

## 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 and Methods:

Telephone, email, and online chat-based support is available 6 days a week for all FlightScope customers. Monday-Friday from 8:30am EST to 8:00pm EST and Saturday 8:30am EST to 5:00pm 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 the 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
- Swap-out hardware in case of repair to minimize downtime
- Includes application training: 1-2 hours telephone/online-based training

## 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 from unexpected and unintentional external events (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 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.

<b>Annual Support Agreement</b>	<b>1 Year (USD)</b>
<b>FlightScope X3</b> with initial radar purchase <i>**locks price for the life of the unit</i> after initial radar purchase	<b>\$750</b> <b>\$1,200</b>

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 to receive immediate benefits of the applicable support agreement.

## C. Call-Out Technical Support

Call out service to customer site: \$200 PLUS travel and accommodation expenses.

## D. Software and Transfers

The FlightScope technical support team will email the customer a download link for the new software. Software is not transferable. To transfer ownership of a product not directly purchased from FlightScope or a certified distributor, a transfer fee will apply. The transfer fee includes the latest software and the user will receive all benefits of the Annual Support Agreement for one year.

Transfer for Unit	Fee (USD)
FlightScope X3	\$1200
FlightScope Mevo+ <i>**Includes E6 bundle without protection plan</i>	\$500
FlightScope Mevo	\$250
All older models <i>**Includes PC software but no extended warranty</i>	\$399

Software	Fee (USD)
FlightScope PC Software Release	\$99

## E. Training Options

### 1. Online Operation Training *(included with the purchase of a FlightScope unit)*

- How to setup and connect to FlightScope and how to navigate through the PC software and apps
- 30-minute online session needs to be scheduled with a FlightScope support technician

### 2. Online Application Training *(included with the purchase of an Annual Support Agreement)*

- The meaning of FlightScope data parameters and how to navigate the app
- 1-hour online session needs to be scheduled with a FlightScope application specialist
- Without an Annual Support Agreement, training cost is \$150

### 3. On-site Training

- Hands-on operation and application training session
- How to setup and connect to all FlightScope units and how to navigate through the PC software and apps
- The meaning on FlightScope data parameters
- \$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.