



## 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.

A support technician will use a "Team Viewer" remote diagnostic tool when necessary to connect to your FlightScope.

*With its marketing and sales headquarters in Orlando Florida, FlightScope's turnaround time for repairs and support is unparalleled and provides a minimum wait time 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
  - Issues 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
- Covers support for hardware, including repairs
- Discount on PC Software releases
- Swap out hardware in case of repair to minimize downtime
- Includes application training: 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, or 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, scratches, tears, dents and broken plastic on parts, that do not affect the unit’s functionality or impairs your use of the product/device is not covered.
- ADH Coverage Exclusions: products damaged in falls from extreme heights (i.e., 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 (USD)
<b>X3</b> With Initial Radar Purchase <i>*Lock in price for life of unit!</i> After Initial Radar Purchase	\$750 \$1,200
<b>X2 Elite and X2</b> With Initial Radar Purchase <i>*Lock in price for life of unit!</i> After Initial Radar Purchase	\$600 \$1,000
<b>Xi Tour and Xi+</b> With Initial Radar Purchase <i>*Lock in price for life of unit!</i> After Initial Radar Purchase	\$600 \$1,000
<b>Xi</b>	\$600



The 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)**

New PC software releases are discounted for customers with an Annual Support Agreement. The discount on software releases is \$99 per release.

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

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 the 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 (included with the purchase of a FlightScope unit)**
  - o How to setup and connect to FlightScope and how to navigate through the PC software and apps
  - o 30 minute online session needs to be scheduled with a FlightScope support technician
  
2. **Online Application Training (Included with an Annual Support Agreement)**
  - o The meaning of FlightScope data parameters and how to navigate the app
  - o 1 hour online session needs to be scheduled with a FlightScope application specialist
  - o Opportunity to take exam to become a FlightScope Certified Operator
  - o If you don't have an Annual Support Agreement, this training is \$150



### 3. On-site Training:

- Hands-on operation & application training session
- How to setup and connect to FlightScope and how to navigate through the PC software and apps
- The meaning of FlightScope data parameters
- Opportunity to take exam to become a FlightScope Certified Operator
- \$500 for half a day with a FlightScope application specialist
- 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 terms 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.