



10000 Iota Dr.  
San Antonio, TX. 78217  
(210) 590-6100

# WARRANTY



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**CAUTION: PLEASE READ CAREFULLY BEFORE REMOVING  
PRODUCT FROM SHIPPING CONTAINER.**

**MSA INFORMATION DOCUMENT  
ACCORDIA® Window Shade System Manufacturer's Limited Warranty**

1. The normal warranty for ACCORDIA® Window Shade System components is two (2) years from the date of delivery to the customer. In order to activate a two year "in service" warranty date, the Mod Center must notify MSA of the date of aircraft delivery. This warranty covers defects in materials and workmanship. Any damage to the products due to handling or abusive treatment, in the opinion of the MSA Product Support Department, will become the responsibility of the customer.
2. If the unit is out of the warranty period or if the warranty is void, repair costs will be quoted upon inspection of the damaged part and repair will be performed in our cleanroom facility. The warranty is void if the window shade:
  - a. Warranty seal is broken or removed.
  - b. Is disassembled by unauthorized personnel.
  - c. Is modified without MSA approval.
  - d. Shows obvious signs of abuse, neglect or mishandling
  - e. Is subject to improper electrical voltage level or polarity.
3. MSA will only receive products back for warranty of aesthetic flaws if notified within 14 days of receipt of shipments. MSA will not warranty any aesthetic aspects of features such as color shift from exposure to sunlight or flaws in any of the decorative finishes after the 14 days acceptance period.
5. Return the unit in the original packing carton or equivalent. Annotate the RA# on the box and the shipping documents. Any damage to shipments is the responsibility of the carrier and any damage should be taken up with that company. MSA will repair such shipping damage on a time-material arrangement as agreed upon by MSA, its customer and the responsible carrier.
6. Warranty will not cover internal damage due to accumulation of moisture, dust, metal particles or other foreign objects introduced after shipment from the MSA Manufacturing Facility.



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7. MSA does not assume liability for any damage to the aircraft, or any of its components, caused by improper installation of the ACCORDIA® WINDOW SHADE SYSTEMS.
  
8. MSA will pay one-way freight on the warranty part and attempt one day turnaround on repair if A.O.G. situation exists. Premium air shipment return will be billed to customer in the amount exceeding surface freight shipment cost. MSA will not accept freight collect shipments. For information regarding repairs or servicing of MSA windows, please contact MSA Aircraft Products, Inc., Product Support at (800) 695-1212. For an additional cost, a MSA ACCORDIA® Maintenance manual may be obtained by contacting the MSA Product Support Department.