



Amran Shah Masnon &lt;amran.galaxyaerospace@gmail.com&gt;

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**RE: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair**

14 messages

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**Customer ServiceInbox** <Customer\_Service@flir.com>  
To: "zulamd@zetro.com.my" <zulamd@zetro.com.my>  
Cc: "amran@galaxyaerospace.my" <amran@galaxyaerospace.my>

2 March 2021 at 04:08

Hello

In order to begin, I have to ask you to fill out our Return Authorization Request form attached along with answering a few questions below –

1. Can the problem be reproduced? Is it intermittent? What is the frequency?
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Once this has been completed and sent back, then I can start our RMA process. I will provide you with an RMA number along with shipping instructions for return the System to FLIR for an evaluation. Depending upon on if this system is warranty or non-warranty I may ask for TT&E (Teardown, Test and Evaluation), prior to the evaluation. Once the evaluation is completed, then I can send you a quote with the repair estimate.

Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.****Government and Defense Business Unit**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

[www.flir.com](http://www.flir.com)

**The World's Sixth Sense®**

---

**From:** Lt Kol Zul <zulamd@zetro.com.my>  
**Sent:** Thursday, February 25, 2021 5:24 PM  
**To:** Smith, Robin (US) <robin.smith@flir.com>  
**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)  
**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

Hai Smith,

How are you, I am Lt Col Zul (Retired RMAF), following to the email below between Mr Adnan and your self , I understand that the repair should be channeled to the FLIR repair centre for the depot level repair. Please advise us the right address to sent the component and the contact person so that IR sensor repair can be channel to proper repair center.

Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

---

**From:** Nan Isa <[nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)>

**Sent:** 2/25/21 3:16 PM

**To:** Amran <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>, "Kol (B) Zulkifli Ahmad" <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

**From:** "Smith, Robin (US)" <[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Sent:** 2/19/21 1:29 AM

**To:** "[hasniza@zetro.com.my](mailto:hasniza@zetro.com.my)" <[hasniza@zetro.com.my](mailto:hasniza@zetro.com.my)>

**Cc:** Technical Publications <[techpubs@flir.com](mailto:techpubs@flir.com)>, "Buccieri, Victor (US)" <[Victor.Buccieri@flir.com](mailto:Victor.Buccieri@flir.com)>, "Pettime, Mark (US)" <[mark.pettime@flir.com](mailto:mark.pettime@flir.com)>

**Subject:** Re: REQUEST FOR MANUAL STAR SAFIRE\_re IR Focus Motor

Dear Mr. Hasniza BINTI MAMAT:

The documents provided to Zetro were the Star SAFIRE III Operator's Manual, the Star SAFIRE Installation manual, and the Star SAFIRE III CMM (Service Manual). The service manual is written to Intermediate level maintenance. Any removal/repairs of the sensors (e.g., the IR sensor) are beyond I-Level repair. Any repair/changes made to the sensors is a depot level repair meaning the TFU needs to be sent to a FLIR Authorized service center for such repair.

Sincerely,

**Robin Smith**

Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

[27700 SW Parkway Avenue, Wilsonville, OR 97070 USA](https://www.flir.com/locations/usa)

Direct: (503) 498- 3884

Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

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**GTC-RMA-FORM-003.doc**

101K

**Amran Shah Masnon** <amran@galaxyaerospace.my>  
To: Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>  
Cc: Azillah Bin Matap <azillah@galaxyaerospace.my>

16 April 2021 at 10:45

Assalamualaikum En Syafrul

After discussion with Puan Hamidah, EC and myself on Tuesday, 13th April 2021, we found out that Zetro is actually not capable of replacing the IR Motor even though the part can be supplied by FLIR Inc USA. Do we want to proceed with this Return Material Approval Form with Zetro or other option.

Thank you

Best regards,

**Amran Shah Masnon**  
Chief Engineer  
for and on behalf of  
**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
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Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

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----- Forwarded message -----

From: **Customer ServiceInbox** <Customer\_Service@flir.com>  
Date: Tue, 2 Mar 2021 at 04:09  
Subject: RE: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair  
To: [zulamd@zetro.com.my](mailto:zulamd@zetro.com.my) <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>  
Cc: [amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my) <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

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**Cc:** Technical Publications <[techpubs@flir.com](mailto:techpubs@flir.com)>, "Buccieri, Victor (US)" <[Victor.Buccieri@flir.com](mailto:Victor.Buccieri@flir.com)>, "Pettime, Mark (US)" <[mark.pettime@flir.com](mailto:mark.pettime@flir.com)>  
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**GTC-RMA-FORM-003.doc**

101K

---

**Syafrul Yamani Safruddin** <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>

16 April 2021 at 11:52

To: Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>Cc: Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>

Walaikumsalam Haji,

Yes, please proceed with the RMA process and reply to the other questionnaire.  
At the same time, kindly confirm with Zetro how much is their applicable markup for the service.

Thank you.

Best regards,

**Syafrul Yamani Safruddin**

Engineering Manager

*for and on behalf of***GALAXYAEROSPACE (M) SDN BHD**

Suite 11-14, MRO Center, Malaysia International Aerospace Center,

Sultan Abdul Aziz Shah Airport, 47200 Subang, SELANGOR DARUL EHSAN.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my) Tel: +603 7734 7226 Fax: +603 77347526

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On Fri, Apr 16, 2021 at 10:45 AM Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)> wrote:

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Date: Tue, 2 Mar 2021 at 04:09

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**Amran Shah Masnon** <amran@galaxyaerospace.my>

20 April 2021 at 12:16

To: Customer ServiceInbox <Customer\_Service@flir.com>, "Kol (B) Zulkifli Ahmad" <zulamd@zetro.com.my>

Cc: Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, ishak shahrizal <aspshahrizalishak@yahoo.com>

1. Can the problem be reproduced? Is it intermittent? What is the frequency? - **Problem at every power up**
2. How was the system being used while the problem occurred? - **On IR mode under normal operating condition**
3. Are there error messages, diagnostics, pictures, video or logs? - **Yes Please refer attached pictures**
4. Are environmental conditions a factor. - No
5. Would you like your Software brought to the current version? - **Yes, please refer to attached photos for current status**
6. Other problems -
  - a. **Laser Range Finder not working.**
  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**



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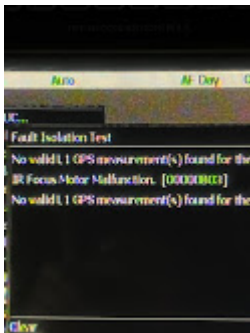
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Direct: (503) 498- 3884

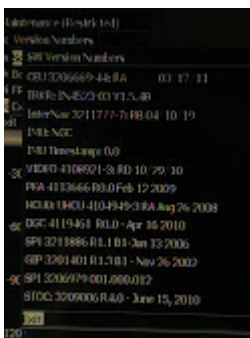
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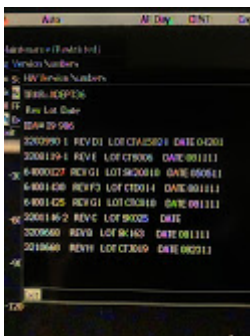
**5 attachments**



**IR MOTOR FAIL.jpeg**  
80K

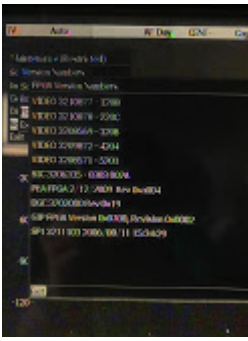


**SOFTWARE VERSION.jpeg**  
81K



**HARDWARE VERSION.jpeg**  
95K

**HARDWARE VERSION 2.jpeg**  
84K



 **GTC-RMA-FORM-003 completed.pdf**  
700K



**Amran Shah Masnon** <amran@galaxyaerospace.my> 20 April 2021 at 23:02  
To: Customer ServiceInbox <Customer\_Service@flir.com>  
Cc: Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, ishah shahrizal <aspshahrizalishak@yahoo.com>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, "Kol (B) Zulkifli Ahmad" <zulamd@zetro.com.my>

Please find at the attachments the TAA and End User certificate for Royal Malaysia Police Star Safire III FLIR system.

Best regards,

**Amran Shah Masnon**  
Chief Engineer  
for and on behalf of  
**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.  
Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)  
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  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

+60377347226 +60377347526

On Tue, 2 Mar 2021 at 04:09, Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)> wrote:

Hello

In order to begin, I have to ask you to fill out our Return Authorization Request form attached along with answering a few questions below –

1. Can the problem be reproduced? Is it intermittent? What is the frequency?
2. How was the system being used while the problem occurred?
3. Are there error messages, diagnostics, pictures, video or logs?
4. Are environmental conditions a factor.
5. Would you like your Software brought to the current version?

Once this has been completed and sent back, then I can start our RMA process. I will provide you with an RMA number along with shipping instructions for return the System to FLIR for an evaluation. Depending upon on if this system is warranty or non-warranty I may ask for TT&E (Teardown, Test and Evaluation), prior to the evaluation. Once the evaluation is completed, then I can send you a quote with the repair estimate.

Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.****Government and Defense Business Unit**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

[www.flir.com](http://www.flir.com)

**The World's Sixth Sense®**

---

**From:** Lt Kol Zul <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Sent:** Thursday, February 25, 2021 5:24 PM  
**To:** Smith, Robin (US) <[robin.smith@flir.com](mailto:robin.smith@flir.com)>  
**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)  
**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

Hai Smith,

How are you, I am Lt Col Zul (Retired RMAF), following to the email below between Mr Adnan and your self , I understand that the repair should be channeled to the FLIR repair centre for the depot level repair. Please advise us the right address to sent the component and the contact person so that IR sensor repair can be channel to proper repair center.

Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

---

**From:** Nan Isa <[nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)>  
**Sent:** 2/25/21 3:16 PM  
**To:** Amran <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>, "Kol (B) Zulkifli Ahmad" <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>  
**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

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**Sent:** 2/19/21 1:29 AM  
**To:** "[hasniza@zetro.com.my](mailto:hasniza@zetro.com.my)" <[hasniza@zetro.com.my](mailto:hasniza@zetro.com.my)>  
**Cc:** Technical Publications <[techpubs@flir.com](mailto:techpubs@flir.com)>, "Buccieri, Victor (US)" <[Victor.Buccieri@flir.com](mailto:Victor.Buccieri@flir.com)>, "Petrime, Mark (US)" <[mark.petrime@flir.com](mailto:mark.petrime@flir.com)>  
**Subject:** Re: REQUEST FOR MANUAL STAR SAFIRE\_re IR Focus Motor

Dear Mr. Hasniza BINTI MAMAT:

The documents provided to Zetro were the Star SAFIRE III Operator's Manual, the Star SAFIRE Installation manual, and the Star SAFIRE III CMM (Service Manual). The service manual is written to Intermediate level maintenance. Any removal/repairs of the sensors (e.g., the IR sensor) are beyond I-Level repair. Any repair/changes made to the sensors is a depot level repair meaning the TFU needs to be sent to a FLIR Authorized service center for such repair.

Sincerely,

**Robin Smith**

Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3884

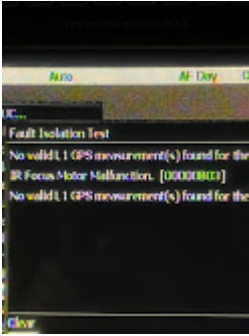
Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

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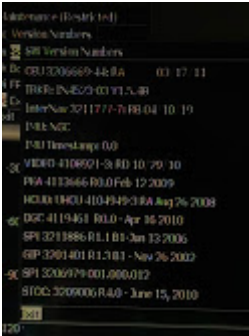
Notice to recipient: This email is meant for only the intended recipient of the transmission, and may be a communication privileged by law, subject to export control restrictions or that otherwise contains proprietary information. If you receive this email by

mistake, please notify us immediately by replying to this message and then destroy it and do not review, disclose, copy or distribute it. Thank you in advance for your cooperation.

7 attachments



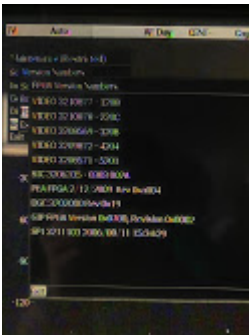
**IR MOTOR FAIL.jpeg**  
80K



**SOFTWARE VERSION.jpeg**  
81K



**HARDWARE VERSION.jpeg**  
95K



**HARDWARE VERSION 2.jpeg**  
84K

**GTC-RMA-FORM-003 completed.pdf**  
700K

**TAA Royal Malaysian Police.pdf**  
3766K

**FLIR RMP End User Statement.pdf**  
341K

Jones, Melinda (US) <Melinda.Jones@flir.com>

22 April 2021 at 03:11

To: Amran Shah Masnon <amran@galaxyaerospace.my>

Cc: Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, ishah shahrizal <aspshahrizalishah@yahoo.com>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, "Kol (B) Zulkifli Ahmad" <zulamd@zetro.com.my>

Dear Sir,

We are in receipt of your email and accompanying documents. Can you please tell us if you are in possession of the Star III system or if the system is still with the Royal Malaysia Police?

Thank you.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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FLIR's Terms & Conditions <http://www.flir.com/corporate/display/?id=83440>

To Request a RMA, general inquires, quotes for material requirements or training services:  
[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Tuesday, April 20, 2021 8:03 AM

**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Please find at the attachments the TAA and End User certificate for Royal Malaysia Police Star Safire III FLIR system.

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

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Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

----- Forwarded message -----

From: **Amran Shah Masnon** <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Date: Tue, 20 Apr 2021 at 12:16

Subject: Re: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

To: Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>

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6. Other problems -
  - a. **Laser Range Finder not working.**
  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

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Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 2 Mar 2021 at 04:09, Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)> wrote:

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In order to begin, I have to ask you to fill out our Return Authorization Request form attached along with answering a few questions below –

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Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.**

**Government and Defense Business Unit**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

[www.flir.com](http://www.flir.com)

**The World's Sixth Sense®**

---

**From:** Lt Kol Zul <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>  
**Sent:** Thursday, February 25, 2021 5:24 PM  
**To:** Smith, Robin (US) <[robin.smith@flir.com](mailto:robin.smith@flir.com)>  
**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)  
**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

Hai Smith,

How are you, I am Lt Col Zul (Retired RMAF), following to the email below between Mr Adnan and your self , I understand that the repair should be channeled to the FLIR repair centre for the depot level repair. Please advise us the right address to sent the component and the contact person so that IR sensor repair can be channel to proper repair center.

Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

---

**From:** Nan Isa <nan\_radar@yahoo.com>  
**Sent:** 2/25/21 3:16 PM  
**To:** Amran <amran@galaxyaerospace.my>, "Kol (B) Zulkifli Ahmad" <zulamd@zetro.com.my>  
**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

**From:** "Smith, Robin (US)" <robin.smith@flir.com>  
**Sent:** 2/19/21 1:29 AM  
**To:** "hasniza@zetro.com.my" <hasniza@zetro.com.my>  
**Cc:** Technical Publications <techpubs@flir.com>, "Buccieri, Victor (US)" <Victor.Buccieri@flir.com>, "Pettime, Mark (US)" <mark.petime@flir.com>  
**Subject:** Re: REQUEST FOR MANUAL STAR SAFIRE\_re IR Focus Motor

Dear Mr. Hasniza BINTI MAMAT:

The documents provided to Zetro were the Star SAFIRE III Operator's Manual, the Star SAFIRE Installation manual, and the Star SAFIRE III CMM (Service Manual). The service manual is written to Intermediate level maintenance. Any removal/repairs of the sensors (e.g., the IR sensor) are beyond I-Level repair. Any repair/changes made to the sensors is a depot level repair meaning the TFU needs to be sent to a FLIR Authorized service center for such repair.

Sincerely,

**Robin Smith**

Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3884

Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

---

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---

**Amran Shah Masnon** <amran@galaxyaerospace.my>

22 April 2021 at 12:47

To: "Jones, Melinda (US)" <Melinda.Jones@flir.com>

Cc: Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, ishah shahrizal <aspshahrizalishak@yahoo.com>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, "Kol (B) Zulkifli Ahmad" <zulamd@zetro.com.my>, nasaruddin@rmp.gov.my, Supt Shahrizal bin Ishak <shahrizalishak@rmp.gov.my>

Dear Madam,

Thank you for your reply.

The FLIR unit is in full custody of the Royal Malaysian Police (RMP), Galaxy Aerospace (M) Sdn Bhd is the maintenance contractor for RMP for aircraft maintenance. The unit was initially sent to Zetro Aerospace (M) Sdn Bhd to repair the IR Motor problem and was returned without rectification.

I am acting on behalf of the RMP to find a solution for rectification of the faulty system. For this purpose I have communicated with FLIR Inc to establish initial communication, from this point all action to be taken will be handled by RMP, the contact person is

Nasarudin bin Abdul Mubin (Senior Assistant Commissioner of Police) :email [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)

Shahrizal bin Ishak (Superintendent of Police) : [shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)

Both Police officers are in this email loop.

Any further action to send the unit to FLIR Inc will be through Zetro. Please advise if new RMA is required.

Thank you

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

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On Thu, 22 Apr 2021 at 03:13, Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)> wrote:

Dear Sir,

We are in receipt of your email and accompanying documents. Can you please tell us if you are in possession of the Star III system or if the system is still with the Royal Malaysia Police?

Thank you.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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FLIR's Terms & Conditions <http://www.flir.com/corporate/display/?id=83440>

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[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

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**Sent:** Tuesday, April 20, 2021 8:03 AM  
**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>  
**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>  
**Subject:** [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Please find at the attachments the TAA and End User certificate for Royal Malaysia Police Star Safire III FLIR system.

Best regards,

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*Chief Engineer*

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----- Forwarded message -----

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**Date:** Tue, 20 Apr 2021 at 12:16  
**Subject:** Re: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair  
**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>  
**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>

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  - a. **Laser Range Finder not working.**
  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

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**Amran Shah Masnon**

Chief Engineer

for and on behalf of

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Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

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Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.**

**Government and Defense Business Unit**

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[www.flir.com](http://www.flir.com)

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**Sent:** Thursday, February 25, 2021 5:24 PM  
**To:** Smith, Robin (US) <[robin.smith@flir.com](mailto:robin.smith@flir.com)>  
**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)  
**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

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Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

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**Sent:** 2/25/21 3:16 PM  
**To:** Amran <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>, "Kol (B) Zulkifli Ahmad" <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>  
**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

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**Cc:** Technical Publications <[techpubs@flir.com](mailto:techpubs@flir.com)>, "Buccieri, Victor (US)" <[Victor.Buccieri@flir.com](mailto:Victor.Buccieri@flir.com)>, "Petprime, Mark (US)" <[mark.petprime@flir.com](mailto:mark.petprime@flir.com)>  
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Sincerely,

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Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

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Direct: (503) 498- 3884

Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

---

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---

**Jones, Melinda (US)** <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

23 April 2021 at 01:25

To: Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, ishah shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, "Kol (B) Zulkifli Ahmad" <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>, "nasaruddin@rmp.gov.my" <[nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)>, Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

Dear Sir,

Thank you for your email and status of the equipment. The equipment can either be sent to BAE (FLIR authorized Service Center) or FLIR US for repair. However, it must ship directly from RMP to BAE or FLIR.

If it is decided that RMP will send the equipment to BAE, Ryan Hart at [ryan.hart2@baesystems.com](mailto:ryan.hart2@baesystems.com) should be contacted to start the repair process.

If it is decided that RMP will send the equipment to FLIR Wilsonville (US), we will need to have the RMA form revised. Because the equipment must ship directly from RMP, the Shipping From Address will need to be changed. If Galaxy would like to act as the payer on the behalf of RMP, that is allowable and may remain as the Bill To/Payer.

Please let us know how you would like to proceed.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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FLIR's Terms & Conditions <http://www.flir.com/corporate/display/?id=83440>

To Request a RMA, general inquires, quotes for material requirements or training services:  
[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxy aerospace.my](mailto:amran@galaxy aerospace.my)>  
**Sent:** Wednesday, April 21, 2021 9:47 PM  
**To:** Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>  
**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxy aerospace.my](mailto:syafrul@galaxy aerospace.my)>; Azillah Bin Matap <[azillah@galaxy aerospace.my](mailto:azillah@galaxy aerospace.my)>; ishak shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxy aerospace.my](mailto:sumaili@galaxy aerospace.my)>; Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>; [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my); Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>  
**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

Thank you for your reply.

The FLIR unit is in full custody of the Royal Malaysian Police (RMP), Galaxy Aerospace (M) Sdn Bhd is the maintenance contractor for RMP for aircraft maintenance. The unit was initially sent to Zetro Aerospace (M) Sdn Bhd to repair the IR Motor problem and was returned without rectification.

I am acting on behalf of the RMP to find a solution for rectification of the faulty system. For this purpose I have communicated with FLIR Inc to establish initial communication, from this point all action to be taken will be handled by RMP, the contact person is

Nasarudin bin Abdul Mubin (Senior Assistant Commissioner of Police) :email [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)

Shahrizal bin Ishak (Superintendent of Police) : [shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)

Both Police officers are in this email loop.

Any further action to send the unit to FLIR Inc will be through Zetro. Please advise if new RMA is required.

Thank you

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*



***GALAXY AEROSPACE (M) SDN BHD***

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Thu, 22 Apr 2021 at 03:13, Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)> wrote:

Dear Sir,

We are in receipt of your email and accompanying documents. Can you please tell us if you are in possession of the Star III system or if the system is still with the Royal Malaysia Police?

Thank you.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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To Request a RMA, general inquires, quotes for material requirements or training services:  
[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Tuesday, April 20, 2021 8:03 AM

**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Please find at the attachments the TAA and End User certificate for Royal Malaysia Police Star Safire III FLIR system.

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

----- Forwarded message -----

From: **Amran Shah Masnon** <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Date: Tue, 20 Apr 2021 at 12:16

Subject: Re: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

To: Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>

1. Can the problem be reproduced? Is it intermittent? What is the frequency? - **Problem at every power up**
2. How was the system being used while the problem occurred? - **On IR mode under normal operating condition**
3. Are there error messages, diagnostics, pictures, video or logs? - **Yes Please refer attached pictures**
4. Are environmental conditions a factor. - No
5. Would you like your Software brought to the current version? - **Yes, please refer to attached photos for current status**
6. Other problems -
  - a. **Laser Range Finder not working.**
  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 2 Mar 2021 at 04:09, Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)> wrote:

Hello

In order to begin, I have to ask you to fill out our Return Authorization Request form attached along with answering a few questions below –

1. Can the problem be reproduced? Is it intermittent? What is the frequency?
2. How was the system being used while the problem occurred?
3. Are there error messages, diagnostics, pictures, video or logs?
4. Are environmental conditions a factor.
5. Would you like your Software brought to the current version?

Once this has been completed and sent back, then I can start our RMA process. I will provide you with an RMA number along with shipping instructions for return the System to FLIR for an evaluation. Depending upon on if this system is warranty or non-warranty I may ask for TT&E (Teardown, Test and Evaluation), prior to the evaluation. Once the evaluation is completed, then I can send you a quote with the repair estimate.

Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.**

**Government and Defense Business Unit**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

[www.flir.com](http://www.flir.com)

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---

**From:** Lt Kol Zul <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Sent:** Thursday, February 25, 2021 5:24 PM

**To:** Smith, Robin (US) <[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)

**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

Hai Smith,

How are you, I am Lt Col Zul (Retired RMAF), following to the email below between Mr Adnan and your self , I understand that the repair should be channeled to the FLIR repair centre for the depot level repair. Please advise us the right address to sent the component and the contact person so that IR sensor repair can be channel to proper repair center.

Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

---

**From:** Nan Isa <[nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)>

**Sent:** 2/25/21 3:16 PM

**To:** Amran <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>, "Kol (B) Zulkifli Ahmad" <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

**From:** "Smith, Robin (US)" <[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Sent:** 2/19/21 1:29 AM

**To:** "[hasniza@zetro.com.my](mailto:hasniza@zetro.com.my)" <[hasniza@zetro.com.my](mailto:hasniza@zetro.com.my)>

**Cc:** Technical Publications <[techpubs@flir.com](mailto:techpubs@flir.com)>, "Buccieri, Victor (US)" <[Victor.Buccieri@flir.com](mailto:Victor.Buccieri@flir.com)>, "Petprime, Mark (US)" <[mark.petprime@flir.com](mailto:mark.petprime@flir.com)>

**Subject:** Re: REQUEST FOR MANUAL STAR SAFIRE\_re IR Focus Motor

Dear Mr. Hasniza BINTI MAMAT:

The documents provided to Zetro were the Star SAFIRE III Operator's Manual, the Star SAFIRE Installation manual, and the Star SAFIRE III CMM (Service Manual). The service manual is written to Intermediate level maintenance. Any removal/repairs of the sensors (e.g., the IR sensor) are beyond I-Level repair. Any repair/changes made to the sensors is a depot level repair meaning the TFU needs to be sent to a FLIR Authorized service center for such repair.

Sincerely,

**Robin Smith**

Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3884

Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

---

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---

**Supt Shahrizal bin Ishak** <shahrizalishak@rmp.gov.my>

27 April 2021 at 10:56

To: "Melinda Jones (US)" <Melinda.Jones@flir.com>

Cc: Amran Shah Masnon <amran@galaxyaerospace.my>, Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, ishak shahrizal <aspshahrizalishak@yahoo.com>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, nasaruddin@rmp.gov.my

Dear Madam Melinda,

Im Supt Shahrizal Ishak from Royal Malaysia Police Air Wing (RMPAW) representing RMP as the owner of the FLIR unit.

RMP have decided, the FLIR unit will be send directly from RMP to FLIR Wilsonville (US) for rectification purposes. As acknowledged, Galaxy Aerospace (Malaysia) Sdn Bhd is appointed RMP's maintenance contractor will act as a payer for the shipping and repair cost.

Appended is the Return Material Approval (RMA) for your perusal.

Your immediate feedback is appreciated.

Respectfully yours,

Supt Shahrizal Ishak

RMPAW

Cc: SAC Nasarudin Abdul Mubin

Deputy Commander (Engineering)

RMPAW

----- Original Message -----

From: Melinda Jones (US) <Melinda.Jones@flir.com>

To: Amran Shah Masnon <amran@galaxyaerospace.my>

Cc: Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, ishak shahrizal <aspshahrizalishak@yahoo.com>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, Kol (B) Zulkifli Ahmad <zulamd@zetro.com.my>, nasaruddin@rmp.gov.my, Supt

Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

Sent: Fri, 23 Apr 2021 01:25:01 +0800 (MYT)

Subject: RE: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Sir,

Thank you for your email and status of the equipment. The equipment can either be sent to BAE (FLIR authorized Service Center) or FLIR US for repair. However, it must ship directly from RMP to BAE or FLIR.

If it is decided that RMP will send the equipment to BAE, Ryan Hart at [ryan.hart2@baesystems.com](mailto:ryan.hart2@baesystems.com) should be contacted to start the repair process.

If it is decided that RMP will send the equipment to FLIR Wilsonville (US), we will need to have the RMA form revised. Because the equipment must ship directly from RMP, the Shipping From Address will need to be changed. If Galaxy would like to act as the payer on the behalf of RMP, that is allowable and may remain as the Bill To/Payer.

Please let us know how you would like to proceed.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Wednesday, April 21, 2021 9:47 PM

**To:** Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>; [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my); Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

Thank you for your reply.

The FLIR unit is in full custody of the Royal Malaysian Police (RMP), Galaxy Aerospace (M) Sdn Bhd is the maintenance contractor for RMP for aircraft maintenance. The unit was initially sent to Zetro Aerospace (M) Sdn Bhd to repair the IR Motor problem and was returned without rectification.

I am acting on behalf of the RMP to find a solution for rectification of the faulty system. For this purpose I have communicated with FLIR Inc to establish initial communication, from this point all action to be taken will be handled by RMP, the contact person is

Nasarudin bin Abdul Mubin (Senior Assistant Commissioner of Police) :email  
[nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)

Shahrizal bin Ishak (Superintendent of Police) :  
[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)

Both Police officers are in this email loop.

Any further action to send the unit to FLIR Inc will be through Zetro. Please advise if new RMA is required.

Thank you

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Thu, 22 Apr 2021 at 03:13, Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)> wrote:

Dear Sir,

We are in receipt of your email and accompanying documents. Can you please tell us if you are in possession of the Star III system or if the system is still with the Royal Malaysia Police?

Thank you.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email:  
[melinda.jones@flir.com](mailto:melinda.jones@flir.com) |  
[www.flir.com](http://www.flir.com)

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To Request a RMA, general inquires, quotes for material requirements or training services:  
[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Tuesday, April 20, 2021 8:03 AM

**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[asphahrizalishak@yahoo.com](mailto:asphahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>;  
Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Please find at the attachments the TAA and End User certificate for Royal Malaysia Police Star Safire III FLIR system.

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

----- Forwarded message -----



From: **Amran Shah Masnon** <amran@galaxyaerospace.my>

Date: Tue, 20 Apr 2021 at 12:16

Subject: Re : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

To: Customer ServiceInbox <Customer\_Service@flir.com>, Kol (B) Zulkifli Ahmad <zulamd@zetro.com.my>

Cc: Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, ishah shahrizal <aspshahrizalishak@yahoo.com>

1. Can the problem be reproduced? Is it intermittent? What is the frequency? - **Problem at every power up**
2. How was the system being used while the problem occurred? - **On IR mode under normal operating condition**
3. Are there error messages, diagnostics, pictures, video or logs? - **Yes Please refer attached pictures**
4. Are environmental conditions a factor. - No
5. Would you like your Software brought to the current version? - **Yes, please refer to attached photos for current status**
6. Other problems -
  - a. **Laser Range Finder not working.**
  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 2 Mar 2021 at 04:09, Customer ServiceInbox <Customer\_Service@flir.com> wrote:

Hello

In order to begin, I have to ask you to fill out our Return Authorization Request form attached along with answering a few questions below –

1. Can the problem be reproduced? Is it intermittent? What is the frequency?
2. How was the system being used while the problem occurred?
3. Are there error messages, diagnostics, pictures, video or logs?

4. Are environmental conditions a factor.
5. Would you like your Software brought to the current version?

Once this has been completed and sent back, then I can start our RMA process. I will provide you with an RMA number along with shipping instructions for return the System to FLIR for an evaluation. Depending upon on if this system is warranty or non-warranty I may ask for TT&E (Teardown, Test and Evaluation), prior to the evaluation. Once the evaluation is completed, then I can send you a quote with the repair estimate.

Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.**

**Government and Defense Business Unit**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

[www.flir.com](http://www.flir.com)

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**From:** Lt Kol Zul <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Sent:** Thursday, February 25, 2021 5:24 PM

**To:** Smith, Robin (US) <[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)

**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

Hai Smith,

How are you, I am Lt Col Zul (Retired RMAF), following to the email below between Mr Adnan and your self , I understand that the repair should be channeled to the FLIR repair centre for the depot level repair. Please advise us the right address to sent the component and the contact person so that IR sensor repair can be channel to proper repair center.

Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

---

**From:** Nan Isa <nan\_radar@yahoo.com>  
**Sent:** 2/25/21 3:16 PM  
**To:** Amran <amran@galaxyaerospace.my>, "Kol (B) Zulkifli Ahmad" <zulamd@zetro.com.my>  
**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

**From:** "Smith, Robin (US)" <robin.smith@flir.com>  
**Sent:** 2/19/21 1:29 AM  
**To:** "hasniza@zetro.com.my" <hasniza@zetro.com.my>  
**Cc:** Technical Publications <techpubs@flir.com>, "Buccieri, Victor (US)" <Victor.Buccieri@flir.com>, "Pettime, Mark (US)" <mark.pettime@flir.com>  
**Subject:** Re: REQUEST FOR MANUAL STAR SAFIRE\_re IR Focus Motor

Dear Mr. Hasniza BINTI MAMAT:

The documents provided to Zetro were the Star SAFIRE III Operator's Manual, the Star SAFIRE Installation manual, and the Star SAFIRE III CMM (Service Manual). The service manual is written to Intermediate level maintenance. Any removal/repairs of the sensors (e.g., the IR sensor) are beyond I-Level repair. Any repair/changes made to the sensors is a depot level repair meaning the TFU needs to be sent to a FLIR Authorized service center for such repair.

Sincerely,

**Robin Smith**

Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3884

Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

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---

 **GTC-RMA-FORM-003 completed 2.pdf**  
691K

**Amran Shah Masnon** <amran@galaxyaerospace.my>

28 April 2021 at 15:05

To: Supt Shahrizal bin Ishak <shahrizalishak@rmp.gov.my>

Cc: "Melinda Jones (US)" <Melinda.Jones@flir.com>, Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, ishak shahrizal <aspshahrizalishak@yahoo.com>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, nasaruddin@rmp.gov.my

Dear Madam,

We appreciate your immediate response to the email sent by Police Superintendent Shahrizal bin Ishak, as the email thread below.

Thank you.

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

[+60377347226](tel:+60377347226) [+60377347526](tel:+60377347526)

On Tue, 27 Apr 2021 at 11:19, Supt Shahrizal bin Ishak <shahrizalishak@rmp.gov.my> wrote:

Dear Madam Melinda,

Im Supt Shahrizal Ishak from Royal Malaysia Police Air Wing (RMPAW) representing RMP as the owner of the FLIR unit.

RMP have decided, the FLIR unit will be send directly from RMP to FLIR Wilsonville (US) for rectification purposes. As acknowledged, Galaxy Aerospace (Malaysia)Sdn Bhd is appointed RMP's maintenance contractor will act as a payer for the shipping and repair cost.

Appended is the Return Material Approval (RMA) for your perusal.

Your immediate feedback is appreciated.

Respectfully yours,

Supt Shahrizal Ishak

RMPAW

Cc: SAC Nasarudin Abdul Mubin

Deputy Commander (Engineering)

RMPAW

----- Original Message -----

From: Melinda Jones (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

To: Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>, nasaruddin@rmp.gov.my, Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

Sent: Fri, 23 Apr 2021 01:25:01 +0800 (MYT)

Subject: RE: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Sir,

Thank you for your email and status of the equipment. The equipment can either be sent to BAE (FLIR authorized Service Center) or FLIR US for repair. However, it must ship directly from RMP to BAE or FLIR.

If it is decided that RMP will send the equipment to BAE, Ryan Hart at [ryan.hart2@baesystems.com](mailto:ryan.hart2@baesystems.com) should be contacted to start the repair process.

If it is decided that RMP will send the equipment to FLIR Wilsonville (US), we will need to have the RMA form revised. Because the equipment must ship directly from RMP, the Shipping From Address will need to be changed. If Galaxy would like to act as the payer on the behalf of RMP, that is allowable and may remain as the Bill To/Payer.

Please let us know how you would like to proceed.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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To Request a RMA, general inquires, quotes for material requirements or training services:  
[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Wednesday, April 21, 2021 9:47 PM  
**To:** Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>  
**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>; [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my); Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>  
**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

Thank you for your reply.

The FLIR unit is in full custody of the Royal Malaysian Police (RMP), Galaxy Aerospace (M) Sdn Bhd is the maintenance contractor for RMP for aircraft maintenance. The unit was initially sent to Zetro Aerospace (M) Sdn Bhd to repair the IR Motor problem and was returned without rectification.

I am acting on behalf of the RMP to find a solution for rectification of the faulty system. For this purpose I have communicated with FLIR Inc to establish initial communication, from this point all action to be taken will be handled by RMP, the contact person is

Nasarudin bin Abdul Mubin (Senior Assistant Commissioner of Police) :email  
[nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)

Shahrizal bin Ishak (Superintendent of Police) :  
[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)

Both Police officers are in this email loop.

Any further action to send the unit to FLIR Inc will be through Zetro. Please advise if new RMA is required.

Thank you

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Thu, 22 Apr 2021 at 03:13, Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)> wrote:

Dear Sir,

We are in receipt of your email and accompanying documents. Can you please tell us if you are in possession of the Star III system or if the system is still with the Royal Malaysia Police?

Thank you.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email:

[melinda.jones@flir.com](mailto:melinda.jones@flir.com) |  
[www.flir.com](http://www.flir.com)

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[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Tuesday, April 20, 2021 8:03 AM

**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>;  
Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Please find at the attachments the TAA and End User certificate for Royal Malaysia Police Star Safire III FLIR system.

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

----- Forwarded message -----

From: **Amran Shah Masnon** <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Date: Tue, 20 Apr 2021 at 12:16

Subject: Re: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

To: Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, ishah shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>

1. Can the problem be reproduced? Is it intermittent? What is the frequency? - **Problem at every power up**
2. How was the system being used while the problem occurred? - **On IR mode under normal operating condition**
3. Are there error messages, diagnostics, pictures, video or logs? - **Yes Please refer attached pictures**
4. Are environmental conditions a factor. - No
5. Would you like your Software brought to the current version? - **Yes, please refer to attached photos for current status**
6. Other problems -
  - a. **Laser Range Finder not working.**
  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 2 Mar 2021 at 04:09, Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)> wrote:

Hello

In order to begin, I have to ask you to fill out our Return Authorization Request form attached along with answering a few questions below –



1. Can the problem be reproduced? Is it intermittent? What is the frequency?
2. How was the system being used while the problem occurred?
3. Are there error messages, diagnostics, pictures, video or logs?
4. Are environmental conditions a factor.
5. Would you like your Software brought to the current version?

Once this has been completed and sent back, then I can start our RMA process. I will provide you with an RMA number along with shipping instructions for return the System to FLIR for an evaluation. Depending upon on if this system is warranty or non-warranty I may ask for TT&E (Teardown, Test and Evaluation), prior to the evaluation. Once the evaluation is completed, then I can send you a quote with the repair estimate.

Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.**

**Government and Defense Business Unit**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

[www.flir.com](http://www.flir.com)

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---

**From:** Lt Kol Zul <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Sent:** Thursday, February 25, 2021 5:24 PM

**To:** Smith, Robin (US) <[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)

**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

Hai Smith,

How are you, I am Lt Col Zul (Retired RMAF), following to the email below between Mr Adnan and your self , I understand that the repair should be channeled to the FLIR repair centre for the depot level repair. Please advise us the right address to sent the component and the contact person so that IR sensor repair can be channel to proper repair center.

Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

---

**From:** Nan Isa <[nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)>

**Sent:** 2/25/21 3:16 PM

**To:** Amran <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>, "Kol (B) Zulkifli Ahmad" <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

**From:** "Smith, Robin (US)"

<[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Sent:** 2/19/21 1:29 AM

**To:** "hasniza@zetro.com.my" <[hasniza@zetro.com.my](mailto:hasniza@zetro.com.my)>

**Cc:** Technical Publications <[techpubs@flir.com](mailto:techpubs@flir.com)>, "Buccieri, Victor (US)" <[Victor.Buccieri@flir.com](mailto:Victor.Buccieri@flir.com)>, "Pettime, Mark (US)" <[mark.pettime@flir.com](mailto:mark.pettime@flir.com)>

**Subject:** Re: REQUEST FOR MANUAL STAR SAFIRE\_re IR Focus Motor

Dear Mr. Hasniza BINTI MAMAT:

The documents provided to Zetro were the Star SAFIRE III Operator's Manual, the Star SAFIRE Installation manual, and the Star SAFIRE III CMM (Service Manual). The service manual is written to Intermediate level maintenance. Any removal/repairs of the sensors (e.g., the IR sensor) are beyond I-Level repair. Any repair/changes made to the sensors is a depot level repair meaning the TFU needs to be sent to a FLIR Authorized service center for such repair.

Sincerely,

**Robin Smith**

Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3884

Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

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---

**Jones, Melinda (US)** <Melinda.Jones@flir.com>

28 April 2021 at 22:37

To: Supt Shahrizal bin Ishak <shahrizalishak@rmp.gov.my>

Cc: Amran Shah Masnon <amran@galaxyaerospace.my>, Syafrul Yamani Bin Safruddin

<syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, ishak shahrizal

<aspshahrizalishak@yahoo.com>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, "nasaruddin@rmp.gov.my"

<nasaruddin@rmp.gov.my>

Dear Sir,

Thank you for your email. I will review the information on the RMA form and contact our GTC department for approval to have your system exported to FLIR Wilsonville. Once I have GTC approval I will provide the RMA number, shipping instructions and documents that we will need to have filled out and returned.

Please let me know if there are any questions.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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To Request a RMA, general inquires, quotes for material requirements or training services:  
[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Supt Shahrizal bin Ishak <shahrizalishak@rmp.gov.my>

**Sent:** Monday, April 26, 2021 7:57 PM

**To:** Jones, Melinda (US) <Melinda.Jones@flir.com>

**Cc:** Amran Shah Masnon <amran@galaxyaerospace.my>; Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>; Azillah Bin Matap <azillah@galaxyaerospace.my>; ishak shahrizal <aspshahrizalishak@yahoo.com>; Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>; [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)

**Subject:** RE: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam Melinda,

Im Supt Shahrizal Ishak from Royal Malaysia Police Air Wing (RMPAW) representing RMP as the owner of the FLIR unit.

RMP have decided, the FLIR unit will be send directly from RMP to FLIR Wilsonville (US) for rectification purposes. As acknowledged, Galaxy Aerospace (Malaysia) Sdn Bhd is appointed RMP's maintenance contractor will act as a payer for the shipping and repair cost.

Appended is the Return Material Approval (RMA) for your perusal.

Your immediate feedback is appreciated.

Respectfully yours,

Supt Shahrizal Ishak

RMPAW

Cc: SAC Nasarudin Abdul Mubin

Deputy Commander (Engineering)

RMPAW

----- Original Message -----

From: Melinda Jones (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

To: Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, ishak shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>, nasaruddin@rmp.gov.my, Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

Sent: Fri, 23 Apr 2021 01:25:01 +0800 (MYT)

Subject: RE: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Sir,

Thank you for your email and status of the equipment. The equipment can either be sent to BAE (FLIR authorized Service Center) or FLIR US for repair. However, it must ship directly from RMP to BAE or FLIR.

If it is decided that RMP will send the equipment to BAE, Ryan Hart at [ryan.hart2@baesystems.com](mailto:ryan.hart2@baesystems.com) should be contacted to start the repair process.

If it is decided that RMP will send the equipment to FLIR Wilsonville (US), we will need to have the RMA form revised. Because the equipment must ship directly from RMP, the Shipping From Address will need to be changed. If Galaxy would like to act as the payer on the behalf of RMP, that is allowable and may remain as the Bill To/Payer.

Please let us know how you would like to proceed.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

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**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Wednesday, April 21, 2021 9:47 PM

**To:** Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>; [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my); Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

Thank you for your reply.

The FLIR unit is in full custody of the Royal Malaysian Police (RMP), Galaxy Aerospace (M) Sdn Bhd is the maintenance contractor for RMP for aircraft maintenance. The unit was initially sent to Zetro Aerospace (M) Sdn Bhd to repair the IR Motor problem and was returned without rectification.

I am acting on behalf of the RMP to find a solution for rectification of the faulty system. For this purpose I have communicated with FLIR Inc to establish initial communication, from this point all action to be taken will be handled by RMP, the contact person is

Nasarudin bin Abdul Mubin (Senior Assistant Commissioner of Police) :email  
[nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)

Shahrizal bin Ishak (Superintendent of Police) :  
[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)

Both Police officers are in this email loop.

Any further action to send the unit to FLIR Inc will be through Zetro. Please advise if new RMA is required.

Thank you

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Thu, 22 Apr 2021 at 03:13, Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)> wrote:

Dear Sir,

We are in receipt of your email and accompanying documents. Can you please tell us if you are in possession of the Star III system or if the system is still with the Royal Malaysia Police?

Thank you.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email:

[melinda.jones@flir.com](mailto:melinda.jones@flir.com) |  
[www.flir.com](http://www.flir.com)

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To Request a RMA, general inquires, quotes for material requirements or training services:

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Tuesday, April 20, 2021 8:03 AM

**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishah shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>;

Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Please find at the attachments the TAA and End User certificate for Royal Malaysia Police Star Safire III FLIR system.

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

***GALAXY AEROSPACE (M) SDN BHD***

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

----- Forwarded message -----

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Date:** Tue, 20 Apr 2021 at 12:16

**Subject:** Re: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, ishah shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>

1. Can the problem be reproduced? Is it intermittent? What is the frequency? - **Problem at every power up**
2. How was the system being used while the problem occurred? - **On IR mode under normal operating condition**
3. Are there error messages, diagnostics, pictures, video or logs? - **Yes Please refer attached pictures**
4. Are environmental conditions a factor. - No
5. Would you like your Software brought to the current version? - **Yes, please refer to attached photos for current status**
6. Other problems -
  - a. **Laser Range Finder not working.**
  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 2 Mar 2021 at 04:09, Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)> wrote:

Hello

In order to begin, I have to ask you to fill out our Return Authorization Request form attached along with answering a few questions below –

1. Can the problem be reproduced? Is it intermittent? What is the frequency?
2. How was the system being used while the problem occurred?
3. Are there error messages, diagnostics, pictures, video or logs?
4. Are environmental conditions a factor.
5. Would you like your Software brought to the current version?

Once this has been completed and sent back, then I can start our RMA process. I will provide you with an RMA number along with shipping instructions for return the System to FLIR for an evaluation. Depending upon on if this system is warranty or non-warranty I may ask for TT&E (Teardown,



Test and Evaluation), prior to the evaluation. Once the evaluation is completed, then I can send you a quote with the repair estimate.

Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.**

**Government and Defense Business Unit**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

[www.flir.com](http://www.flir.com)

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---

**From:** Lt Kol Zul <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Sent:** Thursday, February 25, 2021 5:24 PM

**To:** Smith, Robin (US) <[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)

**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

Hai Smith,

How are you, I am Lt Col Zul (Retired RMAF), following to the email below between Mr Adnan and your self , I understand

that the repair should be channeled to the FLIR repair centre for the depot level repair. Please advise us the right address to sent the component and the contact person so that IR sensor repair can be channel to proper repair center.

Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

---

**From:** Nan Isa <[nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)>

**Sent:** 2/25/21 3:16 PM

**To:** Amran <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>, "Kol (B) Zulkifli Ahmad" <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

**From:** "Smith, Robin (US)" <[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Sent:** 2/19/21 1:29 AM

**To:** "hasniza@zetro.com.my" <hasniza@zetro.com.my>  
**Cc:** Technical Publications <techpubs@flir.com>, "Buccieri, Victor (US)" <Victor.Buccieri@flir.com>, "Pettime, Mark (US)" <mark.petime@flir.com>  
**Subject:** Re: REQUEST FOR MANUAL STAR SAFIRE\_re IR Focus Motor

Dear Mr. Hasniza BINTI MAMAT:

The documents provided to Zetro were the Star SAFIRE III Operator's Manual, the Star SAFIRE Installation manual, and the Star SAFIRE III CMM (Service Manual). The service manual is written to Intermediate level maintenance. Any removal/repairs of the sensors (e.g., the IR sensor) are beyond I-Level repair. Any repair/changes made to the sensors is a depot level repair meaning the TFU needs to be sent to a FLIR Authorized service center for such repair.

Sincerely,

**Robin Smith**

Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3884

Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

---

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---

**Jones, Melinda (US)** <Melinda.Jones@flir.com>

4 May 2021 at 02:30

To: Amran Shah Masnon <amran@galaxyaerospace.my>, Supt Shahrizal bin Ishak <shahrizalishak@rmp.gov.my>  
Cc: Syafrul Yamani Bin Safruddin <syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, ishak shahrizal <aspshahrizalishak@yahoo.com>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, "nasaruddin@rmp.gov.my" <nasaruddin@rmp.gov.my>, GTC-TrafficImports <GTC-TrafficImports@flir.com>

Dear Sir,

RA 30530568 has been created for the return of Star III TFU SN 3411589, CEU SN 3421589 and SCU SN 3431573. Please use the attached international shipping instructions to ship your system back to FLIR Wilsonville, OR USA.

Please fill out and return the attached Shipper's Declaration. Also, please put the attached commercial invoice on your letterhead or ensure that all verbiage on the attached is on your commercial invoice. Please include the statement on your documents:

"These goods are made in the United States. They are returned without having been advanced in value or improved in condition by any process of manufacture or other means. This shipment is being imported in accordance with and under the authority of 22 CFR 123.4.a.1"

Once the documents are completed, please forward the Shipper's Declaration and Commercial Invoice to [GTC-TrafficImports@flir.com](mailto:GTC-TrafficImports@flir.com) and to myself for our records.

Please let me know if you have any questions.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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To Request a RMA, general inquires, quotes for material requirements or training services:  
[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**From:** Amran Shah Masnon <amran@galaxyaerospace.my>  
**Sent:** Wednesday, April 28, 2021 12:06 AM  
**To:** Supt Shahrizal bin Ishak <shahrizalishak@rmp.gov.my>  
**Cc:** Jones, Melinda (US) <Melinda.Jones@flir.com>; Syafrul Yamani Bin Safruddin <syafur@galaxyaerospace.my>; Azillah Bin Matap <azillah@galaxyaerospace.my>; ishak shahrizal <aspshahrizalishak@yahoo.com>; Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>; nasaruddin@rmp.gov.my  
**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

We appreciate your immediate response to the email sent by Police Superintendent Shahrizal bin Ishak, as the email thread below.

Thank you.

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 27 Apr 2021 at 11:19, Supt Shahrizal bin Ishak <shahrizalishak@rmp.gov.my> wrote:

Dear Madam Melinda,

Im Supt Shahrizal Ishak from Royal Malaysia Police Air Wing (RMPAW) representing RMP as the owner of the FLIR unit.

RMP have decided, the FLIR unit will be send directly from RMP to FLIR Wilsonville (US) for rectification purposes. As acknowledged, Galaxy Aerospace (Malaysia) Sdn Bhd is appointed RMP's maintenance contractor will act as a payer for the shipping and repair cost.

Appended is the Return Material Approval (RMA) for your perusal.

Your immediate feedback is appreciated.

Respectfully yours,

Supt Shahrizal Ishak

RMPAW

Cc: SAC Nasarudin Abdul Mubin

Deputy Commander (Engineering)

RMPAW

----- Original Message -----

From: Melinda Jones (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

To: Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>, nasaruddin@rmp.gov.my, Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

Sent: Fri, 23 Apr 2021 01:25:01 +0800 (MYT)

Subject: RE: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Sir,

Thank you for your email and status of the equipment. The equipment can either be sent to BAE (FLIR authorized Service Center) or FLIR US for repair. However, it must ship directly from RMP to BAE or FLIR.

If it is decided that RMP will send the equipment to BAE, Ryan Hart at [ryan.hart2@baesystems.com](mailto:ryan.hart2@baesystems.com) should be contacted to start the repair process.

If it is decided that RMP will send the equipment to FLIR Wilsonville (US), we will need to have the RMA form revised. Because the equipment must ship directly from RMP, the Shipping From Address will need to be changed. If Galaxy would like to act as the payer on the behalf of RMP, that is allowable and may remain as the Bill To/Payer.

Please let us know how you would like to proceed.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Wednesday, April 21, 2021 9:47 PM

**To:** Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishah shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>; [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my); Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

Thank you for your reply.

The FLIR unit is in full custody of the Royal Malaysian Police (RMP), Galaxy Aerospace (M) Sdn Bhd is the maintenance contractor for RMP for aircraft maintenance. The unit was initially sent to Zetro Aerospace (M) Sdn Bhd to repair the IR Motor problem and was returned without rectification.

I am acting on behalf of the RMP to find a solution for rectification of the faulty system. For this purpose I have communicated with FLIR Inc to establish initial communication, from this point all action to be taken will be handled by RMP, the contact person is

Nasarudin bin Abdul Mubin (Senior Assistant Commissioner of Police) :email  
[nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)

Shahrizal bin Ishak (Superintendent of Police) :  
[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)

Both Police officers are in this email loop.

Any further action to send the unit to FLIR Inc will be through Zetro. Please advise if new RMA is required.

Thank you

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**

---

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

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On Thu, 22 Apr 2021 at 03:13, Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)> wrote:

Dear Sir,

We are in receipt of your email and accompanying documents. Can you please tell us if you are in possession of the Star III system or if the system is still with the Royal Malaysia Police?

Thank you.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

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**Sent:** Tuesday, April 20, 2021 8:03 AM

**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>;

Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Please find at the attachments the TAA and End User certificate for Royal Malaysia Police Star Safire III FLIR system.

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

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----- Forwarded message -----

From: **Amran Shah Masnon** <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Date: Tue, 20 Apr 2021 at 12:16

Subject: Re: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

To: Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>

1. Can the problem be reproduced? Is it intermittent? What is the frequency? - **Problem at every power up**
2. How was the system being used while the problem occurred? - **On IR mode under normal operating condition**
3. Are there error messages, diagnostics, pictures, video or logs? - **Yes Please refer attached pictures**
4. Are environmental conditions a factor. - No
5. Would you like your Software brought to the current version? - **Yes, please refer to attached photos for current status**
6. Other problems -
  - a. **Laser Range Finder not working.**
  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

Best regards,



**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 2 Mar 2021 at 04:09, Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)> wrote:

Hello

In order to begin, I have to ask you to fill out our Return Authorization Request form attached along with answering a few questions below –

1. Can the problem be reproduced? Is it intermittent? What is the frequency?
2. How was the system being used while the problem occurred?
3. Are there error messages, diagnostics, pictures, video or logs?
4. Are environmental conditions a factor.
5. Would you like your Software brought to the current version?

Once this has been completed and sent back, then I can start our RMA process. I will provide you with an RMA number along with shipping instructions for return the System to FLIR for an evaluation. Depending upon on if this system is warranty or non-warranty I may ask for TT&E (Teardown, Test and Evaluation), prior to the evaluation. Once the evaluation is completed, then I can send you a quote with the repair estimate.

Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.**

**Government and Defense Business Unit**

[27700 SW Parkway Avenue, Wilsonville, OR 97070 USA](http://www.flir.com)

[www.flir.com](http://www.flir.com)

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---

**From:** Lt Kol Zul <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Sent:** Thursday, February 25, 2021 5:24 PM

**To:** Smith, Robin (US) <[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)

**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

Hai Smith,

How are you, I am Lt Col Zul (Retired RMAF), following to the email below between Mr Adnan and your self , I understand that the repair should be channeled to the FLIR repair centre for the depot level repair. Please advise us the right address to sent the component and the contact person so that IR sensor repair can be channel to proper repair center.

Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

---

**From:** Nan Isa <[nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)>

**Sent:** 2/25/21 3:16 PM

**To:** Amran <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>, "Kol (B) Zulkifli Ahmad" <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

**From:** "Smith, Robin (US)"

<[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Sent:** 2/19/21 1:29 AM

**To:** "hasniza@zetro.com.my" <[hasniza@zetro.com.my](mailto:hasniza@zetro.com.my)>

**Cc:** Technical Publications <[techpubs@flir.com](mailto:techpubs@flir.com)>, "Buccieri, Victor (US)" <[Victor.Buccieri@flir.com](mailto:Victor.Buccieri@flir.com)> ,

"Pettime, Mark (US)" <[mark.petime@flir.com](mailto:mark.petime@flir.com)>

**Subject:** Re: REQUEST FOR MANUAL STAR SAFIRE\_re IR Focus Motor

Dear Mr. Hasniza BINTI MAMAT:

The documents provided to Zetro were the Star SAFIRE III Operator's Manual, the Star SAFIRE Installation manual, and the Star SAFIRE III CMM (Service Manual). The service manual is written to Intermediate level maintenance. Any removal/repairs of the sensors (e.g., the IR sensor) are beyond I-Level repair. Any repair/changes made to the sensors is a depot level repair meaning the TFU needs to be sent to a FLIR Authorized service center for such repair.

Sincerely,

**Robin Smith**

Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3884

Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

---

Notice to recipient: This email is meant for only the intended recipient of the transmission, and may be a communication privileged by law, subject to export control restrictions or that otherwise contains proprietary information. If you receive this email

by mistake, please notify us immediately by replying to this message and then destroy it and do not review, disclose, copy or distribute it. Thank you in advance for your cooperation.

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Notice to recipient: This email is meant for only the intended recipient of the transmission, and may be a communication privileged by law, subject to export control restrictions or that otherwise contains proprietary information. If you receive this email

by mistake, please notify us immediately by replying to this message and then destroy it and do not review, disclose, copy or distribute it. Thank you in advance for your cooperation.

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**3 attachments****International RA Instructions 5.2020.pdf**

581K

**Foreign Shipper's Declaration.pdf**

59K

**CINVIMP-INV-30530568.pdf**

64K

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**Amran Shah Masnon** <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

4 May 2021 at 14:48

To: "Jones, Melinda (US)" <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>Cc: Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>, Syafrul Yamani Bin Safruddin<[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, ishak shahrizal<[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, "nasaruddin@rmp.gov.my"<[nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)>, GTC-TrafficImports <[GTC-TrafficImports@flir.com](mailto:GTC-TrafficImports@flir.com)>

Dear Madam,

May I get a further clarification on the commercial invoice.

1. The commercial invoice attached to your email is with FLIR letterhead. Do you mean that the Police should make one commercial invoice with RMP letterhead with the same format and details as your commercial invoice?
2. After completing the commercial invoice, the RMP shall email the invoice and shipper declaration to [GTC-TrafficImports@flir.com](mailto:GTC-TrafficImports@flir.com) and to yourself and wait for further instructions or they can start shipping the FLIR to US?

I appreciate your kind attention.

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**



Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 4 May 2021 at 02:32, Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)> wrote:

Dear Sir,

RA 30530568 has been created for the return of Star III TFU SN 3411589, CEU SN 3421589 and SCU SN 3431573. Please use the attached international shipping instructions to ship your system back to FLIR Wilsonville, OR USA.

Please fill out and return the attached Shipper's Declaration. Also, please put the attached commercial invoice on your letterhead or ensure that all verbiage on the attached is on your commercial invoice. Please include the statement on your documents:

"These goods are made in the United States. They are returned without having been advanced in value or improved in condition by any process of manufacture or other means. This shipment is being imported in accordance with and under the authority of 22 CFR 123.4.a.1"

Once the documents are completed, please forward the Shipper's Declaration and Commercial Invoice to [GTC-TrafficImports@flir.com](mailto:GTC-TrafficImports@flir.com) and to myself for our records.

Please let me know if you have any questions.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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To Request a RMA, general inquires, quotes for material requirements or training services:  
[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>  
**Sent:** Wednesday, April 28, 2021 12:06 AM  
**To:** Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>  
**Cc:** Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>; Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)  
**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

We appreciate your immediate response to the email sent by Police Superintendent Shahrizal bin Ishak, as the email thread below.

Thank you.

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

***GALAXY AEROSPACE (M) SDN BHD***

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Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 27 Apr 2021 at 11:19, Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)> wrote:

Dear Madam Melinda,

Im Supt Shahrizal Ishak from Royal Malaysia Police Air Wing (RMPAW) representing RMP as the owner of the FLIR unit.

RMP have decided, the FLIR unit will be send directly from RMP to FLIR Wilsonville (US) for rectification purposes. As acknowledged, Galaxy Aerospace (Malaysia)Sdn Bhd is appointed RMP's maintenance contractor will act as a payer for the shipping and repair cost.

Appended is the Return Material Approval (RMA) for your perusal.

Your immediate feedback is appreciated.

Respectfully yours,

Supt Shahrizal Ishak

RMPAW

Cc: SAC Nasarudin Abdul Mubin

Deputy Commander (Engineering)

RMPAW

----- Original Message -----

From: Melinda Jones (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

To: Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, ishak shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>, [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my), Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

Sent: Fri, 23 Apr 2021 01:25:01 +0800 (MYT)

Subject: RE: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Sir,

Thank you for your email and status of the equipment. The equipment can either be sent to BAE (FLIR authorized Service Center) or FLIR US for repair. However, it must ship directly from RMP to BAE or FLIR.

If it is decided that RMP will send the equipment to BAE, Ryan Hart at [ryan.hart2@baesystems.com](mailto:ryan.hart2@baesystems.com) should be contacted to start the repair process.

If it is decided that RMP will send the equipment to FLIR Wilsonville (US), we will need to have the RMA form revised. Because the equipment must ship directly from RMP, the Shipping From Address will need to be changed. If Galaxy would like to act as the payer on the behalf of RMP, that is allowable and may remain as the Bill To/Payer.

Please let us know how you would like to proceed.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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To Request a RMA, general inquires, quotes for material requirements or training services:  
[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Wednesday, April 21, 2021 9:47 PM

**To:** Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>; [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my); Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

Thank you for your reply.

The FLIR unit is in full custody of the Royal Malaysian Police (RMP), Galaxy Aerospace (M) Sdn Bhd is the maintenance contractor for RMP for aircraft maintenance. The unit was initially sent to Zetro Aerospace (M) Sdn Bhd to repair the IR Motor problem and was returned without rectification.

I am acting on behalf of the RMP to find a solution for rectification of the faulty system. For this purpose I have communicated with FLIR Inc to establish initial communication, from this point all action to be taken will be handled by RMP, the contact person is

Nasarudin bin Abdul Mubin (Senior Assistant Commissioner of Police) :email  
[nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)

Shahrizal bin Ishak (Superintendent of Police) :  
[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)

Both Police officers are in this email loop.

Any further action to send the unit to FLIR Inc will be through Zetro. Please advise if new RMA is required.

Thank you

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Thu, 22 Apr 2021 at 03:13, Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)> wrote:

Dear Sir,

We are in receipt of your email and accompanying documents. Can you please tell us if you are in possession of the Star III system or if the system is still with the Royal Malaysia Police?

Thank you.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email:

[melinda.jones@flir.com](mailto:melinda.jones@flir.com) |

[www.flir.com](http://www.flir.com)



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[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Tuesday, April 20, 2021 8:03 AM

**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishah shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>;

Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Please find at the attachments the TAA and End User certificate for Royal Malaysia Police Star Safire III FLIR system.

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

***GALAXY AEROSPACE (M) SDN BHD***

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Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

----- Forwarded message -----

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Date:** Tue, 20 Apr 2021 at 12:16

**Subject:** Re: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, ishah shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>

1. Can the problem be reproduced? Is it intermittent? What is the frequency? - **Problem at every power up**
2. How was the system being used while the problem occurred? - **On IR mode under normal operating condition**
3. Are there error messages, diagnostics, pictures, video or logs? - **Yes Please refer attached pictures**
4. Are environmental conditions a factor. - No
5. Would you like your Software brought to the current version? - **Yes, please refer to attached photos for current status**
6. Other problems -
  - a. **Laser Range Finder not working.**
  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 2 Mar 2021 at 04:09, Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)> wrote:

Hello

In order to begin, I have to ask you to fill out our Return Authorization Request form attached along with answering a few questions below –

1. Can the problem be reproduced? Is it intermittent? What is the frequency?
2. How was the system being used while the problem occurred?
3. Are there error messages, diagnostics, pictures, video or logs?
4. Are environmental conditions a factor.
5. Would you like your Software brought to the current version?

Once this has been completed and sent back, then I can start our RMA process. I will provide you with an RMA number along with shipping instructions for return the System to FLIR for an evaluation. Depending upon on if this system is warranty or non-warranty I may ask for TT&E (Teardown, Test and Evaluation), prior to the evaluation. Once the evaluation is completed, then I can send you a quote with the repair estimate.

Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.**

**Government and Defense Business Unit**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

[www.flir.com](http://www.flir.com)

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---

**From:** Lt Kol Zul <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Sent:** Thursday, February 25, 2021 5:24 PM

**To:** Smith, Robin (US) <[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)

**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

Hai Smith,

How are you, I am Lt Col Zul (Retired RMAF), following to the email below between Mr Adnan and your self , I understand that the repair should be channeled to the FLIR repair centre for the depot level repair. Please advise us the right address to sent the component and the contact person so that IR sensor repair can be channel to proper repair center.

Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

---

**From:** Nan Isa <[nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)>

**Sent:** 2/25/21 3:16 PM

**To:** Amran <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>, "Kol (B) Zulkifli Ahmad" <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

**From:** "Smith, Robin (US)" <[robin.smith@flir.com](mailto:robin.smith@flir.com)>  
**Sent:** 2/19/21 1:29 AM  
**To:** "hasniza@zetro.com.my" <[hasniza@zetro.com.my](mailto:hasniza@zetro.com.my)>  
**Cc:** Technical Publications <[techpubs@flir.com](mailto:techpubs@flir.com)>, "Buccieri, Victor (US)" <[Victor.Buccieri@flir.com](mailto:Victor.Buccieri@flir.com)>, "Pettime, Mark (US)" <[mark.petime@flir.com](mailto:mark.petime@flir.com)>  
**Subject:** Re: REQUEST FOR MANUAL STAR SAFIRE\_re IR Focus Motor

Dear Mr. Hasniza BINTI MAMAT:

The documents provided to Zetro were the Star SAFIRE III Operator's Manual, the Star SAFIRE Installation manual, and the Star SAFIRE III CMM (Service Manual). The service manual is written to Intermediate level maintenance. Any removal/repairs of the sensors (e.g., the IR sensor) are beyond I-Level repair. Any repair/changes made to the sensors is a depot level repair meaning the TFU needs to be sent to a FLIR Authorized service center for such repair.

Sincerely,

**Robin Smith**

Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3884

Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

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mistake, please notify us immediately by replying to this message and then destroy it and do not review, disclose, copy or distribute it. Thank you in advance for your cooperation.

---

**Jones, Melinda (US)** <Melinda.Jones@flir.com>

6 May 2021 at 06:29

To: Amran Shah Masnon <amran@galaxyaerospace.my>

Cc: Supt Shahrizal bin Ishak <shahrizalishak@rmp.gov.my>, Syafrul Yamani Bin Safruddin

<syafrul@galaxyaerospace.my>, Azillah Bin Matap <azillah@galaxyaerospace.my>, ishak shahrizal

<aspshahrizalishak@yahoo.com>, Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>, "nasaruddin@rmp.gov.my"

<nasaruddin@rmp.gov.my>, GTC-TrafficImports <GTC-TrafficImports@flir.com>

Dear Sir,

1. The Commercial Invoice can be put on your letterhead or ensure that all verbiage on the attached is on your commercial invoice. Please include the statement on your documents:

"These goods are made in the United States. They are returned without having been advanced in value or improved in condition by any process of manufacture or other means. This shipment is being imported in accordance with and under the authority of 22 CFR 123.4.a.1"

2. Yes, please fill out the shipper's declaration and return it with the commercial invoice to [GTC-TrafficImports@flir.com](mailto:GTC-TrafficImports@flir.com) and copy me so that we both have records of your documents. Once this has been done you can ship to FLIR using the instructions I have provided.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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To Request a RMA, general inquires, quotes for material requirements or training services:

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <amran@galaxyaerospace.my>

**Sent:** Monday, May 3, 2021 11:48 PM

**To:** Jones, Melinda (US) <Melinda.Jones@flir.com>

**Cc:** Supt Shahrizal bin Ishak <shahrizalishak@rmp.gov.my>; Syafrul Yamani Bin Safruddin

<safrul@galaxyaerospace.my>; Azillah Bin Matap <azillah@galaxyaerospace.my>; ishak shahrizal <aspshahrizalishak@yahoo.com>; Mohd Sumaili Sulaiman <sumaili@galaxyaerospace.my>; nasaruddin@rmp.gov.my; GTC-TrafficImports <GTC-TrafficImports@flir.com>  
**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

May I get a further clarification on the commercial invoice.

1. The commercial invoice attached to your email is with FLIR letterhead. Do you mean that the Police should make one commercial invoice with RMP letterhead with the same format and details as your commercial invoice?
2. After completing the commercial invoice, the RMP shall email the invoice and shipper declaration to [GTC-TrafficImports@flir.com](mailto:GTC-TrafficImports@flir.com) and to yourself and wait for further instructions or they can start shipping the FLIR to US?

I appreciate your kind attention.

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre, Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 4 May 2021 at 02:32, Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)> wrote:

Dear Sir,

RA 30530568 has been created for the return of Star III TFU SN 3411589, CEU SN 3421589 and SCU SN 3431573. Please use the attached international shipping instructions to ship your system back to FLIR Wilsonville, OR USA.

Please fill out and return the attached Shipper's Declaration. Also, please put the attached commercial invoice on your letterhead or ensure that all verbiage on the attached is on your commercial invoice. Please include the statement on your documents:

"These goods are made in the United States. They are returned without having been advanced in value or improved in condition by any process of manufacture or other means. This shipment is being imported in accordance with and under the authority of 22 CFR 123.4.a.1"

Once the documents are completed, please forward the Shipper's Declaration and Commercial Invoice to [GTC-TrafficImports@flir.com](mailto:GTC-TrafficImports@flir.com) and to myself for our records.

Please let me know if you have any questions.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support  
Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>  
**Sent:** Wednesday, April 28, 2021 12:06 AM  
**To:** Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>  
**Cc:** Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>; Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)  
**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

We appreciate your immediate response to the email sent by Police Superintendent Shahrizal bin Ishak, as the email thread below.

Thank you.

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 27 Apr 2021 at 11:19, Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)> wrote:

Dear Madam Melinda,

Im Supt Shahrizal Ishak from Royal Malaysia Police Air Wing (RMPAW) representing RMP as the owner of the FLIR unit.

RMP have decided, the FLIR unit will be send directly from RMP to FLIR Wilsonville (US) for rectification purposes. As acknowledged, Galaxy Aerospace (Malaysia)Sdn Bhd is appointed RMP's maintenance contractor will act as a payer for the shipping and repair cost.

Appended is the Return Material Approval (RMA) for your perusal.

Your immediate feedback is appreciated.

Respectfully yours,

Supt Shahrizal Ishak

RMPAW

Cc: SAC Nasarudin Abdul Mubin

Deputy Commander (Engineering)

RMPAW

----- Original Message -----

From: Melinda Jones (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

To: Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, ishak shahrizal <[asphahrizalishak@yahoo.com](mailto:asphahrizalishak@yahoo.com)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>, nasaruddin@rmp.gov.my,



Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

Sent: Fri, 23 Apr 2021 01:25:01 +0800 (MYT)

Subject: RE: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Sir,

Thank you for your email and status of the equipment. The equipment can either be sent to BAE (FLIR authorized Service Center) or FLIR US for repair. However, it must ship directly from RMP to BAE or FLIR.

If it is decided that RMP will send the equipment to BAE, Ryan Hart at [ryan.hart2@baesystems.com](mailto:ryan.hart2@baesystems.com) should be contacted to start the repair process.

If it is decided that RMP will send the equipment to FLIR Wilsonville (US), we will need to have the RMA form revised. Because the equipment must ship directly from RMP, the Shipping From Address will need to be changed. If Galaxy would like to act as the payer on the behalf of RMP, that is allowable and may remain as the Bill To/Payer.

Please let us know how you would like to proceed.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email: [melinda.jones@flir.com](mailto:melinda.jones@flir.com) | [www.flir.com](http://www.flir.com)

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[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Wednesday, April 21, 2021 9:47 PM

**To:** Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishak shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>; Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>; [nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my); Supt Shahrizal bin Ishak <[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)>

**Subject:** Re: [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Dear Madam,

Thank you for your reply.

The FLIR unit is in full custody of the Royal Malaysian Police (RMP), Galaxy Aerospace (M) Sdn Bhd is the maintenance contractor for RMP for aircraft maintenance. The unit was initially sent to Zetro Aerospace (M) Sdn Bhd to repair the IR Motor problem and was returned without rectification.

I am acting on behalf of the RMP to find a solution for rectification of the faulty system. For this purpose I have communicated with FLIR Inc to establish initial communication, from this point all action to be taken will be handled by RMP, the contact person is

Nasarudin bin Abdul Mubin (Senior Assistant Commissioner of Police) :email  
[nasaruddin@rmp.gov.my](mailto:nasaruddin@rmp.gov.my)

Shahrizal bin Ishak (Superintendent of Police) :  
[shahrizalishak@rmp.gov.my](mailto:shahrizalishak@rmp.gov.my)

Both Police officers are in this email loop.

Any further action to send the unit to FLIR Inc will be through Zetro. Please advise if new RMA is required.

Thank you

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

***GALAXY AEROSPACE (M) SDN BHD***

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Thu, 22 Apr 2021 at 03:13, Jones, Melinda (US) <[Melinda.Jones@flir.com](mailto:Melinda.Jones@flir.com)> wrote:

Dear Sir,

We are in receipt of your email and accompanying documents. Can you please tell us if you are in possession of the Star III system or if the system is still with the Royal Malaysia Police?

Thank you.

Regards,

**Melinda Jones**

Customer Service Representative, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3277

Email:

[melinda.jones@flir.com](mailto:melinda.jones@flir.com) |  
[www.flir.com](http://www.flir.com)

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---

**From:** Amran Shah Masnon <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

**Sent:** Tuesday, April 20, 2021 8:03 AM

**To:** Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>

**Cc:** Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>; Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>; ishah shahrizal <[aspsahrizalishak@yahoo.com](mailto:aspsahrizalishak@yahoo.com)>; Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>;

Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Subject:** [EXTERNAL] Fwd: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

Please find at the attachments the TAA and End User certificate for Royal Malaysia Police Star Safire III FLIR system.

Best regards,

**Amran Shah Masnon**

*Chief Engineer*

*for and on behalf of*

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

----- Forwarded message -----

From: **Amran Shah Masnon** <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>

Date: Tue, 20 Apr 2021 at 12:16

Subject: Re: : REQUEST MANUAL FOR INSTALLATION OF IR MOTOR - Repair

To: Customer ServiceInbox <[Customer\\_Service@flir.com](mailto:Customer_Service@flir.com)>, Kol (B) Zulkifli Ahmad <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

Cc: Syafrul Yamani Bin Safruddin <[syafrul@galaxyaerospace.my](mailto:syafrul@galaxyaerospace.my)>, Azillah Bin Matap <[azillah@galaxyaerospace.my](mailto:azillah@galaxyaerospace.my)>, Mohd Sumaili Sulaiman <[sumaili@galaxyaerospace.my](mailto:sumaili@galaxyaerospace.my)>, ishah shahrizal <[aspshahrizalishak@yahoo.com](mailto:aspshahrizalishak@yahoo.com)>

1. Can the problem be reproduced? Is it intermittent? What is the frequency? - **Problem at every power up**
2. How was the system being used while the problem occurred? - **On IR mode under normal operating condition**
3. Are there error messages, diagnostics, pictures, video or logs? - **Yes Please refer attached pictures**
4. Are environmental conditions a factor. - No
5. Would you like your Software brought to the current version? - **Yes, please refer to attached photos for current status**
6. Other problems -
  - a. **Laser Range Finder not working.**
  - b. **UHCU Thumb transducer not working properly, uncommanded movement of TFU, making it hard to stow the TFU.**

Best regards,

**Amran Shah Masnon**

Chief Engineer

for and on behalf of

**GALAXY AEROSPACE (M) SDN BHD**

Galaxy Aerospace (M) Sdn. Bhd., Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia.

Website : [www.galaxyaerospace.my](http://www.galaxyaerospace.my)

 [+60377347226](tel:+60377347226)  [+60377347526](tel:+60377347526)

On Tue, 2 Mar 2021 at 04:09, Customer ServiceInbox <Customer\_Service@flir.com> wrote:

Hello

In order to begin, I have to ask you to fill out our Return Authorization Request form attached along with answering a few questions below –

1. Can the problem be reproduced? Is it intermittent? What is the frequency?
2. How was the system being used while the problem occurred?
3. Are there error messages, diagnostics, pictures, video or logs?
4. Are environmental conditions a factor.
5. Would you like your Software brought to the current version?

Once this has been completed and sent back, then I can start our RMA process. I will provide you with an RMA number along with shipping instructions for return the System to FLIR for an evaluation. Depending upon on if this system is warranty or non-warranty I may ask for TT&E (Teardown, Test and Evaluation), prior to the evaluation. Once the evaluation is completed, then I can send you a quote with the repair estimate.

Please let me know if you have any questions

Thank you and best regards,

Customer Service Representative, Surveillance Group

[PDX.Customer.Service@flir.com](mailto:PDX.Customer.Service@flir.com)

**FLIR Systems, Inc.**

**Government and Defense Business Unit**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

[www.flir.com](http://www.flir.com)

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---

**From:** Lt Kol Zul <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>

**Sent:** Thursday, February 25, 2021 5:24 PM

**To:** Smith, Robin (US) <[robin.smith@flir.com](mailto:robin.smith@flir.com)>

**Cc:** [nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)

**Subject:** [EXTERNAL] Fwd: REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

Hai Smith,

How are you, I am Lt Col Zul (Retired RMAF), following to the email below between Mr Adnan and your self , I understand that the repair should be channeled to the FLIR repair centre for the depot level repair. Please advise us the right address to sent the component and the contact person so that IR sensor repair can be channel to proper repair center.

Regards

LtCol (R) Zulkifli Ahmad

Chief Logistic Officer

Zetro Services Sdn Bhd.

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**From:** Nan Isa <[nan\\_radar@yahoo.com](mailto:nan_radar@yahoo.com)>  
**Sent:** 2/25/21 3:16 PM  
**To:** Amran <[amran@galaxyaerospace.my](mailto:amran@galaxyaerospace.my)>, "Kol (B) Zulkifli Ahmad" <[zulamd@zetro.com.my](mailto:zulamd@zetro.com.my)>  
**Subject:** REQUEST MANUAL FOR INSTALLATION OF IR MOTOR

**From:** "Smith, Robin (US)" <[robin.smith@flir.com](mailto:robin.smith@flir.com)>  
**Sent:** 2/19/21 1:29 AM  
**To:** "hasniza@zetro.com.my" <[hasniza@zetro.com.my](mailto:hasniza@zetro.com.my)>  
**Cc:** Technical Publications <[techpubs@flir.com](mailto:techpubs@flir.com)>, "Buccieri, Victor (US)" <[Victor.Buccieri@flir.com](mailto:Victor.Buccieri@flir.com)>, "Petrim, Mark (US)" <[mark.petrim@flir.com](mailto:mark.petrim@flir.com)>  
**Subject:** Re: REQUEST FOR MANUAL STAR SAFIRE\_re IR Focus Motor

Dear Mr. Hasniza BINTI MAMAT:

The documents provided to Zetro were the Star SAFIRE III Operator's Manual, the Star SAFIRE Installation manual, and the Star SAFIRE III CMM (Service Manual). The service manual is written to Intermediate level maintenance. Any removal/repairs of the sensors (e.g., the IR sensor) are beyond I-Level repair. Any repair/changes made to the sensors is a depot level repair meaning the TFU needs to be sent to a FLIR Authorized service center for such repair.

Sincerely,

**Robin Smith**

Technical Writer, Global Customer Support

Defense Technologies Segment / Sensor Systems

**FLIR Systems, Inc.**

27700 SW Parkway Avenue, Wilsonville, OR 97070 USA

Direct: (503) 498- 3884

Email: [Robin.Smith@flir.com](mailto:Robin.Smith@flir.com) | [www.flir.com](http://www.flir.com)

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### 3 attachments



**CINVIMP-INV-30530568.pdf**

64K



**Foreign Shipper's Declaration.pdf**

59K



**International RA Instructions 5.2020.pdf**

581K