



# Advance Service Estimate

RMA Number	30483102	Product group	STAR SAFIRE III
Service Order	40361180	Serial Number	3411283
PO Number		Customer Ref No.	

Ship To:  
**Malaysian Maritime Enforcement Agency**  
**No. 11-14, Helicopter Centre,**  
**Malaysian International Aerospace Center**  
**Sultan Abdul Aziz Shah Airport**  
**47200 SUBANG**  
**MALAYSIA**

Bill To:  
**Galaxy Aerospace (M) Sdn. Bhd**  
**No. 11-14, Helicopter Centre,**  
**Malaysian International Aerospace Center**  
**Sultan Abdul Aziz Shah Airport**  
**47200 SUBANG,**  
**MALAYSIA**

To whom it may concern,  
FLIR Surveillance, Inc., submits this service estimate for repair of your equipment returned to us on the RMA number listed above. The estimate consists of this letter and the following exhibits:

- Appendix A - List of equipment returned to us for repair.
- Appendix B - List of problem(s) reported and actions taken.
- Appendix C - List of parts and labor used to facilitate the repair.

Payment terms are Net 30, upon approved credit, and require a purchase order to be received at FLIR Surveillance, Inc., via email or fax, before shipment can be made. This estimate may be considered firm for 90 days after the date of the letter. If a purchase order is not received within 30 days after the date of this estimate, a storage fee of \$ \$350 per month will be applied.

Please email or fax a copy of your purchase order to: [customer\\_service@flir.com](mailto:customer_service@flir.com) or 503-498-3907.

This estimate is offered based on acceptance of FLIR Surveillance, Inc.. Terms and Conditions of Sale unless a pre-negotiated set of Terms and Conditions exist.

An evaluation charge (Teardown, Test and Evaluation), depending on the specific Line-Replaceable Unit (LRU), shall apply to all non-warranty systems returned for service. The evaluation charge will be waived upon acceptance of the repair estimate.

\*If this repair is non-taxable, please provide of copy of your tax exemption certificate with your order. If no tax-exempt certificate is included, you will be charged the appropriate sales tax.

Export of these articles requires approval and U.S. Government licensing through FLIR Surveillance, Inc.. Although FLIR makes every effort to conduct a thorough and complete evaluation prior to the generation of each estimate, there is the possibility that in the course of completing the required services additional activities may be identified. In the event that this occurs, a revised estimate will be generated for your review and approval.

If you have any questions, please contact us at [customer\\_service@flir.com](mailto:customer_service@flir.com) or 800-868-0639.

Thank you,  
FLIR Surveillance, Inc.



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### Appendix A - Product Returned

Part Number	Description	Serial Number(s)	Qty
3203134-532	CEU ASSY - IMU/TRKR (STAR SAFIRE III)	3421283	1
3204853-4	UNIVERSAL SCU - STAR SAFIRE III/HD, LRF,	3431283	1
3290003-553	TFU - STAR SAFIRE III, CCD 1.75X/IMU/SPT	3411283	1
3202304-AB	CABLE ASSY - SCU, W3 (STAR/TYP II CEU))		1

### Appendix B - Problem Reported/Actions Taken

#### LRU Measurement Points:

CEU Hours- 774

CDT Minutes- Would not power up, could not obtain.

PEA Hours- Would not power up, could not obtain.

Cooler Hours- Would not power up, could not obtain.

#### Customer Reported Discrepancies

-Turret unable to revert to cage position / stow

#### Observed Discrepancies:

-Confirmed customer discrepancy.

-TFU would not power up.

-Outer Azimuth drive motor sluggish.

-Front, rear, and side cover O-rings worn out.

-Desiccator exhausted.

-Software Kit P/N: 3208457-20 Rev D

### REPAIR ACTIONS

#### Customer Reported Discrepancies:

Discrepancy: Turret unable to revert to cage position / stow

Reason/Cause: Encoder malfunctioned.

Repair Action: Encoder requires replacement.

#### Observed Discrepancies:

Discrepancy:TFU would not power up.

Reason/Cause: DGC malfunctioned and F2 blown.

Repair Action: DGC and F2 require replacement.



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**Discrepancy:** Outer Azimuth drive motor sluggish.

**Reason/Cause:** Wear and tear.

**Repair Action:** Outer az drive motor and seal require replacement.

**Discrepancy:** Front, rear, and side cover O-rings worn out.

**Reason/Cause:** Preventive maintenance.

**Repair Action:** Recommend replacing O-rings.

**Discrepancy:** Desiccator exhausted.

**Reason/Cause:** Preventive maintenance.

**Repair Action:** Recommend replacing desiccator.

**Repair Process Discrepancies:**

-None

**Software Kit as shipped:**

-Software kit P/N:

**ECOs, AND SERVICE BULLETINS COMPLETED:**

-Implemented ECOs:

-Service Bulletins:

### Appendix C - Parts, Labor and Pricing

Part Number	Description	Serial Number(s)	Qty	Unit Price	Total Price
39000070	FUSE - 5 AMP (IEC) 5 X 20 MM		1.0 EA	1.69	1.69
3201486	ENCODER ASSY - INCREMENTAL OUTER AZ STAR		1.0 EA	1,469.40	1,469.40
3203990-5	PCB ASSY - DIGITAL GIMBAL CONTROLLER (DG)		1.0 EA	10,191.05	10,191.05
3205562	DESICCATOR - BREATHING, W/HUMIDITY INDIC		1.0 EA	728.55	728.55
26013016	MOTOR - DC, LARGE		1.0 EA	1,399.10	1,399.10
15043035	SEAL - GIMBAL MOTOR		1.0 EA	11.95	11.95
15009327	O-RING - 13.192 ID X .103 W, NITRILE		2.0 EA	14.67	29.33
15009345	O-RING - 10.000 ID X .138 W, NITRILE		2.0 EA	6.17	12.33
SERVICE/LABOR	SERVICE/ LABOR		42.0 HR	387.50	16,275.00

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<b>SUBTOTAL:</b>		30,118.40
<b>TOTAL ORDER AMOUNT(USD):</b>		30,118.40