



# Service Repair Estimate

RMA Number	30530568	Product group	STAR SAFIRE III
Service Order	40400108	Serial Number	3411589
PO Number		Customer Ref No.	

Ship To:  
**ROYAL MALAYSIAN POLICE  
AIR UNIT  
PASUKAN GERAKAN UDARA  
PANGKALAN SEMENANJUNG  
LAPANGAN TERBANG  
SULTAN ABDUL AZIZ SHAH, SHAH ALAM  
47200 SELANGOR  
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.



# Service Repair Estimate

RMA Number	30530568	Product group	STAR SAFIRE III
Service Order	40400108	Serial Number	3411589
PO Number		Customer Ref No.	

## Appendix A - Product Returned

Part Number	Description	Serial Number(s)	Qty
3203134-532	CEU ASSY - IMU/TRKR (STAR SAFIRE III)	3421589	1
3204853-4	UNIVERSAL SCU - STAR SAFIRE III/HD, LRF,	3431589	1
3290003-589	TFU - STAR SAFIRE III, CCD/SPTR 3 FOV/LR	3411589	1

## Appendix B - Problem Reported/Actions Taken

### Evaluation:

### LRU Measurement Points:

CEU Hours- 1264  
 PEA Hours- 1125  
 Cooler Hours- 1092  
 Cool Down Time- 6:05

### Customer Reported Discrepancies:

- Cannot focus in IR mode
- Laser Range Finder not working
- UHCU thumb transducer not working properly

### Observed Discrepancies:

- Confirmed customer complaints.
- Desiccant is exhausted.
- CEU and SCU came in a cardboard box.

### Software Kit as Received:

- Software Kit P/N: 3209839-21 Rev A

### REPAIR ACTIONS

### Customer Reported Discrepancies:

Discrepancy: Cannot focus in IR mode.  
 Reason/Cause: Failing focus motor.  
 Repair Action: Focus motor requires replacement.

Discrepancy: LRF not working.



# Service Repair Estimate

RMA Number	30530568	Product group	STAR SAFIRE III
Service Order	40400108	Serial Number	3411589
PO Number		Customer Ref No.	

**Reason/Cause:** Failing LRF.  
**Repair Action:** LRF requires replacement.

**Discrepancy:**UHCU thumb transducer not working properly.  
**Reason/Cause:** Failing transducer.  
**Repair Action:** Thumb transducer requires replacement.

**Observed Discrepancies:**  
**Discrepancy:**Desiccant is exhausted.  
**Reason/Cause:** Humidity.  
**Repair Action:** Recommend replacing desiccant.

**Discrepancy:**O-rings are flat.  
**Reason/Cause:** Normal wear and tear.  
**Repair Action:** Recommend replacing O-rings.

**Discrepancy:**CEU and SCU came without a shipping case.  
**Reason/Cause:** Customer shipped these in cardboard box.  
**Repair Action:** Shipping case requires replacement.

**Repair Process Discrepancies:**  
-None.

**Software Kit as shipped:**  
-Software kit P/N: 3209839-21 Rev A

**ECOs, AND SERVICE BULLETINS COMPLETED:**  
-Implemented ECOs: None.  
-Service Bulletins: None.

## FINAL TEST AND INSPECTION

## Appendix C - Parts, Labor and Pricing

Part Number	Description	Serial Number(s)	Qty	Unit Price	Total Price
100024	WIRE HARNESS - STAR III		1.0 EA	124.40	124.40



# Service Repair Estimate

RMA Number	30530568	Product group	STAR SAFIRE III
Service Order	40400108	Serial Number	3411589
PO Number		Customer Ref No.	

Part Number	Description	Serial Number(s)	Qty	Unit Price	Total Price
4100840-0	LRF - SENTINEL I		1.0 EA	68,346.90	68,346.90
3205562	DESICCATOR - BREATHING, W/HUMIDITY INDIC		1.0 EA	728.55	728.55
15009327	O-RING - 13.192 ID X .103 W, NITRILE		2.0 EA	14.67	29.33
3206338	FORCE TRANSDUCER - .20 RADIAL DISPL, 1.0		1.0 EA	4,920.20	4,920.20
26013224	MOTOR - DC, 12V, 2.5W, W/ENCOD		1.0 EA	817.65	817.65
3201875	CASE - SHIPPING, ACCESSORY W/INSERT (SAF		1.0 EA	3,767.20	3,767.20
SERVICE/LABOR	SERVICE/ LABOR <i>Nonwarranty repair of Star III TFU SN 3411589 on RA 30530568</i>		28.0 HR	373.75	10,465.00
				<b>SUBTOTAL:</b>	89,199.23
				<b>TOTAL ORDER AMOUNT(USD):</b>	89,199.23