

All Owners & Operators of Alon A2 Aircraft

Returned Parts and Warranty Program Procedures

Gentlemen:

A procedure or action to be taken when material is returned to Alon, Inc., McPherson, Kansas, is given below.

To adhere to this procedure will alleviate correspondence and improve customer service. We will appreciate your cooperation.

1. All material returned must be accompanied by a properly filled out Return Goods Tag, and if applicable, a warranty claim form.
2. A letter, or remarks on the form, as to the desired disposition. That is, if considered a warranty item, or a new part replacement order.
3. Material returned for warrant consideration must be accompanied by the above documents, always including (a) serial number if applicable, (b) total hours at time of failure, (c) reason for failure, if known, or (d) other pertinent information. (Doesn't work is not sufficient). Describe malfunction briefly.

Example: Gyro horizon bar indicates left wing low in level flight.

4. If time permits, a letter in advance of the parts shipment, forwarded to the Aircraft Sales & Service Department, would expedite the whole procedure. (NOTE: No parts will be shipped as replacement items until a purchase order is received).
5. The warranty for aircraft produced by Alon, Inc. may be found in its entirety on the reverse side of the Warranty Claim Form. The following is inserted as a guide if disposition is in doubt. Warranty applies to any defective or malfunctioning part, either purchased by, or manufactured by Alon Inc., with the following exceptions.

Tires and Tubes - Warranted through the manufacturer.

Engines and Accessories - Warranted through the Continental Motors Corp.

Vacuum Pumps - Warrantied by Airborne Mechanism for a period of ninety (90) days or two hundred and fifty (250) hours, whichever comes first.

Radio - Warrantied by the Manufacturer.

Propeller - Warrantied by the Manufacturer.

For your assistance in the above:

- A. Return Goods Tags are available upon request.
- B. Warranty Claim Forms are available upon request.
- C. All Alon warranty decisions are made only at the factory.
- D. Please keep on hand Service Letters/Bulletins which affect returned items.
- E. Warranty on items is generally impossible if they have been tampered with or disassembled in the field.
- F. Information given in phone conversations must be reiterated on paper and accompany returned material.

The above procedures, if adhered to, will expedite warranty claims, and be of mutual benefit to Alon and its valued customers.



Ray Berscheidt
Sales/Service

RB:jlo