

**TOTAL PERFORMANCE**  
**VAN'S AIRCRAFT**

14401 Keil Road NE, Aurora, Oregon, USA 97002

PHONE 503-678-6545 • FAX 503-678-6560 • [www.vansaircraft.com](http://www.vansaircraft.com) • [info@vansaircraft.com](mailto:info@vansaircraft.com)

Service Letters and Bulletins: [www.vansaircraft.com/public/service.htm](http://www.vansaircraft.com/public/service.htm)

### **Avionics returns policy**

Avionics components manufactured by Van's Aircraft carry a one year warranty and may be returned for warranty analysis within 12 months of delivery. Shipping costs to Van's Aircraft are the responsibility of the customer. If outside of the warranty period, units may still be returned for service but the customer will be charged for any analysis/troubleshooting and/or repair work done to the unit.

All returned avionics components **MUST** be accompanied by a completed Avionics Return Form, found on Van's website. We are not able to perform troubleshooting or any other service on returned avionics components without this form. Avionics components returned without this form will not be serviced and will be shipped back to the originating address at the customer's expense.

If returned units are found to be functioning correctly (serviceable), they will be returned to the customer. The customer will be charged for the analysis/troubleshooting work performed.

If returned units are found to be damaged by the customer (broken seals, damaged trim pots, shorts caused by screwdriver probing, stripped threads, etc.) the unit will be repaired, tested and returned to the customer. The customer will be charged for the repair (based on Van's current shop labor rate), parts and return shipping.

If any existing defects are determined by Van's Aircraft to be covered under warranty, they will be replaced or repaired at Van's option and expense. Van's will pay shipping back to customer if the unit is repaired under warranty.

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**Troubleshooting Assistance Questionnaire**

Customer Name \_\_\_\_\_

Customer number \_\_\_\_\_

Serial # of item (AV-50000A only) \_\_\_\_\_

Name of Tech support person contacted \_\_\_\_\_

Did failure occur (first power up, during testing, after flying for a while)? \_\_\_\_\_

If flying, how many hours in service? \_\_\_\_\_

Detailed description of problem

Description of any trouble shooting done with/without help from tech. support, prior to item return