the buyers’ site to be scrapped locally. Risk of loss for transportation costs, insurance, custom expenses and other charges, as well as the expense incurred by Buyer for the removal, return, re-installation, and related costs and expenses with respect to such part(s), shall be borne by Buyer.

The parts provided under this warranty, as warranty replacement parts, may be new, repaired or otherwise serviceable components/parts and shall cover the balance of the warranty period still remaining against the initial spare part purchase.

All spare part warranty claims must accompany proof of purchase from the Seller or one of the Sellers authorized facilities. If warranty replacement part(s) were procured from an authorized Airbus Helicopters service/maintenance center, application for warranty must be processed by that service/maintenance center.

This warranty shall apply only to the extent the helicopter and the parts installed therein are operated and maintained in accordance with the instructions contained in the Flight Manual, airframe or component Maintenance Manual, Helicopter Manufacturer and/or Seller’s service bulletins, alert bulletins, service letters, maintenance notices, or other technical documentation supplied by Seller to Buyer. Seller’s warranty shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise out of, Seller’s rendering technical advice, assistance or service in connection with the products purchased hereunder.

If Buyer modifies any helicopter or part sold hereunder in any manner for which Buyer has not received the prior written approval of Seller, such modification shall cause this warranty to terminate and be of no further force and effect.

This warranty shall not apply to any helicopter or part which has been repaired or altered outside Seller’s factory in any way so as, in Seller’s sole discretion, to affect its stability, safety or reliability, or which has been subject to misuse, common neglect, abuse, negligence or accident.

The word “part” as used in this agreement means “a detail part with reference to a part number shown on a drawing parts list provided” by the helicopter manufacturer.

This warranty, may not be extended, altered or varied unless prior written agreement is signed between Buyer and Seller. This warranty is granted to Buyer personally and shall not be assigned by Buyer without Seller’s prior written consent.

Dynamic Components

WARRANTY REMEDY: Airbus Helicopters, Inc. (“Seller”) warrants overhauled or repaired dynamic components by Seller to be free from defects in material and workmanship under normal use and service. Seller’s obligation under this warranty is limited to repair of dynamic components and associated outbound freight costs, which at the time of any repair have been recognized by the Seller, after expert investigation as defective. To be eligible under this warranty, the alleged failure must have occurred within the time limits mentioned hereafter:

- a) Overhaul: 750 flying hours or 9 months after delivery from Seller. This coverage is limited to parts replaced during overhaul.*
- b) Repair: 750 flying hours or 9 months after delivery from Seller. This coverage is for the specific repair accomplished only.*

As soon as possible but no later than fifteen (15) calendar days after the discovery of a defect, the Buyer shall furnish to the Seller, by using a warranty claim form provided by the Seller, the full details of its claim and the basis thereof. As soon as it receives the said form, the Seller will forward to the Buyer a warranty claim acknowledgment and a RMA number. Within thirty (30) calendar days following the receipt of such documents the Buyer shall return the allegedly defective Parts to the Seller. With Seller approval by Warranty Administrator, selected part(s) may be retained at the buyers’ site to be scrapped locally. Risk of loss for transportation costs, insurance, custom expenses and other charges, as well as the expense incurred by Buyer for the removal, return, re-installation, and related costs and expenses with respect to such part(s), shall be borne by Buyer.

All spare part warranty claims must accompany proof of purchase from the Seller or one of the Sellers authorized facilities. If warranty replacement part(s) were procured from an authorized Airbus Helicopters service/maintenance center, application for warranty must be processed by that service/maintenance center.

This warranty shall apply only to the extent the helicopter and the parts installed therein are operated and maintained in accordance with the instructions contained in the Flight Manual, airframe or component Maintenance Manual, Helicopter Manufacturer and/or Seller’s service bulletins, alert bulletins, service letters, maintenance notices, or other technical documentation supplied by Seller to Buyer. Seller’s warranty shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise out of, Seller’s rendering technical advice, assistance or service in connection with the products purchased hereunder.

If Buyer modifies any helicopter or part sold hereunder in any manner for which Buyer has not received the prior written approval of Seller, such modification shall cause this warranty to terminate and be of no further force and effect.

This warranty shall not apply to any helicopter or part which has been repaired or altered outside Seller’s factory in any way so as, in Seller’s sole discretion, to affect its stability, safety or reliability, or which has been subject to misuse, common neglect, abuse, negligence or accident.

The word “part” as used in this agreement means “a detail part with reference to a part number shown on a drawing parts list provided” by the helicopter manufacturer.

This warranty, may not be extended, altered or varied unless prior written agreement is signed between Buyer and Seller. This warranty is granted to Buyer personally and shall not be assigned by Buyer without Seller’s prior written consent.

Repaired Main Rotor and Tail Rotor Blades

WARRANTY REMEDY: Airbus Helicopters, Inc. (“Seller”) warrants that blades repaired by Seller to be free from defects in material and workmanship under normal use and service. Seller’s obligation under this warranty is limited to repair of blades and associated outbound freight costs, which at the time of any repair have been recognized by the Seller, after expert investigation as defective. To be eligible under this warranty, the alleged failure must have occurred within the time limits mentioned hereafter: ***1000 flying hours or 24 months after delivery from Seller. This coverage is for the specific repair accomplished only.***

As soon as possible but no later than fifteen (15) calendar days after the discovery of a defect, the Buyer shall furnish to the Seller, by using a warranty claim form provided by the Seller, the full details of its claim and the basis thereof. As soon as it receives the said form, the Seller will forward to the Buyer a warranty claim acknowledgment and a RMA number. Within thirty (30) calendar days following the receipt of such documents the Buyer shall return the allegedly defective Parts to the Seller. With Seller approval by Warranty Administrator, selected part(s) may be retained at the buyers’ site to be scrapped locally. Risk of loss for transportation costs, insurance, custom expenses and other charges, as well as the expense incurred by Buyer for the removal, return, re-installation, and related costs and expenses with respect to such part(s), shall be borne by Buyer.

All spare part warranty claims must accompany proof of purchase from the Seller or one of the Sellers authorized facilities. If warranty replacement part(s) were procured from an authorized Airbus Helicopters service/maintenance center, application for warranty must be processed by that service/maintenance center.

This warranty shall apply only to the extent the helicopter and the parts installed therein are operated and maintained in accordance with the instructions contained in the Flight Manual, airframe or component Maintenance Manual, Helicopter Manufacturer and/or Seller’s service bulletins, alert bulletins, service letters, maintenance notices, or other technical documentation supplied by Seller to Buyer. Seller’s warranty shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise out of, Seller’s rendering technical advice, assistance or service in connection with the products purchased hereunder.

If Buyer modifies any helicopter or part sold hereunder in any manner for which Buyer has not received the prior written approval of Seller, such modification shall cause this warranty to terminate and be of no further force and effect.

This warranty shall not apply to any helicopter or part which has been repaired or altered outside Seller’s factory in any way so as, in Seller’s sole discretion, to affect its stability, safety or reliability, or which has been subject to misuse, common neglect, abuse, negligence or accident.

The word “part” as used in this agreement means “a detail part with reference to a part number shown on a drawing parts list provided” by the helicopter manufacturer.

This warranty, may not be extended, altered or varied unless prior written agreement is signed between Buyer and Seller. This warranty is granted to Buyer personally and shall not be assigned by Buyer without Seller’s prior written consent.

Avionics

WARRANTY REMEDY: Airbus Helicopters, Inc. (“Seller”) warrants repaired avionics by Seller to be free from defects in material and workmanship under normal use and service. Seller’s obligation under this warranty is limited to repair of parts and associated outbound freight costs, which at the time of any repair have been recognized by the Seller, after expert investigation as defective. To be eligible under this warranty, the alleged failure must have occurred within the time limits mentioned hereafter: ***500 flying hours or 6 months after delivery from Seller. This coverage is for the specific repair accomplished only.***

As soon as possible but no later than fifteen (15) calendar days after the discovery of a defect, the Buyer shall furnish to the Seller, by using a warranty claim form provided by the Seller, the full details of its claim and the basis thereof. As soon as it receives the said form, the Seller will forward to the Buyer a warranty claim acknowledgment and a RMA number. Within thirty (30) calendar days following the receipt of such documents the Buyer shall return the allegedly defective Parts to the Seller. With Seller approval by Warranty Administrator, selected part(s) may be retained at the buyers’ site to be scrapped locally. Risk of loss for transportation costs, insurance, custom expenses and other charges, as well as the expense incurred by Buyer for the removal, return, re-installation, and related costs and expenses with respect to such part(s), shall be borne by Buyer.

With Seller approval by Warranty Administrator, selected part(s) may be retained at the Buyers’ site to be scrapped locally.

All spare part warranty claims must accompany proof of purchase from the Seller or one of the Sellers authorized facilities. If warranty replacement part(s) were procured from an authorized Airbus Helicopters service/maintenance center, application for warranty must be processed by that service/maintenance center.

This warranty shall apply only to the extent the helicopter and the parts installed therein are operated and maintained in accordance with the instructions contained in the Flight Manual, airframe or component Maintenance Manual, Helicopter Manufacturer and/or Seller’s service bulletins, alert bulletins, service letters, maintenance notices, or other technical documentation supplied by Seller to Buyer. Seller’s warranty shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise out of, Seller’s rendering technical advice, assistance or service in connection with the products purchased hereunder.

If Buyer modifies any helicopter or part sold hereunder in any manner for which Buyer has not received the prior written approval of Seller, such modification shall cause this warranty to terminate and be of no further force and effect.

This warranty shall not apply to any helicopter or part which has been repaired or altered outside Seller’s factory in any way so as, in Seller’s sole discretion, to affect its stability, safety or reliability, or which has been subject to misuse, common neglect, abuse, negligence or accident.

The word “part” as used in this agreement means “a detail part with reference to a part number shown on a drawing parts list provided” by the helicopter manufacturer.

This warranty, may not be extended, altered or varied unless prior written agreement is signed between Buyer and Seller. This warranty is granted to Buyer personally and shall not be assigned by Buyer without Seller’s prior written consent.

Helicopter Maintenance and Repair

WARRANTY REMEDY: Airbus Helicopters, Inc. (“Seller”) warrants the helicopter repaired by Seller to be free from defects in material and workmanship under normal use and service. Seller’s obligation under this warranty is limited to repairing the helicopter within the time limits mentioned hereafter: ***750 flying hours or 9 months after delivery from Seller. This coverage is for the specific repair accomplished only.***

As soon as possible but no later than fifteen (15) calendar days after the discovery of a defect, the Buyer shall furnish to the Seller, by using a warranty claim form provided by the Seller, the full details of its claim and the basis thereof. As soon as it receives the said form, the Seller will forward to the Buyer a warranty claim acknowledgment and a RMA number. Within thirty (30) calendar days following the receipt of such documents the Buyer shall return the allegedly defective Parts to the Seller. With Seller approval by Warranty Administrator, selected part(s) may be retained at the buyers’ site to be scrapped locally. Risk of loss for transportation costs, insurance, custom expenses and other charges, as well as the expense incurred by Buyer for the removal, return, re-installation, and related costs and expenses with respect to such part(s), shall be borne by Buyer.

All spare part warranty claims must accompany proof of purchase from the Seller or one of the Sellers authorized facilities. If warranty replacement part(s) were procured from an authorized Airbus Helicopters service/maintenance center, application for warranty must be processed by that service/maintenance center.

This warranty shall apply only to the extent the helicopter and the parts installed therein are operated and maintained in accordance with the instructions contained in the Flight Manual, airframe or component Maintenance Manual, Helicopter Manufacturer and/or Seller’s service bulletins, alert bulletins, service letters, maintenance notices, or other technical documentation supplied by Seller to Buyer. Seller’s warranty shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise out of, Seller’s rendering technical advice, assistance or service in connection with the products purchased hereunder.

If Buyer modifies any helicopter or part sold hereunder in any manner for which Buyer has not received the prior written approval of Seller, such modification shall cause this warranty to terminate and be of no further force and effect.

This warranty shall not apply to any helicopter or part which has been repaired or altered outside Seller’s factory in any way so as, in Seller’s sole discretion, to affect its stability, safety or reliability, or which has been subject to misuse, common neglect, abuse, negligence or accident.

The word “part” as used in this agreement means “a detail part with reference to a part number shown on a drawing parts list provided” by the helicopter manufacturer.

This warranty, may not be extended, altered or varied unless prior written agreement is signed between Buyer and Seller. This warranty is granted to Buyer personally and shall not be assigned by Buyer without Seller’s prior written consent.

Disclaimer

The buyer's sole and exclusive remedy in connection with the purchase of seller's products is the repair or replacement of seller's products in accordance with the terms of this limited warranty. Seller shall not have any other obligation or liability in contract or tort, including, but not limited to, any strict product liability, any other strict liability, or any liability for seller's or the helicopter manufacturer's negligence. Any liability that Airbus Helicopters, Inc. might otherwise have for any kind of damages is hereby excluded, including, but not limited to, liability for any incidental or consequential damages or any loss or expense arising from or relating to the use, loss of use, performance, or nonperformance of seller's products. Airbus Helicopters, Inc. disclaims all warranties of any kind, whether statutory, express or implied (including, but not limited to, warranties of merchant ability and fitness for a particular purpose), other than the limited warranty set forth above, and all other warranties are hereby excluded. Seller makes no warranty and disclaims all liability with respect to components or parts damaged by, or worn due to, corrosion or erosion. ***Seller makes no warranty with respect to lead-acid batteries, turbine engines or avionics equipment. For warranty on these excluded parts, the buyer must look to the original manufacturer. Normal wear and tear of parts such as seals, tires, inner tubes, bulbs, packings, and other consumable parts, as well as those parts whose list price is \$50.00 or less, are excluded from coverage under this limited warranty.***

Contact Information

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