

STANDARD WARRANTY POLICY

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APPLICABILITY

This Standard Warranty Policy applies to the following:

- Customers' Equipment/Components repaired/overhauled by Reheat International Limited.
- Customers' Equipment/Components sub-contracted to the Original Equipment Manufacturer for repair/overhaul by Reheat International Limited.
- Pre-used Equipment/Components sold to Customers by Reheat International Limited.
- New Equipment/Components sold to Customers by Reheat International Limited.
- Serviceable & New condition Standard Parts and Consumables supplied by Reheat International Limited.

DEFINITIONS

For ease of explanation, when reading this Standard Warranty Policy, the following definitions shall apply:

- Equipment – a variety of aircraft galley and cabin interior products normally where the organisation has the ability to maintain the products in accordance with the procedures defined within the organisations Maintenance Organisation Exposition. These products will normally be identified by both a Part Number and Serial Number.
- Components – an item listed within the Original Equipment Manufacturers Illustrated Parts Catalogue and identified by a Part Number, which may or may not have a Serial Number.
- Standard Parts – items manufactured in complete compliance with an established industry, Agency, competent authority or other Government specification. Examples of specifications are National Aerospace Standards (NAS), Army-Navy Aeronautical Standard (AN), Society of Automotive Engineers (SAE), EN specifications, etc.
- Consumables – material which is only used once, such as lubricants, cements, compounds, paints, chemical dyes and sealants, etc.

When reading this document references to Equipment/Components shall also equally apply to both Standard Parts and Consumables.

INTRODUCTION

This Standard Warranty Policy outlines the warranty offered by Reheat International Limited on Equipment/Components identified within the policy's 'Applicability' section. It replaces and supersedes any warranty previously offered on Equipment/Components by Reheat International Limited.

Reheat International Limited warrants all Equipment/Components to be free from defects in material and workmanship under normal operating conditions and proper application in accordance with the specifications for operation for the Equipment/Components as stated within the relevant operator and/or Component Maintenance Manual instructions.

INTRODUCTION (CONTD...)

Only work carried out by Reheat International Limited or Equipment/Components sub-contracted to the Original Equipment Manufacturer by Reheat International Limited or Equipment/Components supplied by Reheat International Limited will qualify for warranty repair or replacement. Warranty is limited to those parts or workmanship found to be defective and directly associated to the work scope previously carried out by Reheat International Limited as recorded on the Reheat International Limited Defect Report. Any parts not replaced or worked upon during the previous workshop visit are not covered by this Standard Warranty Policy.

WARRANTY INCLUDED PARTS

The parts listed below can be claimed under this Standard Warranty Policy for free replacement or repair, subject to investigation, confirmation of the defect and agreement by the Original Equipment Manufacturer (if required):

- Heating Elements
- 3-phase safety devices
- Temperature controllers (thermostats/temperature sensors)
- Switches
- Relays
- Motor assemblies
- Fans
- Door assemblies
- Printed Circuit Boards
- PPTC Thermal Fuses
- Solenoids

WARRANTY EXCLUDED PARTS

The following parts are excluded from this Standard Warranty Policy:

- Shaft seals
- Seals
- O-rings
- Washers
- Teflon hoses
- Silicone hoses
- Hose clamps
- Shaft seals
- Door seals
- Heating element gaskets

In addition to the above listed Warranty Excluded Parts, the following items/findings are not covered by this Standard Warranty Policy and will be charged to the Customer:

- No fault found.
- Parts found to be missing.
- Replacement of parts found to be damaged.
- Cleaning of the Equipment/Components following use by the Customer.
- Replacement of standard and/or consumable parts in accordance with published periodic/preventative maintenance programs.
- Misuse of the Equipment/Components.
- Mishandling of the Equipment/Components.
- Repair and/or replacement of parts by third parties.

In support of the above the reader is directed to the 'Limitations of Standard Warranty Policy' section of this document.

WARRANTY PERIOD

Customers' Equipment/Components repaired/overhauled by Reheat International Limited.
The standard warranty coverage for workmanship shall be 12 (twelve) months from date of Reheat International Limited EASA Form 1.

The standard warranty coverage for parts shall be in accordance with Original Equipment Manufacturers standard warranty.

Customers' Equipment/Components sub-contracted to the Original Equipment Manufacturer for repair/overhaul by Reheat International Limited.

The standard warranty coverage for workmanship and parts shall be that provided for the Equipment/Components by the Original Equipment Manufacturer.

Pre-used Equipment/Components sold to Customers following repair/overhaul by Reheat International Limited.

The standard warranty coverage for workmanship and parts shall be 6 (six) months from shipping date from Reheat International Limited.

Pre-used Equipment/Components sold to Customers by Reheat International Limited with another Maintenance Organisations Certification.

The standard warranty coverage for workmanship and parts shall be that provided for the Equipment/Components by the Maintenance Organisation.

New Equipment/Components sold to Customers by Reheat International Limited.

The standard warranty coverage shall be that provided for the Equipment/Components by the Original Equipment Manufacturer.

Serviceable & New condition Standard Parts and Consumables supplied by Reheat International Limited.

The standard warranty coverage shall be that provided for the Equipment/Components by the Original Equipment Manufacturer.

LIMITATIONS OF STANDARD WARRANTY POLICY

In general, Reheat International Limited Standard Warranty Policy remains in effect for the aforementioned warranty periods when the Equipment/Components have been properly installed, maintained and operated under normal conditions and according to relevant operator and/or Component Maintenance Manual instructions.

Any Equipment/Components that would normally be under warranty, but becoming defective due to the following reasons, would fall outside of the Standard Warranty Policy stipulated in this document:

- Negligence, misuse and operation in a manner contrary to the relevant operator and/or Component Maintenance Manual instructions.
- Accident or act of nature, including fire.
- Failure or negligence to provide normal Equipment/Component maintenance.
- Improper installation, commissioning, diagnosis or repair. In all cases, Reheat International Limited does not warrant the workmanship of the installer and does not bear any cost due to faulty or incorrect Equipment/Component operation and/or maintenance.
- Alteration, including adaptation and modification outside of the requirements of the relevant operator and/or Component Maintenance Manual instructions.
- Repairs and/or maintenance carried out without the use of original equipment manufacturer required components, standard parts and consumables as stated within the relevant operator and/or Component Maintenance Manual instructions, unless specific written authorisation has been provided by the Original Equipment Manufacturer.

Reheat International Limited will in no event be liable for any sum in excess of the price received for the Equipment/Component for which liability is claimed or associated.

There will be no acceptance of any charges for labour and/or parts related to the removal of Equipment/Components repaired or replaced under this warranty.

No special, incidental, consequential or other damages shall be recoverable. Reheat International Limited shall not be liable for collateral damages or contingent liabilities including, but not limited to, loss of life, personal injury, and loss of business income, downtime costs or trade or other commercial loss arising out of the failure of the Equipment/Components.

WARRANTY EQUIPMENT/COMPONENTS RETURN PROCEDURE

Equipment/Components shall normally be returned following prior authorisation from Reheat International Limited. Equipment/Components submitted for warranty consideration must be shipped pre-paid to Reheat International Limited.

When claiming a repair or replacement under the terms of this Standard Warranty Policy, Customers are requested to provide the following information:

- The exact defect as reported, including any additional information (e.g. leaking, strange smell).
- Is the defect recurring or is it a “one-off”.
- How long has the Component been installed on an aircraft.
- How long has the Component been in storage prior to installation on an aircraft.
- What (if any) attempts have been made to rectify the defect.
- Reason for warranty claim.

All returned Equipment/Components must be properly packed, preferably in the original packaging to ensure the Equipment/Components will not suffer transportation damage. Reheat International Limited cannot be held responsible for Equipment/Components damaged in transit due to improper packaging. In such cases, the related warranty claims may be rejected.

Freight charges for all returned warranty Equipment/Components must be pre-paid by the Customer. Reimbursements for freight costs is allowed under this Standard Warranty Policy upon presentation of the freight bill, provided that the return of the Equipment/Components is authorised and that the warranty claim is found to be valid.