

How to Maintain a Good Relationship Between the Avionics Shop and the Customer

Avionics shops need a few things from the customer to ensure a professional installation at a reasonable cost.

This includes:

1. An airplane in good working condition.
2. To advise shop of all discrepancies or deferred maintenance items.
3. To make sure your aircraft is empty of all personal belongings.
4. Current weight and balance data, Log Books, and pilot operating handbook.
5. To provide drawings, 337s or information covering the original condition and previous alterations to the aircraft.
6. A signed work order detailing all of the work to be accomplished.
7. To be certain if you BYOA (bring your own avionics), it is in airworthy condition ("yellow tagged") and provide all installation materials, manuals and data required. Don't expect the shop to be responsible for warranty or service on these items.

The following are reasonable expectations from your avionics professional:

1. Record discrepancies or deferred items prior to beginning work.
2. Provide completed paperwork:
 - a. logbook entry;
 - b. FAA Form 337, if required;
 - c. weight and balance amendment;
 - d. warranty cards sent to manufacturers;
 - e. and work order detailing all changes to the original job and the associated costs, based on the original quotation. Any deviations should be clearly noted.
3. Provide drawing package for the installation:
 - a. interface wiring information;
 - b. mechanical installation views if made;
 - c. and part drawings if parts made for the installation.
4. Operator, Flight Manual Supplements, or pilot's guides as required.
5. Complete operational checkout with owner.
6. To notify you of any unairworthiness conditions they may discover.

Please do not expect avionics professionals to:

1. Compromise safety to reduce costs.
2. Perform services that are not on their FAA-approved Capabilities List.
3. Service avionics if they don't have the proper test equipment or manuals.
4. "Pencil whip" an inspection.
5. Carry your installation and avionics purchase as a loan on the books.
6. Correct existing problems and other installer's mistakes free of charge.
7. Install a system they are not approved to install.
8. Repair a system they are not approved to repair.

Created by the Aircraft Electronics Association's Avionics Advisory Board.
www.aea.net