



**Cobham Avionics**  
Communications  
14 - 1925 Kirschner Road  
Kelowna, BC Canada V1Y 4N7

T: (250) 763-2232  
T: (888) 763-2232  
F: (250) 762-3374

31 July 2009

## **Cobham Avionics Repairs Information**

As part of the integration of Northern Airborne Technology Ltd dba Cobham Avionics in Kelowna, BC with Wulfsberg Electronics dba Cobham Avionics in Prescott, AZ, repair responsibility for most Kelowna products has been transferred to Prescott. See the attached list for those products that have transferred, this list is subject to change without notice as products are transferred. Please contact Kelowna Product Support or Prescott Customer Service for a current list.

Please go to this web site and follow the instructions in order to obtain an RMA no. for the return of the listed products to Prescott.

<http://www-inet.wulfsberg.com:8080/www-inet/customer-service/return-merchandise-authorization-rma-1>

Find attached sheets from the web site providing more detailed information.

If you have any difficulties or questions please contact Prescott Customer Service:

by phone: 928-708-1531

by email: [repairs.prescott@cobham.com](mailto:repairs.prescott@cobham.com)

on web site: <http://www.wulfsberg.com/ContactUsService.htm>

For all product NOT on the attached list please contact Kelowna direct for issuance of an RMA.

by phone: 888-763-2232 anywhere in North America  
+1-250-763-2232 International

by email: [productsupport@natech.com](mailto:productsupport@natech.com)

Thank you for your patience through our transition.

Yours truly,

***Steve Wile***

Product Support/Sales Manager  
[steve@natech.com](mailto:steve@natech.com)



Topic: Product Transition  
Date: July 31, 2009

Products currently being forwarded to Prescott AMO for repair:

204-xxx  
240-xxx  
245-xxx  
246-xxx  
247-xxx  
250-xxx  
251-xxx  
265-xxx  
270-xxx  
355-xxx  
380-xxx  
418-xxx  
438-xxx  
455-xxx  
555-xxx  
600-xxx  
603-xxx  
605-xxx  
611-xxx  
630-xxx  
700-xxx  
802-xxx  
803-xxx  
804-xxx  
805-xxx  
806-xxx  
807-xxx  
808-xxx  
809-xxx  
3110-xxx  
AA34-300  
AA82-060  
LD12-xxx  
N301A-xxx  
NPX136D-xxx  
PTA12-xxx  
RS08-xxx

**Regards.**

**Ray Guenther**  
**Maintenance Director, NAT**

July 2009

ENG-FORM: 620-0102.DOT

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**CONFIDENTIAL AND PROPRIETARY TO NORTHERN AIRBORNE TECHNOLOGY LTD.**

# Cobham Avionics - Prescott

## Cobham Avionics - Prescott; Headquarters in Prescott, AZ

### Cobham Avionics - Prescott

is the leading supplier of Flexcomm™ multi-band, airborne FM/AM radio communications systems. Additionally, Wulfsberg™ designs and manufactures a complete line of Nav/Com products for the corporate aviation, military trainer, commuter airline, and helicopter markets.

Wulfsberg's Flexcomm™ II communication system supports all channel frequencies from 29.7 MHz to 960 MHz, including APCO P-25 compliant digital, analog, trunking and encryption standards, for rotor and fixed wing aircraft used in law enforcement, fire control, medical evacuation, search and rescue, oil exploration, electronic news-gathering and military applications.

Wulfsberg's Nav/Com System can be configured with VHF Comm (8.33 or 25 kHz channeling, 118-152 MHz), VOR, ILS, Marker Beacon, DME, Transponder, ADF, discrete controls, and a Radio Management Unit. The system includes both ARINC 429 digital interfaces as well as conventional analog interfaces to support new or retrofit installations.

Wulfsberg Electronics is a company within Cobham plc's Avionics and Surveillance (CAS) Division. CAS designs, manufactures, qualifies, certifies and supports a complete range of electronic products for airborne, marine, land and special purpose applications. Located throughout North America and Europe, the division employs 2,000 people and provides high technology solutions to the avionics and surveillance markets. The division serves three principle markets: Avionics, Law Enforcement/National Security, and Search and Rescue. Included in the product base are fully certified Electronic Flight Instrument Systems (EFIS) with complete cockpit communication/navigation and sensor capability, Cospas/SarSat certified marine, air and land Search and Rescue devices and state-of-the-art law enforcement tracking, monitoring and surveillance equipment.

Cobham plc is an international company engaged in the development, delivery and support of advanced aerospace and defense systems for land, sea, and air platforms. With headquarters in Wimborne, Dorset, UK the Group employs over 10,000 people on five continents with annual sales of more than \$1.8B. The company has four divisions that collectively specialize in the provision of components, sub-systems and services that keep people safe, improve communications, and enhance the performance of aerospace and defense platforms. Cobham. Four Divisions. One Standard.

- Cobham Avionics and Surveillance
- Cobham Defense Electronics Systems
- Cobham Mission Systems
- Cobham Aviation Services

# Customer Service

## Repair Station / Customer Service Home Page...

Customers are invited to use these links to find sales and support contacts at Wulfsberg Electronics headquarters, to check the current status of repair orders, to find document information and to view Wulfsberg's warranty and return policies.

- Request an RMA
- Contact Customer Service
- Warranty Statement
- Terms and Conditions of Sale
- International Return Policy and Procedures
  
- Authorized International Repair Facilities
  
- Loaner & Rental Agreement
  
- Purchase Agreement

Cobham Avionics - Prescott; Wulfsberg Electronics Cage Code: 1B7G3

# Customer Service Contacts

## **Wulfsberg Electronics**

6400 Wilkinson Drive  
Prescott, AZ 86301-6164 USA  
Telephone: 1-928-708-1550  
Facsimile: 1-928-541-7627

## **PRODUCT SUPPORT**

### **Customer Training**

Jay Jensen - Customer Service Manager  
Telephone: 1-928-756-1615  
Facsimile: 1-928-708-1542  
support.prescott@cobham.com

### **Technical Publications**

Tech Pub Administrator  
Telephone: 1-928-756-1615  
Facsimile: 1-928-708-1542  
publications.prescott@cobham.com

### **Field Service**

Heath Flor - Field Service Rep,  
Flexcomm™ & tactical products  
Jay Jensen - Customer Service Manager  
Telephone: 1-928-756-1615  
Facsimile: 1-928-708-1542  
support.prescott@cobham.com

## **REPAIR STATION**

### **FAA Approved Repair Station - W7LR1060**

John Rodriguez - Chief Inspector  
Jay Jensen - Accountable Manager  
Telephone: 1-928-708-1531  
Facsimile: 1-928-708-1532  
repairs.prescott@cobham.com

### **Loaner, Rental and Exchange Program**

Repair Station Administrator  
Telephone: 1-928-708-1531  
Facsimile: 1-928-708-1532  
support.prescott@cobham.com

# Return Merchandise Authorization (RMA)

## Repair Station Return Merchandise Authorization Request Application...

**Cobham Avionics - Prescott, Customers:** In order to help serve you better we have created a web based RMA request application that consists of a multi-page form. An RMA must be requested for each individual unit being sent into the Repair Station.

Please be prepared to provide the following information in which to complete this process successfully.

- Form Page 1 of 4 - This page: Customer, Contact and Billing Information
- Form Page 2 of 4 - Return Shipping Information
- Form Page 3 of 4 - Product Information, (ie: Customer PO Number, Model, Part Number, Serial Number...)
- Form Page 4 of 4 - Payment Information and Submit

**Note:** Cobham Avionics - Prescott will not accept credit card information over the internet for liability reasons.

Please take note of required fields. Required fields have a "■" symbol after the Field title.



**Continue to RMA Form Page 1**

### Tips:

After submitting your first RMA your browser, if cookies are turned on, will remember the information you previously submitted. Double-click in any field to display previously used data and select that data from the drop down list.