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PACIFIC AVIONICS WARRANTY POLICY

Our policy and structure around warranty work is structured in multiple ways as follows,

- We have a strong warranty policy as we hold all of the major Original Equipment Manufacturers (OEM) dealerships and many smaller ones. We are able to support all of our new equipment sales with the OEM warranty. OEM warranty is passed on in full to the customer. OEM's have differing warranty periods, Garmin for example have a two year warranty on all panel mount equipment but only a one year warranty on hand held equipment. Pacific Avionics will pass on the full OEM warranty subject to all of the OEM terms and conditions. The periods of the warranty should be checked by the customer at time of purchase to ensure it meets the customer needs. Most warranty begins at the completion of installation but there are limits to how long the equipment can be on the shelf for prior to installation.
- Additionally some OEM's offer cost effective extended warranty programs. Again the programs and costs vary between OEM's. Customers requiring the extended warranty will need to inform Pacific Avionics of their requirements and have the costs assessed at the time of purchase. While many other avionic companies will charge for fault finding, removal and replacement of defective OEM equipment. Pacific Avionics will perform those duties free of charge for the first three months following an installation, if we have performed the installation.
- As many OEM's now require that a warranty repair must be returned to the place of purchase for any warranty issue, it is important to buy from the correct source to avoid costly international shipping and time delays. Equipment purchased in the USA for example is often either not covered by warranty or must be returned to the US for any warranty issues. If an OEM requires Return Material Authorisation (RMA) documents to be produced, a processing fee of 1 hours labour at Pacific Avionics standard labour rates will be charged.
- Freight costs are applicable. Most OEM's will pay for the freight one way only, some OEM's will not pay freight at all. Local and domestic freight charges may be invoiced to the customer.
- Pacific Avionics provide a **lifetime warranty** on our wiring for installations we have performed. The conditions of this life time warranty are that the original installation that we performed has not been modified by a third party and that no other installations have been performed by a third party after our installations.
- We provide a 3 month warranty on any equipment repair work we carry out and on most used equipment we sell.
- Some equipment is just too old to warrant. Whether or not we provide warranty on a particular unit should be determined when the repair order is placed. Examples of units not covered by warranty are Bendix King KR 85 and 86 ADF's, Collins VHF 250/1 COMM, VIR 350/1 NAV receivers. These units are all in excess of 40 years old and multiple defects are often present. Our policy is to assess and determine whether a repair is economical, otherwise the unit will be deemed Beyond Economical Repair (BER).
- Pacific Avionics warranty location is Bankstown Airport. The customer is required to bring the aircraft or component to us for any warranty work. Should this not be possible and we have to travel to the aircraft, any charges associated with travel or shipping will be passed on to the customer.

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