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the warranty service procedures, recommendations and/or any directives provided by CTS within a reasonable time after the same have been communicated to Buyer.

13. Failure by the Buyer to implement any procedures, recommendations and/or directives in a timely manner shall exclude any continued failure from any applicable availability or service level guarantee calculation(a)17 16.2 (u)-15 (t)TETEMC (y)17 (ap)25.8 155 Tm[r

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9. Warranty claims shall be notified in writing to CTS via CTS' online support portal no later than fifteen (15) days after discovery of the Defect giving applicable details of part number, serial number and fault description including where possible, or applicable given the nature of the Defect:

a. evidence of incorrect system behaviour; and

b. Snapshot file(s); and

c. Screenshots; and

d. any files created by the flight training device's discrepancy reporting utility; and

e. details of any troubleshooting activities that have been undertaken and the outcome of these; and

f. the Buyer's maintenance logs and records; and

g. Navigation database files and configuration files.

10. For the avoidance of doubt in the event that the Buyer either:

a. fails to notify CTS of the defect within fifteen (15) days of discovery resulting in further impairment; or

b. fails to provide sufficient detail and/or access to relevant maintenance records to assist CTS in resolving the defect,

then CTS reserves the right to charge for any rectification works required in accordance with its standard Support policy.

11. CTS shall provide a response acknowledging defect notification within one (1) business day of receipt.