



*Aircraft Ground Equipment*

**DMA Aero**  
11 Old Sugar Hollow Road  
Danbury, CT 06810 USA

Tel: (203) 790-8371

Fax: (203) 743-2051

[www.dma-aero.com](http://www.dma-aero.com)

E-mail: [sales@dma-aero.com](mailto:sales@dma-aero.com)

## **RETURNS POLICY FOR DMA AIR DATA TEST SETS**

DMA-Aero maintains NIST traceable calibration standards to 10 ppm for the manufacturing, service and support of its Air Data Test Set MPS series of products.

### **CALIBRATION**

Each instrument delivered is provided with a calibration certificate dated less than 5 days prior to shipment. The calibration is valid for a minimum of 12 months. It is recognized that the instruments will need recalibration on an annual basis. Some users will have the necessary standards to do this in-house. However, if the instrument has to be sent to a third party for calibration, DMA strongly recommends that it is returned to the factory in Connecticut. Any instrument returned to DMA Aero for calibration will also be updated to the latest firmware free of charge. In addition, as the manufacturer, DMA Aero will always have parts, power cords, etc. on hand should they be needed during the process.

### **REPAIRS**

DMA Aero is the only certified repair facility in North America for its MPS Series of Air Data Test Sets. As such, any repairs should be returned directly to DMA Aero at the address referenced above. DMA Aero operates an RMA (Return Material Authorization) system which is accessed through its website at <http://www.dma-aero.com/us/dma-aero-service>.

### **PACKAGING**

All DMA Aero instruments are shipped in custom containers. It is important and highlighted twice within the RMA procedure that the instrument should be returned in its original container. Failure to do this voids any warranty claims. DMA Aero can supply replacement containers at cost if required. Please see page 2 for further information and pictures.

### **COMMITMENT**

DMA Aero is committed to provide top quality service at competitive pricing and rapid turnaround. Its goal is to offer a Next-On-Bench emergency calibration service when requested and a calibration turnaround time of 4-5 business days based on the complexity. Minor repairs will generally be completed within the calibration period, but major complex repairs will take longer. Customer will be notified.

### **CONTACT**

DMA Aero can be contacted via the website, email, telephone or fax as follows:

- <http://www.dma-aero.com/us/dma-aero-service> for RMA (Return Material Authorization)
- [service@dma-aero.com](mailto:service@dma-aero.com) - routed to CSD and technical support to ensure a rapid response.
- Telephone: 203 790-8371 - request CSD (Customer Service Department) or technical support
- Fax: 203 743-2051

## ADDITIONAL PACKING INFORMATION

While the DMA test equipment is designed to withstand rugged handling, we require that the instruments are returned in the DMA Aero original shipping carton and packed appropriately. In the case of loss of the original carton, DMA Aero can supply a replacement which will be charged at cost.

If the instrument is returned in the customer's non-compliant shipping carton, the customer will be responsible for any damage incurred in shipping.

Below are examples of DMA packaging:



**MPS43**



**MPS49**



**MPS39C**