



Technical Support and Warranties

Contact Information:

8600 Commodity Circle, Unit 107, Orlando, FL 32819

Telephone: 407-412-9400

Email: support@flightscope.com

Hours of Operation & Methods:

Telephone, email, and online chat based support is available 6 days a week for all FlightScope customers. Monday-Friday from 8:30 am EST to 8:00 pm EST and Saturday 8:30 am EST to 5:00 pm EST.

Support engineer will use "Team Viewer" remote diagnostic tool when necessary to connect to FlightScope.

With its marketing and sales HQ in Orlando Florida, turnaround time for repairs and support are unparalleled and minimum wait time required for customers.

A. Limited Hardware Warranty

All units are covered by a 12 month limited hardware warranty. This limited hardware warranty covers defects in materials and workmanship.

What is not covered by this limited hardware warranty?

This limited hardware warranty does not cover:

- Problems that result from:
 - External causes such as accident, abuse, misuse or problems with electrical power,
 - Servicing not authorized by FlightScope,
 - Usage that is not in accordance with product instructions,
 - Failure to follow the product instructions or failure to perform preventative maintenance,
 - Problems caused by using accessories, parts, or components not supplied by FlightScope.
- Normal wear and tear.

B. Annual Support Agreement (OPTIONAL)

Added Benefits of Annual Support Agreement:

- Acts as an extended factory warranty for the duration of the agreement,
- Accidental damage from handling (ADH) coverage,
- The annual support agreement covers support for hardware, including repairs,
- Discount on PC Software releases,
- Swapping out of hardware is available to minimize downtime in the case of a repair,
- Application training is included: 1-2 hours telephone/online based training,
- Become a FlightScope Certified Operator* after application training and successful test completion.



1. Extended Factory Warranty:

This extended warranty covers parts and labor costs to repair your product in the event your product fails to properly operate due to:

- Defects in materials or workmanship,
- Normal wear and tear,
- Dust, internal overheating, internal humidity/condensation,
- Power surge/fluctuation.

2. Accidental Damage from Handling (ADH) Coverage:

- ADH coverage provides for parts and labor costs to repair your product damaged as a result of an unexpected and unintentional external event (i.e., drops and spills) that arise from normal daily usage of the product as the manufacturer intended.
- Cosmetic damage to your product including but not limited to scratches, tears, dents and broken plastic on parts, that does not otherwise affect or impede its functionality or materially impair your use of the covered product/device is not covered.
- ADH Coverage Exclusions: products damaged in falls from elevated heights (e.g., decks, balconies, windows); products that have been run over by or fall from moving vehicles; products damaged by liquid immersion/submersion or any other secondary damage; products damaged due to their use in a manner the manufacturer did not intend.

Annual Support Agreement	1 Year
X2 and x2 elite	
With Initial Radar Purchase <i>*Lock in price for life of unit!</i>	\$600
After Initial Radar Purchase	\$1,000
Xi and Xi+	\$600

Annual Support Agreement only applies to a single unit. In order for additional units to be covered additional agreements must be purchased for each unit.

When no Annual Support Agreement exists a customer can still receive telephone or email support and can enter an annual agreement at any time and receive immediate benefits of the applicable support agreement.

C. Call-Out Technical Support

Call out service to customer site: \$200 PLUS Travel & Accommodation expenses.

D. PC Software Releases (OPTIONAL)



FlightScope software releases with new features and functions are available as the technology progresses.

Discount on software releases \$99 per release with agreement.

When no Annual Support Agreement exists a user can still purchase software upgrades at a price of \$399 per release.

Supply method. The FlightScope technical support team will email the customer a download link for the new software.

Software is not transferable. To transfer ownership and activate software of a product not directly purchased from FlightScope or certified distributor will require a \$995 transfer fee. The transfer fee includes the latest software and user will get all benefits of the Annual Support Agreement for one year.

ITEM	PRICE (USD)
PC Software Release (with valid Support Agreement)	\$99 per release
PC Software Release (no Support Agreement)	\$399 per release

E. Training Options:

1. Online Operation Training:

- o How to setup and connect to FlightScope and how to navigate through the PC software and apps
- o 30 minute online session must be scheduled with one of our support technicians
- o Included with the purchase of a FlightScope unit

2. Online Application Training:

- o The meaning of FlightScope data parameters and how we measure it
- o 1 hour online session must be scheduled with a FlightScope specialist
- o Opportunity to take exam to become a FlightScope Certified Operator
- o Included with the Annual Support Agreement
- o \$150 if not on the Annual Support Agreement

3. On-site Training:

- o Hands-on operation & application training session
- o How to setup and connect to FlightScope and how to navigate through the PC software and apps
- o The meaning of FlightScope data parameters and how we measure it
- o Opportunity to take exam to become a FlightScope Certified Operator
- o \$500 for half a day with FlightScope specialist
- o Travel and accommodation expenses will be quoted separately

F. Annual Support Agreement Modifications:



FlightScope is constantly improving and changing its Services. FlightScope may revise these at any time without notice. By placing an order with FlightScope you are agreeing to be bound by the then current version of these Terms and Conditions.



FlightScope® Order Form

To order your FlightScope, please complete this form and fax it to 407-386-6427

CONDITIONS OF SALE:

1. Software may not be re-licensed to any third party without consent of EDH. 2. Payment is prior to shipment.

Item:	Unit Price	Qty	Total Price
X2 and x2 elite 1 Year Annual Support Agreement: <i>*after initial unit purchase</i>	\$1,000		
Xi and Xi+ 1 Year Annual Support Agreement:	\$600		
PC Software Release (With valid Support Agreement)	\$99		
PC Software Release (No Support Agreement)	\$399		
Online Application Training (No Support Agreement)	\$150		
On-Site Training	\$500 <i>+ Travel TBD</i>		
Call-Out Technical Support	\$200 <i>+Travel TBD</i>		
Total			

BILLING & DELIVERY INFORMATION

Company/Organization:			
Contact person:			
Address:			
City:		Zip/Postal code:	
State:		Country:	
Telephone:		e-Mail:	

Date:

Rep: