

WARRANTY & TECHNICAL SUPPORT INFORMATION for ROTAX AIRCRAFT ENGINES — Non-Certified/ASTM Models

For End-Users, Operators, OEMs and Repair Centres

This guide is here to help you understand your warranty coverage and walk you through the process for requesting a warranty claim or technical support. We want to make things as straightforward as possible — the steps below are designed to help us assist you quickly and effectively. The complete and official warranty conditions are contained in the Service Letters referenced below.

(This document is subject to change at any time without notice due to revisions released by BRP-ROTAX and/or policy changes by Comet Aviation Supplies)

WARRANTY INFORMATION

Warranty Period

- 912 / 912i / 915i / 916i Non-Certified ASTM engines — 18 months or 200 hours, whichever comes first.

When does the Warranty Start?

- **CALENDAR TIME:** From the invoice date to the final owner/operator.
- **OPERATING HOURS:** From the first run of the engine at the OEM or owner/operator, as per the Engine Logbook and/or ECU Logs.

What does the Warranty Cover?

- BRP-Rotax and Comet Aviation Supplies as the Authorised Distributor will at their discretion and on approval, appoint an appropriately rated facility and/or person to repair and/or replace any engine or component found to be defective.
- Labour is covered only where work is carried out by a person/organisation holding a current iRMT or iRC rating. (iRMT = independent Rotax Maintenance Technician; iRC = independent Repair Centre)
- Parts and/or labour will be provided ONLY as approved by BRP-Rotax and/or Comet Aviation Supplies.

What are the Exclusions?

- Consequential expenses such as loss of income, travelling, freight, engine removal/reinstallation, or ferry flights.
- Post-maintenance ground runs and/or test flights.
- Normal wear and tear items replaced during warranty-related repairs.
- Any seizure or failure caused by poor quality fuels, incorrect oil or coolant, exceedance of operating limits, incorrect installation, unapproved/improper maintenance, or unapproved accessories.
- Engines with unapproved modifications (e.g. after-market turbochargers, exhaust systems, intercoolers, etc.).
- Damage or failure caused by corrosion, erosion, or contamination.
- Installations not compliant with the relevant BRP-Rotax Installation Manuals and/or any other written requirements from BRP-Rotax or Comet Aviation Supplies.

Warranty Conditions — Service Letters

- Service Letter SL-912-012R4_912i-003R3_915i-001R2_916i-011 — Warranty Conditions
 - Service Letter SL-912-030_912i-022_915i-019_916i-018 — Warranty Procedures and Processes
- (The latest revisions of these documents can be downloaded on www.FlyRotax.com)

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HOW TO REQUEST WARRANTY OR TECHNICAL SUPPORT

The steps below apply to all requests — whether you are an end-user, operator, OEM, or repair centre. To help us assist you as efficiently as possible, please ensure the following are in place so that your case can be reviewed without unnecessary delays.

STEP 1: REGISTER YOUR ENGINE

Please ensure your engine has been registered on www.FlyRotax.com. Registration is a simple once-off step that should be completed within 30 days of taking delivery, and it enables us to support you without delay.

<https://www.flyrotax.com/p/service/engine-registration>

Not sure if your engine is registered? Feel free to email us at techsupport@cometaviationsupplies.co.za or check via the link above — we are happy to assist.

Please note: We are unfortunately unable to process claims for engines that are not registered.

STEP 2: COMPLETE THE ONLINE CSIR

Please complete a Customer Service Information Report (CSIR) on www.FlyRotax.com. This is the standard format used by BRP-ROTAX and is the method required to open your case.

<https://www.flyrotax.com/p/service/customer-service-information-report>

Please take care to complete all fields — the more detail you provide, the quicker we can get things moving for you.

STEP 3: SEND SUPPORTING DOCUMENTATION BY EMAIL

Together with your CSIR submission, please email the following supporting information to techsupport@cometaviationsupplies.co.za to allow us to evaluate your case thoroughly:

- ECU log files and/or Garmin or other EMS data.
- Supporting videos and pictures, where applicable.
- Copies of relevant maintenance records and logbook entries.
- Any additional information requested by Comet Aviation Supplies or ROTAX.

Please note: To avoid delays, we kindly ask that submissions are as complete as possible. Cases with outstanding documentation will need to be placed on hold until all required information has been received and reviewed. We appreciate your understanding and will always do our best to keep things moving on our end.

What Happens Next?

Once your CSIR and supporting documentation have been received, we aim to acknowledge your case within 48 business hours. A member of our team or an appointed Repair Centre will be in touch with any further questions or to advise on next steps.

Please be aware that the time required to resolve a case will vary depending on its nature and complexity. Timelines are also subject to the timely receipt of any additional information that may be requested, as well as ROTAX's own review and approval process, which is managed on their end. We will keep you informed as your case progresses.

We kindly request that all communications regarding your case are conducted by email only — this ensures a clear record and allows us to respond to you efficiently. Please direct all correspondence to techsupport@cometaviationsupplies.co.za.

A SIMPLIFIED OVERVIEW OF THE ROTAX WARRANTY & TECHNICAL SUPPORT PROCESS

1	Fault / Failure Detected	Contact your OEM or Maintenance Organisation to troubleshoot and diagnose.
2	Determine Fault Type	If the fault is an operational or installation issue → Owner/OEM takes corrective action. If a component defect is suspected → proceed to Step 3.
3	Verify Engine Registration	Confirm the engine is registered on FlyRotax.com. Unregistered engines cannot proceed.
4	Complete Online CSIR	Submit the Customer Service Information Report via FlyRotax.com. All fields must be completed.
5	Submit Supporting Documentation	Email diagnostic findings, photographs, log files, maintenance records, and videos to Comet Aviation Supplies.
6	Evaluation & Acknowledgement	We aim to acknowledge your case within 48 business hours. Additional information may be requested by email. ROTAX is consulted where required. Resolution timelines will vary depending on the nature of the case and ROTAX approval processes.
7	Resolution	An appropriately rated Repair Centre or person is appointed. Approved parts and/or labour are supplied. Labour reimbursed only to iRC/iRMT-rated organisations.