

2/6/67

ALON 

SERVICE LETTER

NO. 3

TO: All Owners and Operators of Alon A2 Aircraft
Subject: Returned Goods (Instruments)

Gentlemen:

It is obvious that instruments do malfunction at times for no apparent reason, and when this happens to a new installation, or one that is still under warranty, it is our desire to replace the part with a minimum amount of down time and inconvenience.

In order that we may expedite claims, we solicit cooperation from the field. Normally, when an instrument, especially a gyro driven type is returned, inspection reveals that only a minor adjustment is needed to repair it.

However, in many cases, damage sustained during shipment, and by improper handling, causes a complete overhaul of the instrument. This overhaul is billed to the factory at a minimum charge of 45.00, or more, plus handling. In the future, this charge will be billed to the outlet that returned the parts improperly packed.

Summary of information:

1. Do not send instruments via parcel post.
2. Make sure instrument has been fully caged before returning.
3. List the specific causes for rejection.
4. Artificial horizons must be fully uncaged while in aircraft to operate properly.
5. Re-acquaint all personnel with Service Letter No. 1, Items 1, 2, 3 and 4.
6. No returned goods will be considered for warranty unless the properly completed paperwork accompanies the part in question.

Please cooperate by using acceptable handling methods, and if special circumstances arise that require special consideration, contact us immediately and we will do our utmost to be of assistance.



R.L. Berscheidt
Sales/Service Dept.

RLB:jlo