

Dear FLARM owner: Please take the following points to heart in order to facilitate the processing and swift return of your device:

- 1 Please fill in a service order form **for each individual FLARM device!**
- 2 Please fill in **all** of the following blanks, **tick all the required work** to be done and fill in the total cost. This will facilitate the allocation of tasks and will hence lead to **quicker servicing**.
- 3 Please only send in the **FLARM device**. We do not accept liability for any accessories (antennae, cables, memory cards, etc)
- 4 Please do **not send FLAMRS F4xxxx** (only one socket in the back of the device). They are not longer under Service
- 5 Please send the device by **insured/secure** mail to the following address:
Ülis Segelflugbedarf GmbH, Untergasse 1, 63688 Gedern, Germany

Serial Number FLARM device: _____

Name (for club, use club name): _____

Address (street, number): _____

Address (City, Post Code, Country): _____

(This is also the return postal address!)

Telephone numbers (Home + Mobile): _____

E-mail address: _____

Billing address
Only if different to return postal address

I hereby authorize the following work to be done on my FLARM device:

classicFLARM Basic Service: 79,- Euro

(Radio-function, digital interface, actualizing firmware)

PowerFLARM Core Basic Service : 99,- Euro

(Radio-function both cannels, RJ45- interface, actualizing firmware)

FirstTimeService classic FLARM F5xxxx und F6xxxx +48,- Euro

(means: FLARMS which never have been in Service at Ülis: ESD-protection is added)

GPS-Receiver Check (with our Standard Antenna) +25,- Euro

SD-Cardreader / USB-Port Check +35,- Euro

Altitude sensor calibration up to 8000m +99,- Euro

(for IGC devices only)

Handling charges per shipment / parcel +30,- Euro

Shipping costs may be higher, depending on the country

Total cost _____ **Euro**

All prices include the German VAT at the date of shipping!

Repair costs are always additional, foreign VAT can change prices!

Place, date

Signature

Please add **here** additional information or separate orders

Space for process comments
!!Please leave blank!!

Note to clients: Please do not send this page back with the device

General:

Please **complete** the first part of the service order form (**and for collective deliveries, for every single device**). If you have any questions, please contact us – preferably via e-mail – **before sending in the device**.

Please fill in your name and address in the **return postal address** field. If you require a **different billing address**, please enter this in a separate field in the service order form.

We will invoice the necessary costs. For example, if you do not tick the (necessary) basic service for the ICG-upgrade, we will **still need to charge you** for it.

We will send you the **bill to be prepaid by email**. After the money is on our bank account, we will send the units back to you. Please make sure that **all the bank fees go to you** and we get the money which is announced in the bill on our bank account. **Copy** the service order form once you have completed it so you will be able to **check** what work you requested to be done. Devices sent to us will always be delivered with the newest firmware available at the point of redelivery.

Processing times:

If you require your device for a certain date then please contact us **before sending** it in and **note the date on the form**. Please call us if the device has not reached you **several days** before the requested date. That way we can react in a timely manner, in case a date is missed. Processing times may vary depending on **workload**.

Basic service:

Expect processing times of approximately 2-3 weeks for the basic service. Exception: F7xxxx devices. These can be processed in 1-2 weeks.

FirstTimeService

The ESD-Protection device is added, which is standard on actual FLARMS. Expect additional processing time of additional 1 week.

Altitude sensor calibration 8000m:

The calibration is valid for 24 months. Expect processing times of an additional 3 weeks for this.

Repairs:

Expect processing times of an additional 4-6 weeks for this

Commissioned operations:

Basic service:

The basic service includes a check-up of the serial interface, the casing and the radio device's reception and transmission power. The firmware will be updated to the newest version and the most current obstacle-database will be installed.

The basic service will be **required again** if the device was used and then sent in for an ICG-upgrade **after the last basic service** or **after the last delivery**.

All classic FLARM products built between F5xxxx and F6xxxx will no longer in repair. We do the basic check and a Software Update if possible.

GPS-Receiver Check

We check the internal GPS-receiver by using our GPS-standard antenna.

Handling charges per shipment/parcel

In order to minimise logistics efforts, we incentivise sending several devices at once by charging a package lump sum per package.

In **lump packages** the **return postal address and bank account details on all service order forms must be the same**, otherwise we will need to charge a separate processing fee.