



**Note to clients: Please do not send this page back with the device**

## General:

Please **complete** the first part of the service order form (**and for collective deliveries, for every single device**). If you have any questions, please contact us – preferably via e-mail – **before sending in the device**.

Please fill in your name and address in the **return postal address** field. If you require a **different billing address**, please enter this in a separate field in the service order form.

We will invoice the necessary costs. For example, if you do not tick the (necessary) basic service for the ICG-upgrade, we will **still need to charge you** for it.

We will send you the **bill to be prepaid by email**. After the money is on our bank account, we will send the units back to you. Please make sure that **all the bank fees go to you** and we get the money which is announced in the bill on our bank account. **Copy** the service order form once you have completed it so you will be able to **check** what work you requested to be done. Devices sent to us will always be delivered with the newest firmware available at the point of redelivery.

## Processing times:

If you require your device for a certain date then please contact us **before sending** it in and **note the date on the form**. Please call us if the device has not reached you **several days** before the requested date. That way we can react in a timely manner, in case a date is missed. Processing times may vary depending on **workload**.

### **Basic service:**

Expect processing times of approximately 2-3 weeks for the basic service. Exception: F7xxxx devices. These can be processed in 1-2 weeks.

### **ICG-upgrade, ENL Motor sensor**

Expect processing times of approximately 3 weeks (including the necessary basic service)

### **Altitude sensor calibration 8000m:**

The calibration is valid for 24 months. Expect processing times of an additional 2 weeks for this.

## Commissioned operations:

### **Basic service:**

The basic service includes a check-up of the serial interface, the casing and the radio device's reception and transmission power. The card reader (if available) will be tested. The firmware will be updated to the newest version and the most current obstacle-database will be installed.

The basic service will be **required again** if the device was used and then sent in for an ICG-upgrade **after the last basic service or after the last delivery**.

All products built prior to 2007 will receive a modification to the radio receiver, which will result in higher stability against static discharge.

### **GPS-Receiver Check**

We check the internal GPS-receiver by using our GPS-standard antenna.

### **Connection warranty** (until Feb. 28<sup>th</sup> 2011, only possible when your FLARM is actually under warranty)

When the date of delivery is not longer ago than 24 months **or** your FLARM has got a warranty extension to February 28<sup>th</sup> 2010 you can order this position.

### **ICG-upgrade<sup>2</sup>**

This position is only available **in conjunction with a basic service for all devices**. The basic service will be required and billed again if the device was used and then sent in for an ICG-upgrade **after the last basic service or after the last delivery**. The FLARM will be recognised as an official ICG-Logger once it has been upgraded.

**The FLARMS' pressure sensor will not be calibrated unless you specifically request this to be done.**

Due to technical reasons, ICG-upgrades are not possible for devices built prior to 2004.

Please send in the antenna adapter for devices that are **not** fitted with the **original bar antenna**, as the antenna can otherwise **not be connected**.

### **ENL-Engine noise level sensor**

The FLARM will be equipped with an ICG-approved motor sensor. Thereafter, it can be used in motor gliders (TMG and gliders with auxiliary motor) as an ICG-approved logger. The only condition for this is the **ICG-upgrade including the basic service**. Due to technical reasons, ENL upgrades are not possible for devices built prior to 2004.

### **Handling charges per shipment/parcel**

In order to minimise logistics efforts, we incentivise sending several devices at once by charging a package lump sum per package.

In **lump packages** the **return postal address and bank account details on all service order forms must be the same**, otherwise we will need to charge a separate processing fee.

<sup>2</sup> "ICG-approval for badge flights up to Diamonds" according to: ICG GNSS FR Spec. 1.1.3.3.3