oases
WARRANTY

WARRANTY FUNCTION

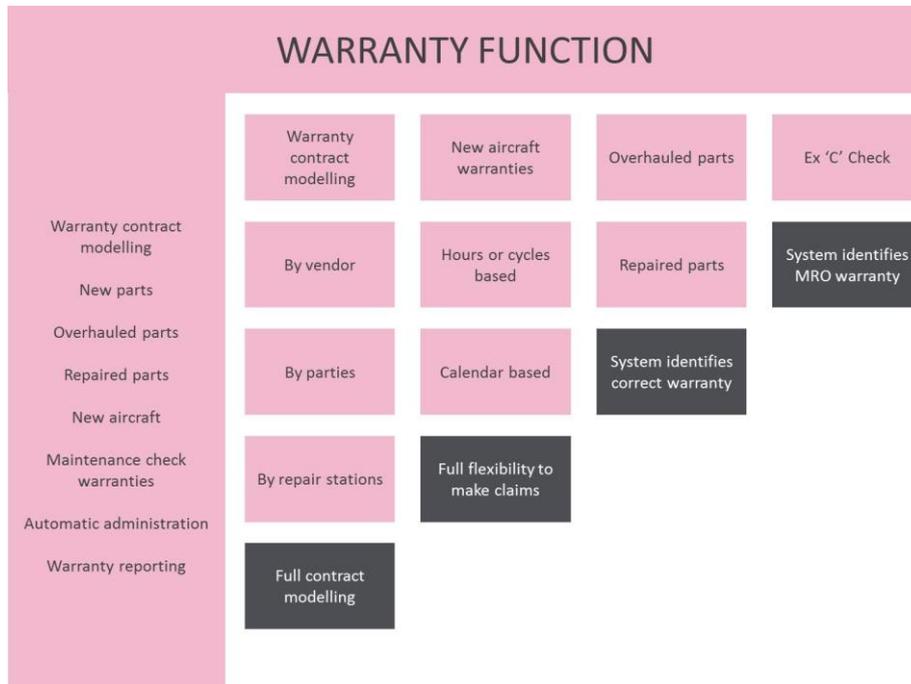| Warranty contract modelling	Warranty contract modelling	New aircraft warranties	Overhauled parts	Ex 'C' Check
New parts	By vendor	Hours or cycles based	Repaired parts	System identifies MRO warranty
Overhauled parts	By parties	Calendar based	System identifies correct warranty	
Repaired parts				
New aircraft	By repair stations	Full flexibility to make claims		
Maintenance check warranties				
Automatic administration	Full contract modelling			
Warranty reporting				

The **WARRANTY MANAGEMENT MODULE** is designed to provide an operator with an automatic way of identifying and then claiming warranty on all parts which enter stores as unserviceable items.

WARRANTY AGREEMENTS
The Vendor Management team can define in OASES the exact warranty agreements that are in place covering an aircraft, a vendor, a repair station, or a part / serial number. This allows a great deal of flexibility in defining the exact warranty terms for each aircraft or component, as well as allowing for contract agreements where groups of parts are overhauled by a particular contractor. Manufacturer warranties can also be handled for new aircraft which can be calendar, hours or cycles based. Once defined in OASES, these rules will then be used to decide if a warranty claim can be made for any part coming from an aircraft in an unserviceable condition.

WARRANTY TRACKING
At the time of booking in the component in an unserviceable state the component records are checked to see if any potential warranty claim can be made. This can be based on time since new, time since fit, a calendar time, or a time since overhaul or repair. It can check the number of cycles or hours since new or last overhauled or last repaired.

WARRANTY ADMINISTRATION
Once the system is setup it will identify each warranty claim that can be made and then either automatically raise a warranty order or refer the case to the warranty team for a decision

In the event more than one warranty term is a potential source of a warranty claim the system identifies these items, and refers them to the warranty controller through the Warranty Workbench. The controller can then decide which claim to make based on the value or likelihood of the claim being successful.

The warranty controllers can also enter data relating to their warranty claims as it becomes available, such as whether the warranty is granted or denied.

They can also enter strip reports and other information to build a full history for a particular part.

If the system identifies that a component has more than one potential warranty claim available to it, then the stores are notified of the potential claims and the part is put on hold pending a decision by the warranty controllers as to which warranty they wish to claim under.

The warranty controllers are able to see all parts which parts have been booked in unserviceable and where warranty is applicable in the Warranty Workbench (see example above) and by using a series of filters they can then identify the parts they are interested in and administer the warranty claims. Once a decision has been made the system will create the warranty order and advise Stores to ship the part.
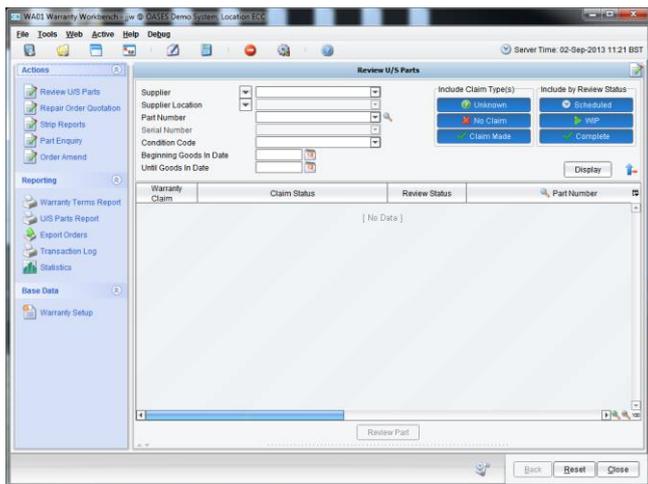
WARRANTY TRACKING

Once a warranty has been claimed the warranty controllers can then monitor the process and update the system to ensure that the warranty claims are being processed correctly.

When the vendor responds to the order the controllers can update the system. They can add details such as whether the claim has been successful, if the claim has been partially successful, or if the claim has been denied. The reasons for a partial acceptance or denial of warranty can also be entered into the records to provide a full history. All of this data can then be used to provide useful statistics regarding warranty claims

WARRANTY REPORTING

The system generates a series of reports which can be used to drive up the amount of warranty successfully claimed through analysis of individual vendors or repair stations.

By continuously gathering data on the warranty claims and their outcome, the system has the ability to generate a variety of useful reports which help
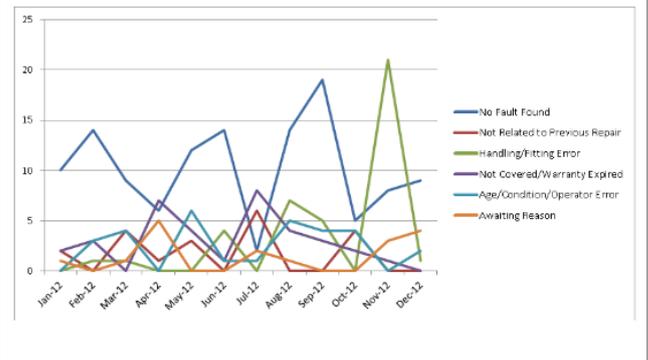
the operator monitor its performance in successfully claiming warranty. These reports can then be used to target vendors or repair stations which have a poor record of performance with regards to warranty claims and drive up the number of successful claims.