

IMPORTANT: Heated AOA/Pitot RMA Return Instructions

Thank you for exchanging your Dynon Avionics Heated AOA/Pitot Program for the redesigned version. You have two options for satisfying your obligation to “return” your previous Heated AOA/Pitot Probe

Option 1: Destroy the previous probe

Instead of returning your old Heated AOA/Pitot Probe, you may instead opt to destroy it and provide a photo of the destroyed probe to Dynon Avionics.

1. **DO NOT** destroy your old pitot until you have your replacement in hand, or have positive confirmation that we have a replacement ready to ship. Dynon Avionics expects to have high initial demand for replacement pitot probes, and will service requests on a first-come first-serve basis.
2. If you choose this option, first and foremost, ensure that you are about to destroy the PREVIOUS probe and not your new probe! Also, as the controller is not affected by the service bulletin, it should remain as part of your Heated AOA/Pitot system in your aircraft.
3. Destroy the probe by cutting the pneumatic lines and the wires flush with the flange, as shown below.



Take a close-up, in focus, digital photograph of the destroyed probe showing the serial number on the flange. Dynon must be able to read the serial number in the photograph. To obtain a good photo of the serial number, you may find it helpful to color the serial number with black marker pen (or other suitable dye), and then wipes off the excess from the flange surface.

- a. Send an email to support@dynonavionics.com that contains:
 - b. Your photo.
 - c. The RMA number you were assigned when Dynon Avionics arranged your Heated AOA/Pitot exchange. This can be found on the email you received from Dynon or the invoice sent with your replacement.
 - d. If you previously communicated over email with Dynon about your replacement, please use that email to reply to support.
4. When we receive your photo proof that you’ve destroyed your old pitot, we will send an email indicating that “your unit has been received at Dynon Avionics”.
 5. There is no need to send the destroyed probe to Dynon Avionics after you have received the “received at Dynon Avionics” email. Dispose the probe.
 6. This completes your obligation to Dynon Avionics. Your credit card will not be billed.

(over for Option 2)

Option 2: Return your previous probe to Dynon Avionics

Instead of destroying your pitot, you may also opt to return the old pitot to Dynon.

1. There is no need to destroy your previous probe per above if you prefer to send it back to Dynon Avionics.
2. Please include the RMA number you were issued on the outside of the package you send to Dynon.
3. There is no need to package the returned AOA probe more than minimally – a bubble wrap envelope is adequate, and condition is not important.
4. While insurance is probably not required, it is prudent to ship via a method that provides tracking and proof of delivery. If we do not receive your pitot back, we will need to charge your credit card for the replacement pitot.
5. Dynon Avionics does not have a preferred method of shipping the AOA/Pitot Probe.
6. When we receive your returned probe, we will send you an email indicating that “your unit has been received at Dynon Avionics”.
 - a. This is a standardized email that unfortunately does not address this specific situation. The verbiage about “10 business day turnaround”, etc. is clearly not applicable. The important part is that you do receive this email.
7. This completes your obligation to Dynon Avionics. Your credit card will not be billed.