

TATI Warranty Procedures

Tornado Alley Turbo Authorized Service Center Warranty Procedures

Service Center Website

Policy: It is the service center's responsibility to review the service center website for updates and communication.

For assistance with the site, please contact warranty@taturbo.com.

Credit Claim Process/Forms

Policy: Please find the TATI warranty summary on the main page of the service center website. It is the service center's responsibility to complete all required sections of the credit claim form, to provide proper information and documentation, and to follow all policies and procedures of TATI warranty program.

The credit claim filing/review instructions and claim forms are located on the service center website. Please review claims regularly to ensure all claim deadlines are met.

Procedure: Please follow steps listed below.

1. Complete all required sections of the warranty claim form found online at www.taturbo.com under the warranty section, store policies.
2. Submit the completed form to our Warranty Department via email at warranty@taturbo.com.
3. Provide accurate dates on the claim form.
 - Date of Failure: is the date the part(s) fails and /or the date an aircraft arrives at the service center.
 - Date of Repair: is the date an actual repair or part replacement is completed, or the

date the aircraft leaves the service center

4. Copy of Log book must accompany any part returned, along with a complete and usable electronic copy of the engine operating history from the installed data recording devices.
5. Once processed, you will receive a return authorization number (RMA) for parts return. This will also be your TATI claim number.
6. If the claim is waiting for a part(s) to be returned, the claim will go into an “approved, pending parts” status until the parts are returned. The part(s) will need to be returned prior to warranty credit approval. The claim form will indicate where to ship the part(s).
 - Claim forms must be approved and a RMA number assigned prior to sending the part(s) back.
 - Send all of the claimed part(s) back with proper documentation (a copy of approved claim form for warranty returns) in the box. Part(s) received without proper documentation in the box will not be eligible for warranty consideration.
 - Upon receipt of the requested part(s) and approval of the warranty claim, TATI will issue a credit memo and check to the service center account for TATI invoiced parts, labor, and miscellaneous part costs.
7. If the claim is labor only, or labor and part(s) that we request destroyed on site, a credit memo and check will be issued for any labor and parts on the service center’s account.
Checks will only be issued for accounts in good standing (balance less than 30 days old).
8. For assistance with the claims process please contact the Warranty Department at (580)-332-3510, ext 1125 or warranty@taturbo.com.
9. For assistance with part returns to TATI that have received prior return approval, return authorization number, and/or shipment tracking information, please contact the TATI

Warranty Department at (580)-332-3510, ext 1125 or warranty@taturbo.com.

Claim Submission Deadline

Policy: Warranty claims must be submitted within 30 days from the date of the repair.

Procedure: Warranty claims submitted over 30 days from the date of the repair will forfeit part(s). Claims submitted over 60 days from the date of the repair will forfeit part(s), labor, and other miscellaneous items submitted. Parts will not be credited on any claim where a supplier deadline has been exceeded.

Claim Part Return Deadline

Policy: Claim part(s) must be received at our facility within 30 days from the date the approved claim form is sent back to the service center with a RMA #. Parts must have a RMA # to be returned, RMA # must be on the outside of the box.

Procedure: Claims awaiting part(s) return more than 30 days will be reprocessed, forfeiting part(s) margin. Warranty claims awaiting a part(s) return more than 60 days will be reprocessed forfeiting part(s), labor, and other miscellaneous items submitted. Parts will not be credited on any claim where a supplier deadline has been exceeded. Parts sent to our facility will not be accepted by our receiving department without a valid RMA #.

Claim Information Deadline

Policy: Claim information requested by our facility must be received within 30 days from the date of request.

Procedure: Claims awaiting information more than 30 days will not be honored.

Troubleshooting/Authorizations

Policy: Troubleshooting requires an authorization number. Authorizations only cover the specified discrepancy within warranty.

Technical Representatives are not responsible for validating TATI or vendor warranties.

Authorizations requested outside of the warranty period may void the authorization.

Procedure: Call our warranty line PRIOR to initiating the repair at (580)-332-3510, ext 1125 or email warranty@taturbo.com. A Technical Representative will issue an authorization number and log the call in our system indicating the details of the situation and the amount of time that they have authorized for troubleshooting.

Please submit troubleshooting and repair times PRIOR to filing a claim. The authorization number should be referenced on the Credit Claim Form.

If a Technical Representative is unavailable at the time, please leave a message and include: the nature of the problem and an estimate of troubleshooting time that will be needed (up to 50% of the labor allowance time for a removal and install). A Technical Representative will follow-up on the call and the status of the discrepancy resolution and issue an authorization number.

If the discrepancy cannot be resolved after the initial call in the authorized time, please call back and the Technical Representatives will offer additional guidance to resolve the discrepancy and update the authorization number.

We reserve the right to deny any troubleshooting time if we are not made aware of the discrepancy prior to the completion of the repair.

Picture Submission

Policy: Upload images on claim page or for prior approval, send picture submission emails to

warranty@taturbo.com with the following information: current date, aircraft model, serial number, labor hours requested and a description of discrepancy. All of this information is required for any photos that are submitted.

Picture submission is required for any of the following: cracked exhaust, exhaust heat shield, exhaust components, intercoolers, PRV tubes, or any cracked parts, and turbo brackets.

Procedure: Prior to starting a repair, take pictures of all affected areas while making sure that the images are clear and effectively represent the defect.

We reserve the right to deny any claim in which pictures are not submitted when required.

Part Ordering/Shipping

Policy: It is the service center's responsibility to provide all necessary information to complete the part order. Additionally, the service center is responsible for reviewing part orders received for correctness. Please notify TATI if any parts are incorrect or missing (see attached information below).

According to Cirrus Policies, ground freight may not be charged to the customer for warranty work. If a customer wished to expedite parts, they may be charged the expedited shipping fees.

Procedure: Prior to calling TATI, please have the following information available, the part number(s), service center account number, and purchase order number.

Notify the TATI Parts Department if an order is AOG. TATI does not charge AOG fees for parts ordered AOG. However, if the part vendor charges a fee, then it will be passed on to the service center. Orders specified as AOG are shipped with the selected freight only. The cut off times for placing orders for same day shipment are listed below:

- UPS P1 - 4:00pm CST
- UPS Ground - 4:00pm CST
- FedEx P1 - 4:00pm CST
- FedEx Ground - 1:00 pm CST
- International - 4:00pm CST
- International w/ 8130 - 1:30pm CST
- Counter-to-counter - dependent on carrier schedule available, fee will vary

Service Center Account

Policy: At the present time, TATI is only accepting purchases via credit card; Visa, Mastercard, American Express and Discover. You may ship warranty parts for warranty consideration prior to replacing the part. If you choose to purchase a replacement part prior to warranty consideration, TATI will issue a warranty credit and check at the purchase price to an ASC within 14 days of warranty approval. We will strive to expedite the process. Please contact warranty@taturbo.com or 580-332-3510, ext 1125 with any questions.

Return to Stock Parts

Policy: TATI accepts most returns that were purchased from our stock within 30 days of invoice. All returns must be in their original packaging and must be new, in uninstalled condition and include all original documentation. A restocking fee of 20% with a minimum of \$50 will be assessed on all stocked items except those due to an error on TATI's part. RMA's are valid for 30 days from the date of issue.

No returns will be accepted 30 days from the date of invoice. Electrical components, shelf-life

limited items, non-stock items, drop ship items, and special orders are non-returnable. Once the RMA expires the return can no longer be accepted by TATI and will be returned at the customer's expense.

Procedure: For returns to TATI, call a TATI Part Representative at (580)-332-3510 or cs@taturbo.com to obtain the necessary RMA number. By including the TATI RMA with your return, the time needed to issue credit is minimized.

TATI Core Credits (Non-Warranty)

Policy: Call TATI or cs@taturbo.com for RMA on core returns.

Rework

Policy: An aircraft owner in need of a rework requires the Authorized Service Center to contact the TATI Warranty Department. A rework condition is defined as a second expenditure of time and resources to repair the same/similar issue noted by the owner.

Procedure: When an aircraft owner notifies the authorized service center of the rework need, the authorized service center needs to contact TATI. TATI will offer resource assistance and support to the service center as necessary to ensure that the issue is resolved for our mutual customer.

Please note that this may not be a discrepancy repaired by that same authorized service center before, however, if the owner presents this situation as rework notification is required.