

**L3HARRIS™**
FAST. FORWARD.

OUT OF WARRANTY FIXED PRICE TARIFF

When you raise an out-of-warranty Technical Query we will help you identify the service you need and the associated charge from the following tariff.

Once we have all the information required to resolve your issue, we will ask you to attach a Purchase Order for us to get started. Simple and speedy.

Your CRM would be pleased to talk you about how we are speeding up other services for you too. Please don't hesitate to get in contact.

Out-Of-Warranty Technical Query Fixed Price Tariff

	GBP	GBP	USD	USD	EUR	EUR
	R7/C2KX	Legacy	R7/C2KX	Legacy	R7/C2KX	Legacy
Band A	1500	2250	2100	3150	1950	2900
Band B	3000	4500	4200	6300	3850	5800
Band C	4500	6750	6300	9450	5800	8700

Typical Queries by Band

Band A – examples include:

- IOS operation queries
- IOS customization
- Addition of Library malfunction
- Failing QTG tests
- Problems with Nav Data processing
- Assistance with creation and management of customer fits
- Toolset use queries

Band B - examples include:

- Computer operating system
- Start/Stop/Boot
- Computing networking
- HSSL diagnostics and fault finding
- Validation of malfunctions
- Validation of instructor comments against data package

Band C - examples include:

- Simulator Services (fire system, electrical power system)
- Motion system
- Control loading hardware recalibration