

PCH-Tech-022-2019

Effective: 25 June 2019

Goods, Services and Product Warranty Provisions

Pacific Crown Helicopters (PCH) is committed to provide our Customers with a superior quality product that is both cost effective and reliable for items expected service life. To this end, we are pleased to detail the following Warranty Provisions for our Supplied Goods and Services.

1. Aircraft Paint Scheme Refinishing

This is inclusive of paint stripping, surface preparation, primer, top coat, flow coat, all transfers, associated artwork / lines and stripes. Please note that important information relating to the warranties applied for painting at PCH is included in a disclaimer in **Annex A to this document**:

1	For New Aircraft (ex-Factory)	24 months or 1000 FH from paint application and cure
2	For Refurbished Aircraft (stable substrate)	12 months or 500 FH from paint application and cure
3	For Refurbished Aircraft (unstable substrate)	3 months or 100 FH from paint application and cure
4	For Refurbished Aircraft Components (any substrate)	3 months or 100 FH from paint application and cure
5	For Aircraft Touch-ups on previously painted surfaces or associated with corrosion repairs (any substrate)	3 months or 100 FH from paint application and cure

2. Aircraft Interior, Soft Furnishings, Trim and Floor Coverings

Services provided under the PCH Part 145 Maintenance Organisation where refurbishment and upgrade works includes any of the following: upholstery, interior cabin plastics, composites, wood, veneer, hydro-dipped items, leatherworks, embroidery, embossing, carpets and floorings will be in accordance with the following:

- For all: 12 months or 500 FH from delivery

3. Airbus Service Centre Maintenance

Services provided under the PCH Part 145 Maintenance Organisation and Airbus Loyalty Service Centre Approvals will be in accordance with the general provisions of Airbus Factory Warranties for Goods, Services, modifications, service bulletins and spare parts. At time of publication these were:

- For Parts: 24 months or 1000 FH and
- For services: 3 months from delivery to customer or 100 FH

For further information please consult with PCH or the following website that at all times has precedence:

http://www.airbusgroupap.com.au/website/en/ref/Terms-and-Conditions_17.html

4. Safran Helicopter Engines

Services provided under the PCH Part 145 Maintenance Organisation and Safran Helicopter Engines Service Centre Approvals for Level 1-2 Interventions will be in accordance with the general provisions of the Safran TOOLS Webpage. At time of publication these were:

- For OH Parts: 9 months or 800 FH and
- For Repaired Parts: 3 months from delivery to customer or 500 FH

For further information please consult with PCH or the following website that at all times has precedence:

<https://tools.safran-helicopter-engines.com/document/documentServlet/us/1/930/11298829/Arriel1B.pdf>

5. Dart Aerospace Products

Services provided under the PCH Part 145 Maintenance Organisation where Dart Aerospace goods or products are utilised for modification or STC implementation will be in accordance with the general provisions of the Dart Aerospace Webpage. At time of publication these were:

- For Product Sales: 12 months from date of delivery and
- For Services (repair /overhaul): 12 months from date of delivery

For further information please consult with PCH or the following website that at all times has precedence:

<https://www.dartaerospace.com/en/dart-warranty/>

6. On Board Systems Products

Services provided under the PCH Part 145 Maintenance Organisation where On Board Systems goods or products are utilised for modification or STC implementation will be in accordance with the general provisions of the On Board Systems Webpage. At time of publication these were:

- For Product Sales: 12 months from date of delivery and

For further information please consult with PCH or the following website that at all times has precedence:

<https://www.onboardsystems.com/document/view/118-011-00>

7. Aerometals / FDC Filter Systems Products

Services provided under the PCH Part 145 Maintenance Organisation where Aerometals / FDC goods or products are utilised for modification or STC implementation will be in accordance with the general provisions of the Aerometals Webpage. At time of publication these were:

- For Product Sales: 12 months from date of delivery and

For further information please consult with PCH or the following website that at all times has precedence:

<https://aerometals.aero/pdf/AerometalsTermsConditions.pdf>

8. For Genesys / Heli SAS System Products

Services provided under the PCH Part 145 Maintenance Organisation where Genesys / Heli SAS products are utilised for modification or STC implementation will be in accordance with the general provisions of the Genesys Webpage. At time of publication these were:

- For Product Sales: 24 months from date of installation or
- For Product Sales: 30 months from date of dispatch

For further information please consult with PCH or the following website that at all times has precedence:

https://genesys-aerosystems.com/sites/default/files/files/Genesys_Aerosystems_Standard_Conditions_of_Sale.pdf

9. For AEROLEDS Lighting Products

Services provided under the PCH Part 145 Maintenance Organisation where Aeroleds products are utilised for modification or STC implementation will be in accordance with the general provisions of the Aeroleds Webpage. At time of publication these were:

- For Product Sales: 60 months from date of installation (conditional)

For further information please consult with PCH or the following website that at all times has precedence:

<https://aeroleds.com/warranty/>

10. For Garmin Aerospace Products

Services provided under the PCH Part 145 Maintenance Organisation where Garmin Avionics are utilised for modification or STC implementation will be in accordance with the general provisions of the Garmin Aerospace Webpage. At time of publication these were:

- For Product Sales: 36 months or 1200 FH from date of installation (conditional)

For further information please consult with PCH or the following website that at all times has precedence:

<https://www.garmin.com/en-US/legal/aviation-limited-warranty>

11. For Rotor Services Group (RSG) Air Conditioning Products

Services provided under the PCH Part 145 Maintenance Organisation where RSG Products are utilised for modification or STC implementation will be in accordance with the general provisions of the RSG Webpage. At time of publication these were:

- For Product Sales: 12 months or 1000 FH from date of sale (conditional)
- For New Spare Parts: 6 months from date of sale
- For Rebuilt Parts: 3 months from date of sale

For further information please consult with PCH or the following website that at all times has precedence:

<http://rotorcraftservices.com/dev/wp-content/uploads/2015/05/RSG-Products-Form-33.39-Warranty-Policy.pdf>

12. For Pall Aerospace Filtration Systems

Services provided under the PCH Part 145 Maintenance Organisation where Pall Aerospace Products are utilised for modification or STC implementation will be in accordance with the general provisions of the Pall Webpage. At time of publication these were non-descript and dependant on product and service procured. Please consult the Pall website to determine specifics of the system required:

<https://shop.pall.com/us/en/aerospace/commercial-rotary-wing>

13. For Donaldson Aerospace Filtration Products

Services provided under the PCH Part 145 Maintenance Organisation where Donaldson Air Filter Products are utilised for modification or STC implementation will be in accordance with the general provisions of the Donaldson Webpage. At time of publication these were:

- For Product Sales: 12 months

For further information please consult with PCH or the following website that at all times has precedence:

<https://www.donaldson.com/en-us/terms-of-sale/>

14. For Tech-Tool Plastics Products

Services provided under the PCH Part 145 Maintenance Organisation where Tech-Tool Products are utilised for retrofit to aircraft will be in accordance with the general provisions negotiated with PCH and Tech-Tools at the time of sale. Generally, all windows are warranted for fit, form and function. Generous provisions will apply for the quality of workmanship as it applies to the product regards robustness, warping, crazing, clarity (visual acuity) and protection from UV. Please discuss any specific needs with PCH as agents for this product if you have any concerns or queries.

15. For Nampa Valley Helicopters Products

Services provided under the PCH Part 145 Maintenance Organisation where Nampa Valley Helicopters Products are utilised will be in accordance with the general provisions of the Nampa Valley Webpage. At time of publication these were:

- For overhauled components: 750 FH or 9 months
- For repaired Components: 750 FH or 6 months

For further information please consult with PCH Sales Staff.

16. For Bose Aviation Audio Products

Services provided under the PCH Part 145 Maintenance Organisation where Bose Audio Products are utilised for modification, engineering Order inclusion or STC implementation will be in accordance with the general provisions of the Bose Aviation Webpage. At time of publication these were:

- For Product Sales: 12 months

For further information please consult with PCH or the following website that at all times has precedence:

https://www.bose.com.au/en_au/legal/product_warranty.html

Annex A:

Warranty Disclaimer

1. General Disclaimer for all expressed Third Party Warranties. Please note this is not an exhaustive list, others may apply:

- a. At all times, supplied goods and services must be maintained by qualified and approved organisations operating under authority of a Nationally Approved Regulatory Authority (EASA, FAA, CASA etc.).
- b. Any intervention on warranted goods must / may need to be IAW the approved manufacturer's documentation.
- c. Claims for warranty must / may be validated and actioned (where necessary) IAW the manufacturer's processes.
- d. When customers become aware of any issues with goods or services provided by PCH or their affiliates, please ensure such deficiencies are notified within 48 hours by the following two (2) media: email to info@pacificcrown.com and by calling the PCH Quality Manager on 07 54381299 (BH) or mobile 0428103674.
- e. Where expressed, shipping and third party incidental costing may need to be borne by the Customer.
- f. When required, installed and / or expired life and log cards may / will be required to be annotated and / or submitted.
- g. Warranty may / will be affected if evidence of misuse, limit exceedance, improper installation, unauthorised intervention, fit, form, function anomaly or damage is detected.
- h. Warranty may / will be limited if exposure to extremes of heat, contamination, fire, fall from height, gaseous or liquid immersion.
- i. Warranty may / will be limited if evidence presents that parts are third hand (bogus) or have been used or sold for other than genuine / legitimate purpose.

2. General Disclaimer for Warranty applied to all PCH completed Surface Refinishing Works

PCH unreservedly warrant the quality of all paints used and the workmanship, processes and environment used to apply these. Nonetheless, the final finish and longevity of the applied paints is dependent on the substrate condition and the environment the aircraft is operated, housed or hangered in. Unfortunately, PCH cannot control either of these with any certainty so this variable must be assessed and considered when warranty claims are filed.

- a. Substrate stability is determined objectively with regard to the following general parameters and / or conditions: surface age, weathering, exposure to vibration, solvent oil or chemical contamination, previous repair and damage history, UV exposure, cracking, movement between surface layers, the prevalence of corrosion, the thickness of relative material, the flexibility of the substance, the cure or stability of previously installed structural or consumable elements.
- b. Paint warranties may / will be affected if there is evidence of improper finish care, incorrect application of solvents, abrasives or cleaners, evidence of exposure to extremes of heat, impact by oils, gases, liquids or chemicals or prolonged exposure to UV radiation.
- c. Paint warranties may / will be affected if there is evidence of operations in heavily contaminated environments or if aircraft husbandry / cleaning / servicing or the assessment and application of Service Bulletin / Airworthiness Directives have not been applied, or completed in accordance with the AMM or applicable component STC ICA.
- d. Operational and environmental conditions can increase relative weathering (sand, ash, silt, smoke, dust), thus increasing the decay of applied and cured paints. Limitations will be placed on aircraft paint scheme warranties where evidence presents that extremes of environment have not been mitigated against (washing and hangar storage) or where maintenance has been poor, ad-hoc, incomplete, unrecorded or general aircraft husbandry has been sporadic.