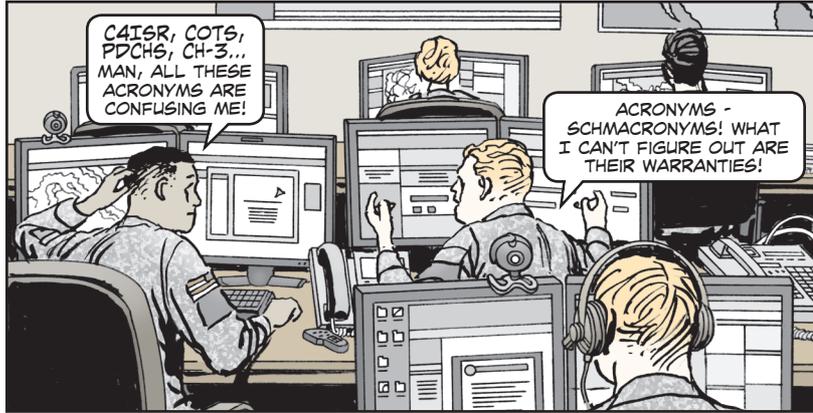


# Warranty



## Warranty Program Explained

The Command, Control, Communications, Computers, Intelligence, Surveillance and Reconnaissance (C4ISR) program has a wealth of commercial off-the-shelf (COTS) equipment. The Product Director Common Hardware Systems (Pd CHS) is the program manager of that COTS and ruggedized equipment. The common hardware/software-3 (CHS-3) program consists of V1, V1+, V2 and V3 designated equipment. The designations are assigned based on military-hardened applications for the equipment.

This CHS equipment—such as voice terminals, handheld and laptop computers, printers, routers and cabling—is typically under a five-year warranty from General Dynamics. The warranty expiration date is on the CHS-3 warranty label on each piece of equipment. Warranty repairs are returned within 72 hours of receipt.

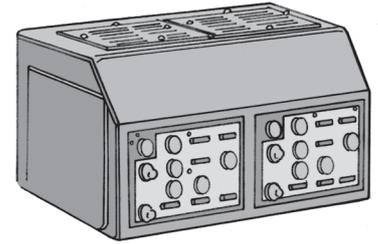
To help you use that warranty on equipment needing repair, the CHS-3 integrated logistic support (ILS) program has established regional support centers, remote CHS repair centers, a 24-hour hotline and web-based access for status checks of repairs.



Once you have established that you have a piece of CHS-3 equipment, which is still under warranty, fill out a maintenance request form—either DA Form 2407 or DA Form 5504—and report the failure to your support unit.

The support unit will determine whether the piece of equipment falls under the warranty specifications. If it does, they will issue you a replacement, if they have one, and send the failed piece of equipment to General Dynamics. If they don't have a replacement, you will need to wait for the return of your piece of equipment.

If the failed equipment does not meet the standards for warranty repair, you will be quoted a repair price that will come out of your unit funds.



The support facility will make use of the General Dynamics' Regional Support Centers, which maintain repair parts and have technical expertise. A DA Form 2407 must accompany all equipment delivered to the RSC.

To help you further understand the warranty program, contact CHS Logistics:

Catherine Neil: email

[catherine.neil@us.army.mil](mailto:catherine.neil@us.army.mil)

David Van Bogert: email

[david.bogert@us.army.mil](mailto:david.bogert@us.army.mil)

Robert Saia: email

[robert.saia@us.army.mil](mailto:robert.saia@us.army.mil)

Nick Esposito: email

[nick.esposito@us.army.mil](mailto:nick.esposito@us.army.mil)

General Dynamics repair order hotline number, 1-877-247-7711, and email

[CHS-3-Warranty@GDC4S.com](mailto:CHS-3-Warranty@GDC4S.com)  
will help you track turned-in equipment.