

BENDIX/KING
GENERAL AVIATION AVIONICS DIVISION

Service Memo

SERVICE MEMO NO: 200 Revised

SUBJECT: BENDIX/KING Unit Overhaul/Exchange Service

A. General

1. Scope - To establish a unit overhaul/exchange service for most major units in BENDIX/KING product lines. No exchange service will be offered for accessories, manual control heads, antennas, kits or ARINC units. The service described below applies only to items out of warranty.
2. Objective - The unit overhaul/exchange service provides another support option for a customer with BENDIX/KING equipment. The three (3) options now extended to the customer are:
 - a. Repair by component replacement.
 - b. Repair by subassembly exchange.
 - c. Unit exchange.
3. Description - The unit overhaul/exchange service provides a system through which a customer can obtain a unit to replace one which has failed at a published exchange price. A BENDIX/KING Service Center purchases a remanufactured overhaul/exchange unit. A credit authorization number is issued for return (core) credit of the customers unit to BENDIX/KING.

B. Detailed Information

1. Products Offered - Refer to your Product Support Manual for units and suggested retail and distributor exchange prices.
2. Ordering - Order the overhaul/exchange unit through sales order entry.

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3. Overhaul/Exchange Warranty Application - A sample of the warranty application supplied with the exchange unit is shown in Figure 1. To register warranty, this application must be completed and returned to the BENDIX/KING Warranty Department.
4. Core Credit - When returning the core unit for credit, list the credit authority number referenced on the exchange unit shipping memo. The credit amount is the difference between the distributor exchange price and the invoiced price of the exchange unit shipped to you. A ten (10) percent restock charge will be deducted from the credit for any unit returned unused.
5. Exchange Eligibility - Prior to issuing the credit, Customer Service will inspect the unit and it must meet the following exchange allowance eligibility conditions.
 - a. Identical model and part number as the unit sent for exchange.
 - b. A repairable unit with no external or internal mutilations, cannibalization or damage.
 - c. Be returned within 30 calendar days from shipment of the exchange unit (60 days for international transactions). An overdue penalty is assessed in accordance with Service Memo #182 for late returns.
6. Warranty - See Overhaul/Exchange Equipment Warranty in Product Support Manual.

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WARRANTY REGISTRATION APPLICATION FORM

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To ensure that full warranty coverages are offered to the purchaser of Bendix/King equipment, a Warranty Registration Application form must be completed for all installations. Detailed completion instructions are provided in the Warranty Procedures Handbook.

REGISTERED OWNER Information		INSTALLING AGENCY Information	
NAME	ADDRESS	NAME	LOCATION (CITY/STATE/COUNTRY)
CITY/STATE/POSTAL CODE	COUNTRY	ACCOUNT NUMBER	WORK ORDER/INVOICE REFERENCE
ACTIVATION DATE	AIRCRAFT HOURS	INSTALLATION DATE	AIRCRAFT HOURS
AIRCRAFT INFORMATION			
AIRCRAFT MANUFACTURER		MODEL	
A/C SERIAL NUMBER		REGISTRATION	

AVIONICS INSTALLED					
Model No.	Part No.	S/N	Model No.	Part No.	S/N
	000000	HH	HH	EEEEEEEEEE	XX XX
	00	00	HH	HH	EE XX XX
	00	00	HH	HH	EE XX XX
	00	00	HHHHHHHH	=====	EEEEEEEEEE XXX
	00	00	HH	HH	EE XXX
	00	00	HH	HH	EE XX XX
	00	00	HH	HH	EE XX XX
	000000	HH	HH	EEEEEEEEEE	XX XX

USE THIS FORM TO REGISTER WARRANTY ON OVERHAUL/EXCHANGE UNIT.

OVERHAUL / EXCHANGE EQUIPMENT WARRANTY

Remanufactured Silver Crown equipment and accessories are warranted for SIX MONTHS from date of installation or EIGHT MONTHS from date of shipment from the factory, whichever comes first.

Remanufactured Gold Crown and Series III equipment and accessories are warranted for TWELVE MONTHS from date of installation or FOURTEEN MONTHS from date of shipment from the factory, whichever comes first.

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