

Warranty

The warranty period of the Underwater Locating Devices (ULD) is 5 years from the date of delivery from Novega.

Warranty conditions:

The Novega Produktionssysteme GmbH guarantees, that the electronics and the housing of the Underwater Locating Device will stay free from functional defects, when installed in an aircraft, for at least 5 years from the date of delivery from Novega. Novega will overhaul or replace any ULD, where the Novega Fault Found Process (FFP) confirms the warranty case.

This warranty does not cover:

- optical defects due to weathering, which have no influence on the functionality
- defects, caused by the customer's operating error in using, testing or maintenance of any ULD not according to the Novega CMM
- Product defects, caused by deviant operating conditions, abuse, misuse or neglect
- Defects on the ULD, caused by action of external violence
- any defect ULD, where the customer has attempted any repair or service of the internal components

The customer is inter alia responsible for the following items:

- ULD maintenance
- Use of approved maintenance equipment
- Use of approved spare parts
- Maintenance by trained and certified staff only

In case of a warranty claim:

- Attempt of remote problem solving, e. g. via phone, e-mail or skype
- Request for RMA at Novega help desk
- Removal, sufficient packaging and shipping FCA of the defective ULD back to Novega or a designated Novega service point
- Reinstallation of the replacement ULD, if applicable

The exclusive responsibility of Novega, concerning this warranty, is limited to the overhaul or replacement of a confirmed "fault found" ULD either in its premises in Sulzberg, Germany or at an approved Novega service point. The warranty covers the product only, thus Novega will not reimburse direct labour costs for inspections, Vendor Service Bulletins, repairs, removal/reinstallation of the ULD.

WARRANTY CLAIMS AGAINST NOVEGA CANNOT BE ASSERTED FOR ANY DAMAGES, CAUSED IN INAPPROPRIATE CONDITIONING REGARDING ASSEMBLY, USING, TESTING, MAINTENANCE AND SERVICING OF THE ULD.