

Beechcraft



Hawker

TEXTRON AVIATION

Textron Aviation  
Beechcraft Corporation and Cessna Aircraft  
Company  
Global Policy Information and Procedures Manual

*including*

Beechcraft's ASC Policy and Procedures Manual  
("PIPM")

*and*

Cessna Citation Policy Information and  
Procedures Manual ("Manual")

*and*

Cessna Propeller Policy Information and  
Procedures Manual ("Manual")



## NOTICE

Beechcraft Corporation and Cessna Aircraft Company (referred to individually and collectively as "Textron Aviation") have developed the Textron Aviation Global Policy Information and Procedures Manual (PIPM or the Manual) to consolidate and supersede the separate Policy and Procedure Manuals currently in use by both Beechcraft Corporation and Cessna Aircraft Company. As such, if you have an agreement with Beechcraft Corporation, then each reference to Textron Aviation in this PIPM, is a reference to Beechcraft. If You have an agreement with Cessna then each reference in this PIPM is a reference to Cessna.

Each and every reference to the ASC Policies and Procedures Manual ("PPM") in the Beechcraft, or Hawker Beechcraft Authorized Service Center (ASC) Agreement will hereinafter refer to this PIPM. Likewise, each and every reference to the Cessna Citation Policy Information and Procedure Manual applicable to Citation Service Centers, Citation Service Stations, Citation Line Facilities and Citation Limited Line Service Facilities; and the Cessna Propeller Policy Information and Procedures Manual (also referred to as the "Manual") as referenced in the Cessna Representative Agreement will hereinafter refer to this PIPM.

Your Representative Agreement with Cessna, or your ASC Agreement with Beechcraft, as the case may be, will be collectively referred to as the "Agreement" in this PIPM. Moreover, this PIPM and the various documents referenced herein will be part of your legally binding agreement with Textron Aviation and will be given the same force and effect as though it were attached to and made part of your specific agreement.

This document is the property of Textron Aviation headquartered in Wichita, Kansas. It is designed for and restricted to the use of Beechcraft ASC's and Cessna Authorized Service Facilities ("ASF") For purposes of convenience this manual will use ASF to refer to ASC's and ASF's. The use of the Textron Aviation name in this document does not authorize you to service any aircraft, or to serve as an authorized service center for any Textron Aviation brand that is not named in your existing Agreement.

**Textron Aviation expressly reserves the right to supersede, cancel and / or declare obsolete any part, part number, kit or publication that may be referenced in this manual without prior notice. All prices and other terms listed in this publication are subject to change by Textron Aviation without prior notice and without the approval or consent by the ASF.**



## LOG OF REVISIONS

Textron Aviation 1<sup>st</sup> revision.....May 2015

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Section 0: Introduction	i-vi	February 2015
Section 1: Product Support (Service Support)		February 2015
Section 2: Facility Administration		February 2015
Section 3: Authorized Service Center Audit		February 2015
Section 4: Spare Parts		February 2015
Section 5: Tooling and Ground Support Equipment		February 2015
Section 6: Technical Training		February 2015
Section 7: Warranties and Claims Administration		February 2015
Section 8: Hourly and Flat Rates		February 2015
Section 9: Technical Publications		February 2015
Section 10: Insurance		February 2015
Section 11: Finance		February 2015
Section 12: Export Compliance		February 2015
Section 13: Definitions		February 2015



## INTRODUCTION

Beechcraft Corporation and Cessna Aircraft Company (referred to individually and collectively as “Textron Aviation”) have developed the Textron Aviation Global Policy Information and Procedures Manual (PIPM or the Manual) to consolidate and supersede the separate Policy and Procedure Manuals currently in use by both Beechcraft Corporation and Cessna Aircraft Company. As such, if You have an agreement with Beechcraft Corporation, then each reference to Textron Aviation in this PIPM, is a reference to Beechcraft. If You have an agreement with Cessna then each reference in this PIPM is a reference to Cessna.

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The PIPM is made available to ASF's to specify the minimum service requirements and policies to be employed within the ASF network. Adherence to these policies and procedures are intended to provide a consistent level of high quality customer service and support to Cessna, Hawker and Beechcraft owners and operators. Unless otherwise noted herein, the PIPM applies to all ASF's regardless of ownership or location. When necessary, specific reference may be made to a particular type of ASF.

This PIPM is available to ASF's electronically at CPDexpress and Beechcraft website. Revisions to the PIPM may be made at any time and are effective on the issue date, unless otherwise specified. New ASF's will be issued a User Name and Password that will allow them to access the site. ASF's will secure their password and logon information to prevent unauthorized access.

The ASF program has been established to qualify strategically located aircraft service companies that have a proven reputation of excellence in aircraft maintenance to provide essential support to the owners and operators of Textron Aviation manufactured aircraft. These companies will have invested in the technical information, tools, training for personnel and have obtained the necessary regulatory approvals required to provide safe, proficient and high quality service to aircraft. Authorization is granted on a location basis and only applies to the ASF locations named in the Agreement. Textron Aviation offers no exclusive authorizations or territories under this program and reserves the right to authorize other competing ASF's or establish its own facilities without regard to geographical location.

The network of ASF's is an important element of Textron Aviation's commitment to Customer Service. While it is not the intention of Textron Aviation to provide guidance on the day to day operation of the ASF, the policies, instructions and procedures set forth in the PIPM establish the minimum standards that all ASF's are expected to meet for the purposes of maintaining the high level of quality and customer service necessary to serve as a Textron Aviation authorized ASF.

ASF's may only perform support services for operators of the aircraft models for which they are authorized by their Agreement and for which they have the appropriate certifications. ASF's may sell parts for aircraft that they are authorized to service under their Agreement. Thus, an ASF authorized to provide service to a Beechcraft King Air, for example, can sell King Air parts over the counter, but is not authorized to sell spare or replacement parts for a Cessna Citation. ASF's will perform maintenance and inspection activities as directed by the appropriate aircraft maintenance publications including, but not limited to the maintenance and service manuals, inspection schedules, service bulletins and as otherwise required by any applicable aircraft certification authority. In addition, ASF's will perform service in support of the Textron Aviation warranty program.

During the term of the Agreement the ASF will maintain a sufficient inventory of spare parts for the aircraft being serviced by the facility. Minimum spares provisioning lists for our products are may be located at CPDexpress and Beechcraft website, which will be considered to be part of this PIPM and part of Your Agreement with Textron Aviation.

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As part of the ASF program, Textron Aviation will monitor the levels of customer satisfaction with the services performed. Customer satisfaction is considered to be a significant factor in the decision making process in the review conducted as part of the renewal or reappointment of an ASF at the expiration of Your Agreement. Textron Aviation also performs periodic reviews of its ASF's. These reviews may include, but are not limited to auditing the availability of spare parts, availability of technical publications, calibration of tools, training of staff and availability of Ground Support Equipment and Warranty Controls. Textron Aviation may withhold, delay or deny the appointment of ASF Status, or withdraw ASF status in the event that a periodic inspection or audit reveals that the ASF is not in compliance with the requirements of the Agreement or the PIPM.

Any questions or comments relating to the Authorized Service Facility program and / or the Policy Information and Procedure Manual should be directed to:

**Manager  
Global Authorized Service Facilities  
2121 South Hoover Road  
Wichita, Kansas  
67209 USA**

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## Section 1: PRODUCT SUPPORT

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## Overview

The companies of Textron Aviation offer a complete network of services for owners and operators of Beechcraft, Cessna, and Hawker aircraft through its Global Customer Service and Support businesses. Global Customer Support performs four distinct functions: administration and customer support services, customer relations, spares support and technical services.





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## Administration and Customer Support Services

This function administers all aspects of warranty, exchange, special programs and repair service order claims settlements with aircraft owners and operators and Authorized Service Facilities (ASF). They also provide an interface for all electronic data communications with the ASF and others. Customer Support Services also coordinates and distributes customer surveys to ensure continuing customer satisfaction with Textron Aviation products and services.

## Product Support

This function is responsible for communications with our external customers. This is accomplished through customer newsletters, online training, etc.

## Spares Support

This function provides worldwide spare parts support to the ASF through Textron Aviation Parts and Distribution (TAPD), whose spare parts warehouses are strategically located around the world. Spare parts support is available to aircraft operators through ASFs and / or by purchasing directly from TAPD.

## Technical Services

This function provides factory and field service assistance to aircraft operators and ASF personnel concerning maintenance procedures, repair and service techniques.

## Contact Information

For questions and customer issues, find the appropriate contact at [www.cessnasupport.com](http://www.cessnasupport.com) or [https://www.beechcraft.com/customer\\_support/](https://www.beechcraft.com/customer_support/).



### Beechcraft Corporation Mailing / Shipping Information

Mailing Address: Beechcraft Corporation  
P.O. Box 85  
Wichita, Kansas  
67201-0085 USA

Shipping / Courier Address:  
(Main address) Beechcraft Corporation  
9709 E. Central  
Wichita, Kansas  
67206 USA

Shipping / Courier Address:  
(Customer Support & HBP&D) Beechcraft Corporation  
10511 E. Central  
Wichita, Kansas  
67206 USA

### Beechcraft Corporation Internet Addresses

www.hawkerbeechcraft.com .....Hawker Beechcraft Corporation  
hawkerbeechcraft.com/service\_support.....Global Customer Support  
parts.hawkerbeechcraft.com .....Hawker Beechcraft Parts & Distribution (HBP&D)  
hawkerbeechcraftservices.com.....Hawker Beechcraft Services

### Cessna Aircraft Mailing / Shipping Information

Mailing Address: Cessna Aircraft Company  
P.O. Box 7704  
Wichita, Kansas 67277

Shipping / Courier Address:  
(Main address) Cessna Aircraft Company  
**2617 S. Hoover Road**  
Wichita, Kansas 67215 USA

Shipping / Courier Address:  
(Customer Support & HBP&D) Cessna Aircraft Company  
7121 SW Boulevard  
Wichita, Kansas 67215



### Cessna Aircraft Internet Addresses

www.cessna.com .....Cessna Aircraft Company  
Cessna.txtav.com/en/citation-service.....Citation Service, Citation Parts & Programs

### Textron Aviation E-mail Protocol

The majority of employee email addresses at Textron Aviation are formatted as such: EmployeeFirstInitialEmployeeLastName@txtav.com. There are some exceptions to this standard protocol.



## Section 2: Facility Administration

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## Overview

Textron Aviation expects each Authorized Service Facility (ASF) to properly serve the segment of the market targeted by their business. This will include maintaining minimum inventory levels, customer facilities and high quality repair capabilities consistent with the authorization granted. During the term of the Agreement, Textron Aviation expects the ASF to meet specific requirements regarding hanger size, facility appearance, customer facilities and services. This section of the PIPM will provide details on these ASF requirements.

Facility Audits will be performed to ensure that the ASF is capable of meeting the minimum requirements and to ensure that these standards will continue to be met during the term of the ASF's appointment. A detailed discussion of the Audit process can be found in Section 3 of this PIPM.



## Authorized Service Facility (ASF) Appointment Process

### Onboarding a new International (non-US) ASF:

Textron Aviation requires that its ASF business partners meet the highest ethical standards. In order to qualify as an ASF, all international candidates are required to complete a Global Anti-Corruption Compliance due diligence process. A summary of this process is as follows:

1. Application Form. - The ASF must complete the Covered Business Partner Application online through our web-based application, TeamConnect.  
Textron Aviation will request contact information from the person who will be primarily responsible for completing the Covered Business Partner Application and will provide a password that will allow the ASF to complete the online application.
2. Required Documents. - The ASF due diligence process requires the following documents to be uploaded into the TeamConnect system. All documents will need to be translated into English by the ASF prior to upload.
  - a. Financial Statement –The most recent financial statement for the ASF. Textron Aviation prefers that the ASF's financial statement be prepared and audited by an outside independent accounting firm and that it include relevant notes.
  - b. Independent Ownership Verification – Textron requires that all Covered Business Partners disclose the individual ownership. Ownership verification is required to be less than one (1) year old and be provided by an outside law firm, accounting firm, or government agency on their professional stationary. In the event the ASF is owned by a corporation, partnership or trust the ownership verification will need to look through the entity to the individual owners and list the names of the individual shareholders or beneficial owners along with the percentage of shares owned by each shareholder.
  - c. Resumes or CVs of all key personnel including management.
  - d. Copy of company charter, incorporating documents or other evidence of the establishment of the entity.
  - e. Copy of any required registrations or certifications authorizing the ASF to transact business.
  - f. A Signed Global Anti-Corruption Compliance Letter.

### **\*All documents must be translated into English.\***

3. Business References. – Once Textron Aviation receives a completed application package from the ASF, it will request the names and the contact information for three (3) business references. Textron Aviation prefers to receive business references from managers of other U.S. or European businesses that have worked with the ASF in the past in a similar capacity to the role that the ASF will fill for Textron Aviation.
4. Additional Information. - Textron Aviation will then conduct a thorough investigation as to the ethical qualifications of the candidate including its owners, directors, managers and key employees, identified during the due diligence process. Textron Aviation may seek additional information from the ASF and conduct in-person or telephonic interviews of key



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personnel for purposes of resolving any questions about the ASF and its prior business conduct.

5. Credit Application - Once an ASF successfully completes the due diligence process and is approved for appointment, Channel Operations will require the ASF to provide a credit application from the ASF. Refer to Section 11 of this PIPM for details.
6. Security Deposit - Textron Aviation will work with Customer Accounting to obtain a completed Credit Application and account security (Single Engine rating \$15,000, Cessna 208 rating \$75,000). The amount of the deposit depends upon the type of the appointment. See Section 11 of this PPM for details.
7. Insurance Requirement. – Textron Aviation will also request evidence of insurance coverage in amounts listed in the Representative Agreement. The Certificate of Insurance is required to meet Textron Aviation requirements. See Section 10 of this PIPM for details.
8. Contract Signature. - Textron Aviation will then send the ASF the proposed Representative Agreement for review and signature by the ASF. In general, Textron Aviation is not willing to individually negotiate the terms of the Agreement with the ASF.

The ASF due diligence review takes time and will delay the appointment of the ASF. The ASF is encouraged to monitor the process and to complete the Covered Business Partner Application and upload the required documents as quickly as possible so as to not unnecessarily delay the process.

#### **Renewal of an International (non-US) ASF Appointment.**

Textron Aviation is only able to appoint an ASF for a defined period of time that will not exceed three (3) years. Prior to the expiration of the ASF's Agreement with Textron Aviation, the ASF will be contacted and advised as to whether the Agreement will be renewed. In the event, Textron Aviation decides in its sole discretion to renew the ASF's appointment, it will request that the ASF assist in renewing the due diligence information collected as part of the original appointment. Steps will include:

1. Update Application. – The ASF will review and update the response to each question as necessary.
2. Updated Financial Statement. - Most current outside prepared Financial Statements for the company, preferably audited, and to include accounting notes.
3. Renewal of Ownership Verification - This document must be less than one (1) year old and come from an outside legal or accounting firm on their stationary or from the Department of Registration/Commerce. It must also list the names of all shareholders, to the individual level, and the percentage of shares owned by each shareholder.
4. New Resumes. - Resumes or Curriculum Vitae of all key personnel including management.



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5. Updated registrations. - A copy of any updated required registrations or certifications authorizing the ASF to transact business.
6. Anti-Corruption Certification. - A newly signed Global Anti-Corruption Compliance letter.

**\*All documents must be translated into English.**

Contract Signature - Once Textron Aviation Legal approves the renewed due diligence packet a new Representative Agreement is prepared and sent to the candidate for their review and signature.

#### **Onboarding a new US ASF:**

ASF candidates based in the United States that will not be providing any services outside of the United States will need to complete a streamlined due diligence that will include providing the following:

1. A fully completed Business Partner Application.
2. Completed and approved Credit Application.
3. May request financial statements.
4. May request ownership verification information.
5. May request resumes of key personnel
6. May request a copy of all registrations or certifications authorizing the ASF to transact business.

Once Textron Aviation has completed its due diligence on the U.S. ASF, it will then send the ASF the proposed Representative Agreement for review and signature by the ASF. In general, Textron Aviation is not willing to individually negotiate the terms of the Agreement with the ASF.

#### **Signage and Advertisement**

The Textron Aviation brand name included in the ASF's appointment must be displayed prominently at the ASF's facility to identify the facility as an Authorized Service Facility. The ASF may only display the Textron Aviation brand(s) that are specifically included in the ASF's appointment. For, example, an ASF who is appointed as a Beechcraft ASF is not allowed to display or use the Cessna brand name. Likewise, an ASF appointed by its Agreement to service Cessna products is not allowed to display or advertise that they are authorized to work on Beechcraft products.

Display of the Cessna Aircraft Company and/or Beechcraft logo by the ASF should be separate from any displays of the facility name, or the name of the ASF to preserve the independent corporate identity of the facility.

Advertising and other promotional material produced and distributed by the ASF may include only Beechcraft or Cessna Aircraft Company logos that are included in the ASF appointment. ASF's are reminded that it is never appropriate to use the "Cessna," "Beechcraft", "McCauley" or any other Textron Aviation trademark in the ASF's corporate name, business name or internet domain name. Any use of the brand logo in advertising must be pre-approved by Global Advertising and Brand Management Manager at Textron Aviation.





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Once approved, ASFs are encouraged to fully utilize the logo on the items below as long as their Service Facility Agreement remains in effect.

- Stationary
- Administrative Forms
- Advertising
- Facilities
- Vehicles
- Apparel

The ASF, once the Agreement is in place, is authorized to purchase, install, display and maintain approved signage relating to the Textron Aviation brand appointment. Textron Aviation does not sell signs or specify a specific vendor of signs that the ASF is required to use.

The ASF's sign may be mounted on either a building or a pole and the size may be adjusted appropriately in accordance to the local facility size and local requirements. The signage will include the ASF name and the Textron Aviation brand logo and will be illuminated so that it will be visible at night. The signage formats include provision for wall mounting (single face) and side mounting (double face), in addition to the traditional freestanding center pole format. Custom interior signage may be used in customer reception areas. It is the responsibility of the ASF to obtain any necessary permits or approvals that may be required to erect and display signage at the ASF's facility. Each ASF is responsible for purchase, installation, maintenance and repairs necessary for the signage. In the event the ASF Agreement is allowed to expire, or is terminated the ASF will remove all signage that identifies an affiliation with the Textron Aviation brand immediately.

Textron Aviation has very strict rules relating to the use of the Textron brands, logos, signs, images, and marketing materials. The ASF may be scored on the appropriate use of the brands and trademarks. Textron Aviation's brand standards help shape brand advocacy and maintain consistency between the various ASFs. For more details and specifics please consult the Textron Aviation Global Branding and Advertising Manager at Textron Aviation.

#### **ASF Certificate to NEW SERVICE FACILITY**

With the appointment of a new ASF, a Certificate will be supplied to the facility. This Certificate is designed for hanging inside the ASF such as in a flight lounge or aircraft display room, and should be prominently displayed.

#### **NAME CHANGES**

In the event that a Service Facility changes its firm or company name, Textron Aviation will supply a new plaque for the facility. Please notify your local Field Service Engineer

#### **TERMINATIONS**

Upon termination or expiration of the ASF's Agreement with Textron Aviation, the ASF is required to remove the plaque as governed by the Agreement.

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### Hangar Requirements

This section lists the minimum functional and quality standards expected to be provided and maintained by the ASF. The hangar size is at the discretion of the ASF, but must be well maintained, clean, organized and presentable to Textron Aviation customers. Dirty, cluttered and poorly maintained facilities erode customer confidence in the ASF's ability to perform quality maintenance and reflect poorly on both the ASF and Textron Aviation.

Hangar space needs to be sufficient to house the authorized model aircrafts during service. Sufficient work areas need to be maintained around each aircraft to facilitate movement of maintenance equipment and other aircraft so as to avoid compromising the safety and integrity the ASF's employees and the aircraft being serviced. Specialized support shops such as engine, avionics and sheet metal need to be provided or be available as required to support the hangar operation. Fire protection, access and egress must conform to the local regulations and must be appropriate for the area and the type operation being performed. In the event the local requirements are deemed to be inadequate, Textron Aviation may require the ASF to meet U.S. or European requirements relating to fire, health, safety and environmental issues.

### Appearance:

The need for proper facility appearance is obvious. It is, however, included in this Manual to emphasize the importance of satisfying the standards of an ASF. The facility should meet the following criteria:

#### a) Hangar

- Exterior and interior paint in good condition.
- Floor clean and paint (if applied) in good condition.
- Doors in good operating condition.
- Windows clean.
- Fire extinguisher locations well marked and accessible. Service records relating fire extinguishers will be available for inspection.
- Well lighted.

#### b) Parts, Tools, and Equipment

- Parts bins clean and orderly.
- No empty cartons or paper in bin area.
- Bins properly identified.
- Equipment/tools clean, with specific storage locations identified.
- Certification and calibration records of equipment and tool records.

c) Lounge, flight planning, restrooms and food dispensing areas should be kept clean, orderly, attractive, and customer ready at all times.

d) Ramp areas shall be kept well lighted, clean and free from debris, particularly those items which could cause damage to aircraft, tires, or engines.

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c) Exterior areas around the buildings shall be well lighted, neat, and clear of debris.

**Lounge and Flight Services**

A suitable area should be provided, separate from the lounge, for service discussions between the customer and ASF personnel.

The customer must have convenient access to facility location to obtain weather information and flight planning tools.

All ASF facilities must comply with the local Federal, State and Local regulations, including any regulations applicable to providing access for the handicapped.

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### Spares and Tool Storage

The ASF's inventories of spare parts need to be stored in lockable secured area that is not openly accessible from the open areas of the hangar. Inventory storage will be appropriate for purposes of preserving the condition of the spare parts. Spare parts will not be exposed to rain, dust, sand or environmental conditions that may degrade the quality of the parts. Spare Parts need to be protected from dust, excess humidity, excess heat, and deterioration by exposure to direct sun.

All parts will be stored on shelving units that are rated to support the weight of the parts. Small parts will be stored in suitably constructed and labeled bins. Serviceable stock and non-serviceable items including any used parts, damaged items, items whose service life has expired will be stored separately. Unserviceable or non-serviceable items will be suitably secured in a locked area until disposed of in such a way that the non-serviceable items cannot be accessed by unauthorized personnel.

Special tools need to be suitably stored or board mounted, calibrated as required, identified with correct tool/part number and their use controlled to ensure availability when needed.

All other servicing equipment including jacks, ladders, tugs, power carts, and all similar equipment should be properly maintained, serviced as required and stored in a neat and functional manner.

### Taxiway and Ramps

Hangar access should be provided by taxiways and ramps in suitable size, length and strength, and maintained in accordance with the appropriate local regulations.

Ramp space should be readily available to service transient aircraft and for parking of aircraft. The ramp should permit reasonable ground maneuvering of aircraft without undue danger of damage. Hard surface ramp space, with suitable tie down provisions, and weight capacity must be provided for overnight parking.



## SECTION 3: Authorized Service Center Audit

### Authorized Service Facility Audit

Each Textron Aviation Authorized Service Facility (ASF) must meet a minimum standard of technical competency, which is essential in providing owners and operators of Textron Aviation products with the very best in maintenance, engineering and support. Participants in the ASF Program will be subject to an initial evaluation prior to appointment, and subsequent periodic reviews by Textron Aviation to ensure initial and continuing compliance with the requirements of the Authorized Service Facility Program. This is to ensure full compliance with the conditions of appointment, and to promote continuous quality improvements to maintain the high level of integrity and quality that Textron Aviation expects of the Authorized Service Facility Program. The major points of these reviews will include status of technical publications, personnel training, ground support equipment, spares inventories, facility condition, regulatory approval, and consistent customer satisfaction. In order to ensure that a minimum criterion is met, Textron Aviation has established the On-site Service Facility Audit procedure for the purpose of evaluating Service Facilities. The audit procedures are outlined below, and the ASF requirements are detailed in the audit forms.

### On-site Service Facility Audit

All current ASFs and prospective maintenance facilities are required to participate in On-site Service Facility audits. These processes determine if the facility has the necessary trained personnel, regulatory approvals, tools and equipment to carry out the specified work referenced in the Customer Support Agreement and detailed in this Textron Aviation Global Service Policy Information and Procedures Manual.

Additionally, an ASF may be subject to an On-site Service Facility Audit Update by Textron Aviation during routine facility visits. These Audit Updates will review sections of any prior Onsite Service Facility Audit and may review new areas for purposes of documenting the ASF's continued compliance in meeting Textron Aviation's Authorized Service Facility Program requirements. The audits may include "self-audits" completed by the Authorized Service Facility, but will still be subject to the review and audit by Textron Aviation personnel. Of particular importance will be any information about improvements undertaken by the ASF to enhance its service and support for aircraft owners and operators.

The results of any audit will be made available to the ASF. Any deficiencies and areas that require improvement will be identified by the Auditor for corrective action. ASFs are expected to take the necessary actions needed to bring their facility into full compliance with the requirements of the Authorized Service Facility Program within a reasonable period of time following the Audit. The ASF is required to issue a written response identifying the root cause and corrective action to be implemented on resolution of any deficiency findings.



Given the importance of providing consistent, best quality maintenance, service and product support, Textron Aviation may withhold or deny appointment of an ASF as a result of an Onsite Service Facility Audit that uncovers deficiencies in the ASF's facility, personnel, tools or documentation. At Textron Aviation's discretion, the service facility may be granted further consideration for appointment once the ASF can demonstrate that any deficiencies have been adequately corrected.

The On-site Service Facility audit will focus on key elements that embody the requirements for an ASF to provide excellent customer service. The audit may review the ASF in connection with the following categories:

1. General information related to facilities, services, and location
  - a. Availability of contact information.
  - b. Hours of operation.
  - c. Facilities and amenities for guests.
  - d. Cleanliness and attractiveness of the facilities available to Textron Aircraft owners and operators.
  - e. Affiliations and certifications that may enhance the services that ASF is able to provide (for example: additional model authorizations, limited line service to full service authorizations, etc.).
2. Key personnel names, contact information, and areas of responsibility are kept up to date. Applicable certifications and training are on file and properly recorded. The ASF is reminded that Textron Aviation needs to be notified of personnel changes that are critical to the ASF's ability to service the aircraft that are part of the authorization.
3. Facility information:
  - a. Overall facility specifications including but not limited to the size of the facility (sq ft/meters), hangar floor space (sq ft/meters), ramp area (sq ft/meters), hangar door width, and ramp area (sq ft/meters).
  - b. Hangar space is required to house aircraft during service with sufficient work areas around the each aircraft to facilitate the movement of maintenance equipment.
  - c. Facilities need to include suitable areas for passengers, pilots, and office areas.
  - d. Fire protection shall conform to the safety code and the local laws applicable to the area and the type of operations being performed.
  - e. Facility signage must adhere to the rules set forth by Textron Aviation related to the use of Textron brands, logos, signs and product images. Please consult the Textron Aviation Global Branding and Advertising Manager at Textron Aviation for the latest information related to signage and branding.
4. Maintenance approvals are required to be up to date with the audit and should include a list of the following:
  - a. Specifications of the local Airworthiness Authority.
  - b. A listing of all the ratings and certifications held by the ASF as well as any approvals relating to Textron Aviation brand aircraft.
  - c. A listing of other non-Textron Aviation aircraft ratings, certifications and approvals.



- d. A listing of any engine work approvals.
  - e. A listing of avionics approvals and capabilities.
  - f. Proper display of a current ASF plaque.
5. The ASF will demonstrate the availability of the required tools and ground support equipment to support the models they are rated or authorized to service. The audit related to required tools and shop equipment may include:
    - a. A current inventory of the required tools and ground support equipment.
    - b. Tooling and ground support equipment must be controlled or issued to ensure it is in a repaired and operable condition.
    - c. There must be adequate procedures in place to ensure that the tools and test equipment are within their calibration requirements, and that filters, inventory items and safety equipment are within their expiration date or service life.
    - d. Calibrations must be traceable to a recognized national standard.
  6. Appropriate spare parts inventory and controls must be in place.
    - a. A parts inventory control system is in place and there is an area dedicated to parts stock, which includes environmental controls for applicable parts.
    - b. A separate locked or otherwise controlled area for any non-conforming parts or assemblies.
  7. Appropriate technical publications are available, current, accessible, and subscriptions are in place.
    - a. Computers and handheld devices and software must meet the requirements established for access to online Textron Aviation publications.
  8. The ASF must have a quality manual that is in accordance with an aviation standard recognized by the industry. The quality manual must include the following:
    - a. A system to audit part suppliers and/or external repair stations.
    - b. Quality inspections of goods received, work in progress, and final inspection.
    - c. Controls established for identification and handling of serviceable and unserviceable or non-conforming parts.
  9. Technical training requirements must be met for each model included in the ASF's authorization as described in the technical training section of this manual. Training audits may include the following:
    - a. Identifying the maintenance personnel along with their licenses and approvals.
    - b. Review or proof of training certificates.
  10. Any additional element deemed to be important by Textron Aviation.

A full On-site Service Facility Audit may be initiated by Textron Aviation at any time to ensure that the ASF is performing to the level expected. The results and conclusions of these audits will be made available to the ASF and will be discussed as necessary. Each ASF is expected to take the necessary actions to bring their facility into full compliance with the requirements of the Authorized

Service Facility Program within a reasonable period of time. Failure to do so may result in the termination or non-renewal of the authorization in accordance with the provisions of Textron Aviation's standard Agreement.

Beechcraft



Hawker

TEXTRON AVIATION

## SECTION 4: Spare Parts

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Beechcraft



Hawker

TEXTRON AVIATION

## Overview

Textron Aviation has appointed the Authorized Service Facility ("ASF") to provide a convenient location for the owners and operators of Textron Aviation Aircraft to obtain service and support in accordance with the terms and conditions of any applicable Customer Support Agreement.

Textron Aviation and the ASF have a mutual interest in maintaining the goodwill of the owners and operators. In order to maintain this goodwill, it is desirable that each ASF provide prompt, quality service at a reasonable cost. Textron Aviation relies upon its ASF's experience, judgment, resources and reputation to maintain the integrity and reliability of Textron Aviation's products by providing prompt, courteous and efficient service to aircraft owners and operators.

Textron Aviation Parts Distribution (TAPD) is the distributor of quality parts, manufactured by Textron Aviation and other suppliers, which are designed to be used or installed in Cessna, Hawker and Beechcraft products. Each ASF will maintain sufficient stock of parts to satisfy reasonable requirements of the aircraft models in the market it services. In exchange for the ASF providing exceptional service to Textron Aviation customers, TAPD provides discounts for spare parts.



## Responsibilities

Each ASF will stock the inventory needed to service the Aircraft models included in the Textron Aviation appointment. See the ASF Representative Agreement for additional obligations and responsibilities relating the ASF appointment.

## Restrictions on Sales

Each ASF is responsible for ensuring that each sale of parts and services is in compliance with the U.S. and international laws and regulations restricting the sale of parts and services to some countries and end-users. For example, each ASF has agreed as part of its appointment not to sell, consign or deliver, nor offer or attempt to sell, consign or deliver, any Textron Aviation parts, or provide technology or assistance in maintaining or repairing any Textron Aviation aircraft to any country or to any customer where the sale, consignment or delivery is prohibited by the laws or regulations of the Government of the United States of America. Likewise, each international ASF is responsible for complying with its local laws and regulations.

Textron Aviation through its subsidiary TAPD, has the right to directly provide Spare parts to its customers. In the event Textron Aviation sells spare parts or provides services directly to the customer, Textron Aviation and TAPD will have no obligation or liability to pay any commission, discount, margin or other compensation to the ASF as a result of the sale.

## Marketing Programs and Public Relations

The ASF will actively participate in the promotional, merchandising and advertising programs developed by TAPD for the sale of Textron Aviation Parts.

The ASF and its officers, agents, representatives and employees will not utilize, expose or disseminate any performance data or information relative to Textron Aviation spare parts other than the data and information that TAPD will provide to the ASF.



## Marketing Coordination

It is recognized by the ASF and TAPD that coordination and cooperation are necessary in order to accomplish the objectives of improved marketing conditions and the increased sale of Textron Aviation Parts. The ASF will endeavor to fully cooperate with TAPD in order to accomplish these goals.

TAPD may audit the ASF to ensure that Textron Aviation Parts are being adequately stocked by the ASF. The ASF will allow representatives of TAPD to inspect and evaluate the ASF's business facilities, books, records, inventory and personnel during regular business hours. In addition, each ASF will provide Textron Aviation with access to the ASF's inventory records (whether by computer data link or other means) for purposes of allowing TAPD to timely locate specific Textron Aviation Parts which may be available for purchase in the Service Facility's inventory.

TAPD may circulate marketing surveys or request assistance from the ASF to gather other information that TAPD deems necessary in order to maximize customer satisfaction with Textron Aviation products and services. .

## Pricing and Payments

The terms of pricing and discounts set forth in this PIPM may be changed by TAPD without advance notice and without incurring any liability on the part of TAPD.

Failure to maintain an account within stated terms may result in revocation of open account privileges and/or loss of any discount or incentive or adoption of such other measures as are deemed appropriate by Textron Aviation. The purchase price of any part, any and all taxes imposed by any taxing authority arising from the sale, delivery or use of such part and for which TAPD may be held responsible for collection or payment either on its own behalf or that of the ASF, will be paid by the Service Facility to TAPD upon notice from TAPD that such payment is due. Where ever applicable, taxes will be for the account of the ASF and may be added to the invoice.

## Inventory Requirements

ASF in existence for longer than twenty-four months shall maintain inventory in accordance with local usage history. Based on the usage history, the ASF will stock rotatable components, single use components, class III hardware, and other items which have been sold three times or more in the prior twelve-month period.

Newly appointed Authorized Service Facilities (i.e. those with less than twenty-four months experience with Textron Aviation) will be audited against the Minimum Spares List, listed in the Appendices for each model of aircraft that is part of their appointment.



#### TEXTRON AVIATION

Newly appointed ASF must comply with the requirements of the Minimum Spares List listed in the Appendices. At the end of each twelve-month period during the first 24 months of operation, any part listed in Minimum Spares List which was purchased by the ASF from TAPD, and which has not been sold at least once since the original purchase date, may be returned to TAPD in exchange for parts of equal value..

Textron Aviation requires the ASF (more than twenty-four months) to stock and maintain an inventory of those parts for which the ASF has had three (3) transactions in the preceding twelve (12) calendar months. If requested, the ASF will provide TAPD with a list of all part numbers the ASF is purchasing from sources other than TAPD.

In the interest of assuring the safe and efficient operation of Textron Aviation aircraft as well as the preservation of type certificate integrity, the ASF shall supply or use parts approved by Textron Aviation. The ASF will never supply, sell, offer for sale or use in the repair of a Textron Aviation Aircraft any part represented to be a Textron Aviation approved part when it is not, in fact, a Textron Aviation approved part. No part will be deemed to be fully equivalent in quality and fitness for such use unless Textron Aviation has so certified in writing.

### Orders and Deliveries

It is expected that the ASF rate of usage of the TAPD Service Network (electronic)/e-commerce site be **90 percent** or higher. Failure to meet this requirement may result in the loss or reduction of the Service Facility's discount. On a case-by-case basis, exemptions to this requirement will be granted upon verification of internet infrastructure difficulties which prevent reliable connectivity.

All orders placed with TAPD will be subject to TAPD general terms and conditions and the ASF Agreement.

### Order Approval

All orders are subject to credit approval by Textron Aviation and are only considered accepted when confirmed in writing or when shipment is made. An acknowledgment of receipt of an order is not an acceptance.



## Trade Discounts, Pricing and Rebates

Upon the Service Facility providing the highest level of service to our mutual customer, TAPD will provide certain parts discounts and rebate opportunities under this Program.

Rebates: Authorized Service Facilities are eligible for two rebate opportunities:

A rebate of up to 5 percent is calculated upon completion of each quarter. The Total Net Sale Rebate and Total Aftermarket Rebate is based upon year over year growth. The resulting rebate value is paid against proprietary sales.

*This percentage is calculated as follows:*

### 2015 Textron Aviation Purchase Incentive Program

*Paid against proprietary sales*

<b>Total Net Sales - % YoY Increase</b>	<b>Rebate</b>
10%	1%
20%	2%
30%	3%

<b>Total Aftermarket Sales - % YoY Increase</b>	<b>Rebate</b>
10%	1%
20%	2%

\* Aftermarket Rebate is not contingent on Total Sale Rebate

\* Excludes engine sales

Any rebate value earned by an ASF will be paid in the form of a non-refundable credit to the ASF. The parts prices will be those that are in effect at the time of shipment. All prices are subject to change without prior notice.

## Order Types

Aircraft-on-ground

E-Business

Beechcraft



Hawker

TEXTRON AVIATION

## Aircraft-on-ground

Definition: An AOG order is defined as a part that is prohibiting the aircraft from being returned to service or prohibiting the aircraft from accomplishing its required mission.

## E-Commerce

Definition: orders entered into the Textron Aviation website

1. Orders entered for "next-day" or "two-day" service will be considered Hot orders.
2. Orders entered for "three-day" service will be considered CS Orders (non-rush)
3. Orders entered for "ground" service will be considered Stocking Orders

*Free ground shipping (inside the U.S.): Domestic orders over \$250 in value will be shipped free freight by TAPD via ground transportation (carrier will be determined by TAPD). The order must be entered into the TAPD Service Network by the Service Facility. All Hazmat, items over 108 inches in length, and orders over 150 pounds dimensional weight are not eligible for free freight.*

*Free shipping (outside the U.S.): N/A*

## Drop Ship Orders

Definition: An order that is shipped directly to a location other than a facility owned by the sold to party.

Domestic customers can drop ship within the U.S. International customers can drop ship if shipping within their own country. International customers can drop ship outside their own country if shipping to another company owned address. A drop ship fee of 10% with a minimum of \$50 and a maximum of \$500 will be applied. Drop ship fees apply to proprietary parts only. Consumable parts, such as tires, O-rings, filters, etc. will not incur a drop ship fee.

Freight expense will be the responsibility of the sold to party. Shipments will be prepared without regard to consolidation requests.



## TAPD Overhaul and Repair Service

The TAPD Overhaul and Repair Services team established rotatable parts pools to support Warranty, Support Plus, and ProAdvantage programs. These programs assist customers managing the direct operating costs of their aircraft.

Parts supplied in connection with these programs will be accompanied by an Airworthiness Certificate Form 8130 that will identify the part as having been overhauled, repaired, rebuilt or serviceable. The identity and qualifying considerations are used in establishing the condition of the unit as defined below:

- a. Rebuilt (RBL) The disassembly, cleaning, inspection and repair as necessary, reassemble, and testing to the same tolerances and limits as a new part, using either new or used parts that conform to new parts tolerances and limits, or approved over and under size dimensions as established by the holder of the applicable approval under CFR Title 14, Part 21.305.
- b. Overhauled (OVH) The disassembly, cleaning, inspection, repair as needed, reassemble and testing in accordance with approved standards and technical data which have been developed and documented by the holder of the applicable approval under CFR Title 14, Part 21.305.
- c. Repaired (REP) Repairing or replacing parts as necessary to eliminate a specific unserviceable condition, followed by functional testing in accordance with technical data developed by the holder of the applicable approval under CFR Title 14, Part 21.305 sufficient to return the part to service in a condition at least equal in function to its original or properly altered condition with regard to qualities affecting airworthiness.
- d. Serviceable (SRV) Parts that have been inspected, tested, rectified, or modified, followed by functional testing in accordance with technical data developed by the holder of the applicable approval under CFR Title 14, Part 21.305.

TAPD Rental parts may be provided for temporary use to the customer for a one time installation on an aircraft while the customer's unit has been coordinated for repair through TAPD. All rentals are offered with a minimum one month rental charge plus recertification charges if applicable. Additional Rental charges and/or penalty charges may apply if Rental units are held 15 days past the availability of the customer's part.

A limited number of tools are available for rent and are also subject to additional charges if held for extended period of time.

Beechcraft



Hawker

TEXTRON AVIATION

## Core Return Requirements

- (1) A copy of the Textron Aviation completed claim form must be attached to the returned core.
- (2) Cores must be returned with a completed service data tag documented by a licensed mechanic or authorized repair station.
- (3) Cores should be carefully repackaged to preclude shipping damage, and the original packing material/methods supplied should be reused when possible.
- (4) Cores must be returned to Textron Aviation, unless otherwise directed by Textron Aviation, within 30 days for US domestic orders or 45 days for international orders, calculated from the date of shipment.
- (5) Textron Aviation reserves the right to reject and return cores at customer expense and not issue core credit or reduced core credit for cores that are Beyond Economic Repair ("BER"), have incomplete data tags, have been disassembled, are not like for like part number or if the core returned exceeds normal run out condition and is going to incur charges over and above the standard overhaul. Textron Aviation will notify the ASF customer within 60 days from receipt of the core of any if any over and above back charges relating to core quality.
- (6) Failure to comply with the core return requirements may delay, reduce or forfeit core credit issuance.





## Parts Returns

Customers authorized to purchase parts direct from Textron Aviation may be eligible to return parts ordered in error. The following criteria must be met to return a mis-ordered part:

- (1) All returns must have prior approval.
  - (a) For new part returns, requests to return components must be made within 30 days from date of shipment, for Hawker or Beech customers, via the WEB based "Create New Part Return" form found on [www.Beechcraft.com](http://www.Beechcraft.com), or for Cessna customers, by contacting the Cessna Sales Desk at [dirop@txtav.com](mailto:dirop@txtav.com) (Domestic) or [iasf@txtav.com](mailto:iasf@txtav.com) (International)
  - (b) For warranty returns, requests to return components must be made within 30 days from discovery of defect: (i) for Hawker or Beech customers via the WEB based "Create Warranty Claim" form found on [www.Beechcraft.com](http://www.Beechcraft.com), or (ii) for Cessna customers, submit claims through [www.CPDExpress.com](http://www.CPDExpress.com) or call 1.316.517.4658.
  - (c) For more information or if you have any questions regarding return approval:
    - Beech or Hawker customers should contact a HBP&D Customer Service Representative at 888.727.4344 (US/Domestic) 316.676.3100 (International) or fax to 316.676.3222 (US/Domestic) 316.676.3327 (International)
    - Cessna customers should contact the Cessna Sales Desk for an ARG at 800.835.4000 (US/Domestic) or 316.517.5606 (International).
- (2) Parts must be returned with all freight and custom charges prepaid by the ASF. A copy of the Return Authorization form provided by Textron Aviation must be included in the shipment in addition to any other required shipping documents.
- (3) The Original Airworthiness Certificate (8130) furnished with the part being returned in the original shipment must accompany the part.
- (4) The parts must not have been installed on an aircraft or damaged, and in the opinion of Textron Aviation must be in the same condition as when they were sold by Textron Aviation.
- (5) The original packing material/methods should be reused when possible.
- (6) Returns must be properly cased, plugged or capped as appropriate and be suitably protected for shipment with packing, shock mounts, shipping flanges or other protective measures so that they arrive at Textron Aviation in good condition. Improper packing may be cause for rejection of credit. All rotatable returns must have all original supplier paperwork. Statically sealed items must be returned unopened.

Beechcraft



Hawker

TEXTRON AVIATION

(7) All returned parts are subject to restocking charges of 20% of the invoiced price of the item (\$50.00 minimum/\$500.00 maximum). Any required recertification prior to restocking and/or items which must be added to part will be charged to the customer.

(8) If the return is the result of a Textron Aviation error, all Textron invoiced costs will be credited including freight.

(9) Claims to the freight carrier for carton damage should be submitted upon receipt for carton damage within ten (10) days from invoice date.

#### **International Customer Returns (ARG or Core)**

All return parts shipments from an International Distributor or Service Station (located outside of the United States) are cleared through United States Customs at the time of importation.

There are procedural and documentation requirements, which must be accomplished by the Distributor or Service Station prior to the return of each shipment. These requirements are detailed below. When followed closely they aid in prompt entry of shipments into the United States with minimum cost to the Distributor or Service Station.

Guidelines are as follows:

Commercial Invoice: See Section 12. Export Compliance

All correspondence regarding proper methods or returning parts should be directed to the Compliance Supervisor at 316-831-4916 or e-mail [PropCustomsCompliance@cessna.textron.com](mailto:PropCustomsCompliance@cessna.textron.com).

EXAMPLE COMMERCIAL INVOICE

From: CESSNA SERVICE STATION  
AEROPUERTO INTERNACIONAL  
HANGAR 10 - 98765  
MADRID, SPAIN

1 Invoice Number: CES123987  
Invoice Date: 8/10/06  
Ship Date: 8/10/06  
2 Carrier: DHL  
Waybill Number: 1234567890

3 Ship To: CESSNA PARTS DISTRIBUTION (DEPT. 766)  
5800 E. PAWNEE  
WICHITA, KS 67218

Item	Part Number	Description	Serial #	Country of Origin	Claim Number	Qty	Unit Price	Extend U.S. \$
1	C668004-0102	MONITOR		US	200045678	2	\$2,863.00	\$5,726.00
2	A8150B	FUEL PUMP		US	200045678	1	\$300.00	\$300.00
3	4140-00-15	FUEL PUMP		US	200045678	1	\$430.50	\$430.50
4	50-2799-1	POWER SUPPLY		US	200045678	1	\$1,700.00	\$1,700.00

12 Total Declared Value for Customs Purposes Only \$8,156.50 11

Comments: ALL LINES RETURNED FOR CORE CLAIM

13 FOREIGN SHIPPER'S DECLARATION

I, JANE DOE, DECLARE THAT TO THE BEST OF MY KNOWLEDGE AND BELIEF THE ARTICLES HEREIN SPECIFIED ARE FROM THE COUNTRIES OF ORIGIN LISTED ABOVE IN THE COUNTRY OF ORIGIN COLUMN AND THEY ARE RETURNED WITHOUT HAVING BEEN ADVANCED IN VALUE OR IMPROVED IN CONDITION BY ANY PROCESS OF MANUFACTURE OR OTHER MEANS.

SIGNATURE: Jane Doe DATE: 8/10/06



TEXTRON AVIATION

EXAMPLE FedEx Expanded Service International Air Waybill

**FedEx Express** Expanded Service International Air Waybill  
For FedEx services worldwide including Express Freight Services, Dangerous Goods, Broker Select, and Letter of Credit

**1 From** Please print and print name  
Date: MM/DD/YY Sender's FedEx Account Number

Sender's Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_  
Country: \_\_\_\_\_ ZIP Postal Code: \_\_\_\_\_

**To**  
Recipient's Name: COMPLIANCE MANAGER Phone: 3168334936  
Company: CESSNA PARTS DISTRIBUTION (DEPT. 766)  
Address: 5800 E PAWNEE Dup./Kiln  
Address: \_\_\_\_\_  
City: WICHITA State: KS  
Country: US ZIP Postal Code: 67218

Recipient's Tax ID number for Customs purposes  
e.g. 001890400000000 or as locally required

**3 Shipment Information**

Commodity Description	Quantity	Unit	Weight	Dimensions	Value for Customs
REGISTERED				L / W / H	50218338
COMPLETE IN ENGLISH					

**4a Express Package Service** Packages up to 150 lbs./68 kg  
 FedEx Int. Priority  FedEx Int. First  
   FedEx Int. Economy  
**4b Express Freight Service** Packages over 150 lbs./68 kg  
 FedEx Int. Priority Freight  FedEx Int. Economy Freight  
**5 Packaging**  
 FedEx Envelope  FedEx Pail  FedEx Box  FedEx Tube  
 Other  FedEx 10kg Box\*  FedEx 25kg Box\*  
**6a Special Handling**  
 HOLD at FedEx Location  SATURDAY Delivery  
**6b Broker Selection**  
 Broker's Name: F H KAYSING CO  
 City/State/Province/Postal: WICHITA KS  
 ZIP/Postal Code: 67218 Phone: 3167218980  
**7a Payment** Bill responsibility charges to:  
 Sender  Recipient  Party  Credit Card  Cash  
**7b Payment** Bill advice and status to:  
 Sender  Recipient  Third Party  
**8 Your Internal Billing Reference**  
**9 Required Signature**  
 Sender's Signature: \_\_\_\_\_  
 FedEx Center Receipt: \_\_\_\_\_ Date: \_\_\_\_\_

Sender's Copy

*The World On Time.*

Not all services and options are available to all destinations.

**4a Express Package Service** Packages up to 150 lbs./68 kg  
 FedEx Int. Priority  FedEx Int. First  
   FedEx Int. Economy  
**4b Express Freight Service** Packages over 150 lbs./68 kg  
 FedEx Int. Priority Freight  FedEx Int. Economy Freight  
**5 Packaging**  
 FedEx Envelope  FedEx Pail  FedEx Box  FedEx Tube  
 Other  FedEx 10kg Box\*  FedEx 25kg Box\*  
**6a Special Handling**  
 HOLD at FedEx Location  SATURDAY Delivery  
**6b Broker Selection**  
 Broker's Name: F H KAYSING CO  
 City/State/Province/Postal: WICHITA KS  
 ZIP/Postal Code: 67218 Phone: 3167218980  
**7a Payment** Bill responsibility charges to:  
 Sender  Recipient  Party  Credit Card  Cash  
**7b Payment** Bill advice and status to:  
 Sender  Recipient  Third Party  
**8 Your Internal Billing Reference**  
**9 Required Signature**  
 Sender's Signature: \_\_\_\_\_  
 FedEx Center Receipt: \_\_\_\_\_ Date: \_\_\_\_\_

Try online shipping at [fedex.com](http://fedex.com)

FedEx Tracking Number: 8521 8128 6338 S/N: 0425  
**501** PART 106111 • Rev. Sept. 2002 ©1996-2002 FedEx • PRINTED IN U.S.A.



## Inventory Visibility

The ASF will provide a daily listing of stock on hand inventory through a TAPD identified process. The communication of this inventory holding will provide:

- TAPD with awareness of inventory available to support unrelated customers in the event of an AOG and best potential solution using ASFs inventory.
- Inventory long held by the ASF or not qualified to be returned to TAPD could be leveraged to support a Hawker Beechcraft or Cessna operator.
- Communication may come direct from another ASF or retail customer.
- Reduced time/effort to audit SOH inventory during annual reviews.
- Potential for increased communication from TAPD on superseded and/or obsolete inventory.

## Appendix

### *TAPD General Terms and Conditions*

The following terms and conditions shall govern purchases of spare parts, ground support equipment, services of repair and overhaul, repair kits, reports, data, specifications, etc. for the Aircraft (collectively, "Aircraft Support Items") from Cessna, Hawker Beechcraft Parts & Distribution (TAPD) a Kansas Limited Liability Company, and shall be incorporated into any Purchase Order(s) issued to TAPD by CUSTOMER for Aircraft Support Items. The placement of an order by CUSTOMER shall constitute acceptance by CUSTOMER of these terms and conditions. Any terms or conditions proposed by CUSTOMER inconsistent with or in addition to these terms and conditions shall be void and of no effect, unless specifically agreed to by TAPD.

### *Taxes*

The prices set forth in individual Purchase Orders issued by CUSTOMER for Aircraft Support Items shall include all federal, state and local taxes imposed by the United States Government, any U.S. state or local government, or any agency, authority or department thereof. Such prices do not include any taxes, import duties or similar fees which may be levied or imposed upon the Aircraft Support Items or this Agreement or transaction by any other country, state, local or equivalent government, or any agency, authority or department thereof. Any such taxes, import duties or similar fees levied or imposed by any other government or any agency or department thereof shall be the sole responsibility of CUSTOMER. Therefore, any such taxes, import duties or similar fees



TEXTRON AVIATION

will be added to the price of the Aircraft Support Items unless CUSTOMER provides TAPD with an appropriate exemption certificate. CUSTOMER agrees to indemnify and hold TAPD harmless from and against the payment or imposition of any such taxes, import duties or similar fees.

### *Delivery*

Delivery terms shall be EX Works, TAPD warehouse. Partial and immediate delivery of Aircraft Support Items shall be permitted at TAPD sole discretion. Title and risk of loss with respect to Aircraft Support Items shall pass to CUSTOMER upon delivery at TAPD warehouse, of said Aircraft Support Items to CUSTOMER or upon delivery to the shipping carrier. When an order is for two or more items TAPD may, at its discretion, ship either in lots or in a single shipment.

### *Delivery Delays*

Delivery and shipping dates are estimates. Under no circumstances will TAPD be liable for any delay or failure in the delivery of Aircraft Support Items, or for any damages suffered by CUSTOMER by reason of such delay or failure, when the delay or failure is directly or indirectly caused by or in any manner arises from acts of God; acts of public enemies, the elements; fires; floods; accidents; riots; wars; actions or inactions of government; acts of terrorism; labor difficulties; inability to secure, delay in securing or shortages of raw materials, labor, fuel, power or transportation, delay or failure of any supplier; breakdown or destruction of plant or equipment arising from any cause whatsoever; or any other cause or causes (whether or not similar in nature to any of those specified) beyond TAPD reasonable control. In no event will TAPD be liable for any consequential damages, incidental damages, damages for loss of use or damages for loss of profits for any delay or failure in delivery regardless of the reason.

### *Prices and Payment*

Prices are subject to change without notice. All orders are accepted subject to the TAPD price in effect at time of order. Payment is due immediately upon receipt of a Pre-Pay Invoice or by due date shown on the TAPD invoice. In no event shall CUSTOMER set off any payment due with any claim TAPD owes CUSTOMER, whether related to this purchase or any other transaction. CUSTOMER payments shall be made by either check or inter-bank wire transfer directly to the TAPD bank account, as shown on the pro forma billing or the TAPD invoice. If any payment due to TAPD from CUSTOMER is delayed by more than sixty (60) calendar days beyond the date of invoice, then the balance due is subject to interest at a rate 1.25 times the monthly prime interest rate charged by Bank of America of New York, New York, during the period of time such payments remain unpaid. CUSTOMER grants, with respect to the Aircraft Support Items delivered to CUSTOMER, a purchase money security interest and in all accession and proceeds thereof. This purchase money security interest shall be effective until CUSTOMER has made payment in full.

Beechcraft



Hawker

TEXTRON AVIATION

### *Changes*

TAPD shall have the right, without the consent of CUSTOMER, to make changes in the Aircraft Support Items and to substitute equivalent equipment, accessories or material where such changes or substitutions are deemed necessary by TAPD provided that such changes or substitutions shall not adversely affect the price, time of delivery or performance of the Aircraft Support Items, nor significantly affect its design, performance, weight or balance; and provided further that, in the event such changes or substitutions are for any reason not accepted by CUSTOMER shall be permitted to return the changed or substitution equipment, accessories or material to TAPD and receive a full credit against its purchase of them provided that the changed or substitution equipment, accessories or material has not been installed on any aircraft, in which event any right of repair or return shall be governed by the TAPD Limited Warranty described below. TAPD will advise CUSTOMER of any changes to Aircraft Support Items ordered by CUSTOMER and will provide the reasons for such change. TAPD will notify CUSTOMER of any such changes and the reasons therefore as soon as reasonably possible and will endeavor to do so prior to delivery of the items to CUSTOMER. TAPD notice to CUSTOMER may be provided by U.S. mail, facsimile, telephone or by e-mail.

### *Paperwork Provided*

TAPD does not supply manufacturer's certifications for Aircraft Support Items. Lot or batch numbers are not provided unless the Aircraft Support Item is a color or serialized part.

Beechcraft



Hawker

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### *Entire Agreement*

These terms and conditions and the purchase order to which they are attached represent the entire agreement between TAPD and CUSTOMER with respect to this subject matter and supersedes all prior oral and written understandings and agreements of the parties.

### *Amendments*

Any extensions, amendments, modifications or supplements to these terms and conditions and/or the purchase order to which they are attached must be accomplished in writing by TAPD and CUSTOMER.

### *Confidentiality*

These terms and conditions and the purchase order to which they are attached are strictly confidential between TAPD and CUSTOMER. Except as may be required by law, each party shall use its reasonable commercial efforts to keep these terms and conditions and the purchase order to which they are attached confidential; provided, each party may disclose, without the prior written consent of the other party, to such party's employees, officers, directors, accountants, lawyers, bankers, investors, insurers, shareholders, financiers, agents and consultants.

### *Damages*

**TAPD SHALL NOT BE LIABLE FOR ANY GENERAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY DAMAGES FOR LOSS OF USE, LOSS OF PROFITS OR DIMINUTION OF MARKET VALUE, AND TAPD SHALL NOT BE LIABLE FOR ANY DAMAGES CLAIMED BY THE CUSTOMER OR ANY OTHER PERSON OR ENTITY UPON THE THEORIES OF NEGLIGENCE OR STRICT LIABILITY IN TORT AS A RESULT OF TAPD PERFORMANCE UNDER THESE TERMS AND CONDITIONS AND THE PURCHASE ORDER TO WHICH THEY ARE ATTACHED.**

### *Governing Law*

The laws of the state of Kansas as effective and in force on the date of the Purchase Order to which these terms and conditions are attached shall apply to the sale of the Aircraft Support Items by TAPD to CUSTOMER.

### *Export*

Any subsequent export or re-export of the Aircraft Support Items shall be accomplished in accordance with all applicable U.S. export laws and regulations, including the International Traffic in Arms Regulations or Export Administration Regulations. In connection with and without limiting the general applicability of the foregoing, CUSTOMER shall not export or re-export the Aircraft





Support Items to nationals of prohibited countries or to any non-U.S. Persons (as defined in Section 120.16 of the International Traffic in Arms Regulations) whether in the United States or abroad unless the necessary export licenses have been obtained. In the event CUSTOMER exports the Aircraft Support Items from the United States, TAPD will not be designated the exporter of record. CUSTOMER indemnifies TAPD from and against the consequences of any failure of CUSTOMER to comply with the above stated U.S. export laws and regulations. Diversion of the Aircraft Support Items contrary to U.S. law is strictly prohibited.

### **Textron Aviation Parts Distribution (TAPD) LIMITED WARRANTY**

All TAPD parts are covered by the following LIMITED WARRANTY, which gives Buyer specific legal rights. The law of Kansas applies to this warranty.

#### **A. Textron Aviation Spare Part Limited Warranty:**

(1) Subject to the limitations and conditions below, Textron Aviation provides a Spare Part Warranty for each new and exchange spare part sold by Textron Aviation to be free from defects in material and workmanship; provided, however, that the defect must be discovered and reported within a period of six (6) months from date of installation, and the claim must be filed and part returned to Textron Aviation within thirty (30) days of discovery of the defect.

(2) The entire extent of Textron Aviation's liability shall be limited to repairing or replacing at Textron Aviation's sole discretion, any replacement part or assembly within the 6 month warranty period. The flat rate labor established by Textron Aviation necessary to remove the part from the aircraft and reinstall it will also be covered by this Limited Warranty, provided the work is performed at a properly rated Textron Aviation Authorized Service Facility.

(3) The part to be repaired or replaced must in all instances be returned, shipping prepaid, to Textron Aviation and with a Textron Aviation issued Return Authorization. All import duties, customs brokerage charges, sales tax, use taxes and misc. fees, if any, on such warranty repairs or replacements assemblies or parts are the warranty recipient's sole responsibility. This Spare Part Limited Warranty will apply to any part repaired or replaced by a properly rated Textron Aviation Authorized Service Facility pursuant to this Warranty, provided, however that such warranty for the part repaired or replaced shall be limited to the unexpired portion of the Spare Parts Limited Warranty described in paragraph (1) above, as applicable. In other words, the warranty period of the part repaired or replaced does not re-start from the date of reinstallation.

Beechcraft



Hawker

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**B. Limitations Applicable to Textron Aviation's Spare Part Warranty:**

(1) This Spare Part Warranty shall be void, and Textron Aviation will be relieved of all obligations and liability under this Warranty if:

(a) The alleged defect in the part is caused by misuse, abuse, or negligence on the part of someone other than Textron Aviation, or by corrosion, delamination or accident; or

(b) The alleged defect in the part is the result of normal wear, exposure or maintenance service, that in any way that, in the sole judgment of Textron Aviation, adversely affects the performance, stability or reliability, or found to be free of defects; or

(c) Any Textron Aviation or manufacturer identification mark or name or serial number has been removed; or

(d) The aircraft and/or equipment has not been maintained, operated or stored either in accordance with applicable manuals, communications or other written instructions of Textron Aviation or any manufacturer of the part involved, or in accordance with applicable Federal Aviation Regulations and advisory circulars unless Buyer shows that such maintenance, operation or storage was not a contributory cause of the defect; or

(e) The part has been modified or altered after delivery other than by its manufacturer or in accordance with a modification or alteration scheme approved in writing by its manufacturer. In addition, any part or system of the aircraft affected by a modified or altered part will not be covered by this Warranty; or

(f) The part is used on the aircraft for purposes other than conventional owner/operator usage. Usage not considered conventional owner/operator usage includes, but is not limited to, scheduled airline, shared ownership fleet, government/military or special mission operations and flight/pilot training operations; or

(g) If the alleged defect in or damage to the part was ascertainable by visual inspection upon receipt from Textron Aviation and a claim is not submitted to the Textron Aviation Warranty Department within thirty (30) days from invoice date. This will require end buyer to do a visual inspection of all Textron Aviation parts upon receipt at the ship-to destination.

(2) Textron Aviation shall not be in breach of this Spare Part Limited Warranty solely because a part requires, subsequent to its delivery, some modification or alteration for product improvements or in order to meet a change in the requirements of any applicable Federal Aviation Regulation.

(3) TEXTRON AVIATION HEREBY DISCLAIMS, AND BUYER WAIVES AS TO SELLER AND TEXTRON AVIATION, ALL OTHER WARRANTIES, WHETHER OF MERCHANTABILITY, FITNESS OR OTHERWISE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

(4) THE OBLIGATIONS OF TEXTRON AVIATION SET FORTH HEREIN SHALL BE THE EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY, AND, TO THE SAME EXTENT, NEITHER TEXTRON AVIATION NOR SELLER SHALL BE LIABLE FOR ANY

Beechcraft



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TEXTRON AVIATION

GENERAL, CONSEQUENTIAL, INCIDENTAL, SUBSEQUENT OR COLLATERAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY DAMAGES FOR DIMINUTION OF MARKET VALUE, LOSS OF USE OR LOSS OF PROFITS, OR ANY DAMAGES TO THE AIRPLANE CLAIMED BY THE BUYER OR ANY OTHER PERSON OR ENTITY UPON THE THEORIES OF NEGLIGENCE OR STRICT LIABILITY IN TORT.

(5) ANY ACTION BY BUYER FOR BREACH OF THIS WARRANTY BY EITHER TEXTRON AVIATION OR THE PART SELLER MUST BE COMMENCED WITHIN ONE (1) YEAR AFTER THE CAUSE OF ACTION ACCRUES. THE CAUSE OF ACTION ACCRUES WHEN THE BUYER FIRST LEARNS THAT THE WARRANTY HAS BEEN BREACHED.

**C. Other warranties applicable to certain Cessna Citation aircraft:**

- (1) Honeywell, Collins and Ametek parts have a twelve month warranty, regardless of shelf life; and
- (2) Select Brake Programs must have reported landings on the respective brake at time of removal for a pro-rated credit consideration to be issued (to be accomplished using the Wear Pin Tool).

**D. Hawker 4000 and Premier parts:**

Textron Aviation does not extend a warranty for Hawker 4000 and Premier parts. The warranty, if any, offered by the parts manufacturer will be passed through to the Buyer. Textron Aviation will process a warranty claim for a Hawker 4000 or Premier part with the parts manufacturer on behalf of the Buyer. The defect must be discovered and reported within twelve (12) months of date of purchase for new, overhauled, rebuilt, repaired and serviceable Hawker 4000 or Premier parts, and the claim must be filed within thirty (30) days of discovery of the defect.

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## Section 5: TOOLING AND GROUND SUPPORT EQUIPMENT

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Design and Reproduction of Parts, Tooling, Documentation and Drawings .....	3



## Overview

To enhance the quality and efficiency of service and support provided to Textron Aviation customers, a high level of Tooling and Ground Support Equipment (GSE) is expected at all Textron Aviation Authorized Service Facilities (ASF). Textron Aviation has established minimum requirements for tooling and GSE necessary for ASF appointment; however, Textron Aviation would encourage all ASFs to exceed these minimum requirements.

Tooling and GSE to support Textron Aviation Aircraft is a requirement for appointment as an ASF. Textron Aviation expects the ASF to have basic tools, shop equipment and ground support to meet airworthiness authority certification requirements for Repair Stations and to carry out the support services to be performed. Textron Aviation requires the ASF to obtain and maintain direct control on-site at each facility appointed by Textron Aviation, specific tools and GSE to carry out the support services to be performed on the aircraft for which they have been recognized under the Agreement.

The list of required tooling and GSE specific to carrying out the support services can be viewed at the following locations: CPDexpress and Beechcraft website. These lists contain specific tooling and GSE related to the level of support services to be provided under the Support Agreement.

A facility that applies to become an ASF or add an Aircraft Model Authorization that does not possess the required tooling and GSE will be expected to purchase the appropriate equipment and provide proof of purchase to Textron Aviation prior to ASF approval. A Candidate for Authorization would not be expected to purchase additional tooling and GSE if existing equipment can be shown to demonstrate, to Textron Aviation's approval and satisfaction, equivalent capability or specifications to those on our required list.

Changes in the tooling and GSE requirements may occur as new equipment is identified or old equipment deleted. An ASF will be expected to purchase additional tooling and GSE as required. Textron Aviation may withhold initial recognition or withdraw continued recognition in accordance with the provisions of its standard Agreement if the tooling and GSE requirements are not met. To order GSE please contact Textron Aviation Parts and Distribution (TAPD) or equipment suppliers directly as appropriate.

Beechcraft



Hawker

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## Design and Reproduction of Parts, Tooling, Documentation and Drawings

Textron Aviation typically does not provide drawings to allow the local manufacture of specified tools and GSE required for ASF appointment. However, Textron Aviation may from time to time include simplified drawings, schematics and instructions in applicable aircraft technical publications to allow such items to be fabricated locally.

Unless instructions, drawings and/or schematics are available in Textron Aviation's technical publications to allow local fabrication of an item for the ASF's own use, the ASF acknowledges that they will not design or reproduce, nor cause or permit the design or reproduction of any identical or similar product, part, tool, document or drawing, sold or furnished by Textron Aviation to its customers and/or the ASF under this Agreement. Likewise, nothing in this Agreement shall be interpreted as conveying to the ASF a right or license with respect to any patent or other legal right owned or controlled by Textron Aviation.

The ASF agrees that Textron Aviation assumes no responsibility for any tools and/or GSE required under this Agreement that are not maintained, calibrated to industry standards, and/or repaired in accordance published instructions of the equipment supplier or Textron Aviation as appropriate. Neither does Textron Aviation assume responsibility for any tools and/or GSE fabricated by companies other than Textron Aviation or its recognized suppliers.



## Section 6: TECHNICAL TRAINING REQUIREMENTS

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## Overview

To enhance the quality and efficiency of service and support provided to Textron Aviation customers, a high level of technical training is expected of all Textron Aviation Authorized Service Facilities (ASF). Textron Aviation has established minimum requirements for the technical training necessary for an ASF appointment; however, Textron Aviation would encourage all ASF's to exceed these minimum requirements.

Historical records of personnel who are trained to meet the requirements of the ASF Program will be maintained by the ASF, and will be made available to Textron Aviation for inspection during periodic ASF audits, or upon the request of Textron Aviation. The ASF may also propose alternate methods of complying with the training requirements, provided that the ASF submits a training plan to Textron Aviation and receives prior written approval.

The ASF will be responsible for all costs and expenses incurred in connection with the required training. Textron Aviation reserves the right to change the minimum technical training requirements, may impose additional training requirements and eliminate training requirements for the ASF at any time without prior notice.



Beechcraft



Hawker

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### Beechcraft Jet, Beechcraft Propeller, and Cessna Jet Authorized Service Facilities

The ASF will employ an adequate number of maintenance personnel who are currently trained, licensed, authorized and actually performing inspections and maintenance on a regular basis on the aircraft for which they have been appointed under the Agreement.

**Ten percent (10%) or more of the ASF's maintenance personnel, but no fewer than two (2) maintenance technicians, on each work shift must have been trained and rated by an entity listed in Appendix A of this section of the Manual within the last 5 years to work on each of the models of aircraft included in the ASF's authorization. Training shall include Textron airframe, and major OEM Supplier components and systems listed in Appendix B of this section of the Manual: engines, avionics, and APU. At least one (1) qualified technician per shift must have attended major OEM Supplier component training within the last 5 years and be rated to work on each of the models of aircraft included in the authorization.**

The ASF will ensure that all required training is performed at a training facility which is recognized by Textron Aviation and approved by the ASF's local Airworthiness Authority, if such approval is required by the Airworthiness Authority. Training for all OEM Supplier components shall be at the relevant manufacturer's approved training facilities, or a training facility recognized by the manufacturer and Textron Aviation. All trained technicians must be full time employees of the ASF.

Appendix A of this section of this manual provides a list of training facilities that are recognized as capable of providing technical training to the standards required under the Agreement. Information on training, including locations, course description, applicable discounts, and duration is available on request from the recognized training suppliers. On-site training may also be available.



## Cessna Propeller Authorized Service Facilities

ASF's are responsible for implementing and conducting a continuing training program for all personnel in their organization.

**Please refer to your Service Facility Standards (SFS) Form for all required training and minimum training requirements. SFS Form will be provided by your Textron Aviation Field Service Representative.**

Textron Aviation Field Service will provide counsel, guidance, and the training availability, which will ensure the effective operation of the training activities as well as monitor the training requirements to ensure the completion of the SFS-required training in a timely manner. Please contact your Textron Aviation Field Service Representative.



## Other Technical Training Options

Many sources are available to enhance the aircraft maintenance technician's knowledge of the systems and components installed in Textron Aviation's Aircraft. Textron Aviation encourages the ASF's to continually invest in technical staff training. This commitment by the ASF yields greater efficiency and maximizes profit potential. ASF's personnel benefit from increased motivation, and Textron Aviation customers achieve maximum satisfaction.

Additional means of meeting the training requirements may involve avionics, system, and major component training. Training courses from other sources may meet the ASF's training requirements, and may be acceptable provided that the ASF's submits and receives approval of a training plan from their Textron Aviation Field Service Representative.

Beechcraft



Hawker

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## APPENDIX A

### Recognized Technical Training Facilities

#### FlightSafety International

See website for locations and course listings

[www.flightsafety.com](http://www.flightsafety.com)

#### CAE (SimuFlight)

See website for locations and course listings

[www.cae.com](http://www.cae.com)

#### Glennair

See website for locations and course listings

[www.glennair.co.uk](http://www.glennair.co.uk)

#### Global Jet Services, Inc.

See website for locations and course listings

[www.globaljetservices.com](http://www.globaljetservices.com)



## APPENDIX B

### Minimum Training Requirements ASF Audit Program

For purposes of the Textron Aviation ASF Audit Program, airframe / engine / systems training courses listed below will be reviewed. Textron Aviation will not audit "general" avionics equipment training since those shop requirements are monitored by avionics manufacturers individually. See footnotes for recognized training providers and special conditions.

#### Beechcraft Piston Product

1. Beechcraft Baron / Bonanza Combined Maintenance Course
2. Teledyne Continental Motors Advanced Engine Class
3. Air Conditioning Service / Refrigerant Handling Certification (local class compliant with Section 609 of the Clean Air Act Amendments of 1990)
4. Garmin G-1000 Avionics (Garmin factory class at Olathe, Kansas)

#### Beechcraft King Air

1. Beechcraft King Air C90 Initial Maintenance Course
2. Beechcraft King Air 200/B200 Initial Maintenance Course
3. Beechcraft King Air 300/350 Initial Maintenance Course
4. Pratt and Whitney "Small" PT6 Line Maintenance Course
5. Pratt and Whitney "Large" PT6 Line Maintenance Course
6. Air Conditioning Service / Refrigerant Handling Certification (local class compliant with Section 609 of the Clean Air Act Amendments of 1990)
7. Beechcraft Structural Inspection and Repair Course
8. Pro Line Avionics Airframe Interface

#### Beechjet 400A / Hawker 440XP

1. Model 400 Series Initial Maintenance Course
2. Pratt and Whitney JT15D Line Maintenance Course
3. Pro Line Avionics Airframe Interface
4. Air Conditioning Service / Refrigerant Handling Certification (local class compliant with Section 609 of the Clean Air Act Amendments of 1990)

#### Beechcraft Premier

1. Beechcraft Premier Initial Maintenance Course
2. Williams FJ-44-2A Engine Line Maintenance Course
3. Air Conditioning Service / Refrigerant Handling Certification (local class compliant with Section 609 of the Clean Air Act Amendments of 1990)
4. Pro Line Avionics Airframe Interface
5. Composite Material Structural Repair (FSI or equivalent)



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### Hawker

1. Model 700/800 Series Initial Hawker Maintenance Course
2. Model 1000 Initial Hawker Maintenance Course (if ASF supports Hawker 1000s)
3. Honeywell TFE-731 Engine Line Maintenance
4. Pratt and Whitney PW-305 Engine Line Maintenance (if ASF supports Hawker 1000s)
5. Honeywell 36-150 Series APU Maintenance
6. Hamilton Standard / Sunstrand T40 Series APU Maintenance
7. Pro Line Avionics Airframe Interface

### Cessna 510 Mustang

1. 510 Series Maintenance Course
2. Pratt & Whitney PW615 Series Line and Base Course
3. Garmin G1000 Avionics Course

### Cessna 525 Series

1. 525/525A Series Maintenance Course
2. 525B Series Maintenance Course
3. 525C Series Maintenance Course
4. Williams FJ44 Series Line Maintenance Course
5. Pro Line 21 Operations & Flightline Maintenance Course(as applicable)
6. Garmin G3000 Avionics Course (as applicable)

### Cessna 500 Series (JT15D)

1. 500/550/560 (JT15D) Series Maintenance Course
2. Pratt & Whitney JT15D Series Line and Base Course

### Cessna 550/560 Series (PW530/535)

1. 550/560 (PW530/535) Series Maintenance Course
2. Pratt & Whitney PW500 Series Line and Base Course
3. Pro Line 21 Operations & Flightline Maintenance Course

### Cessna 560XL/XLS/XLS+ Series

1. 560XL/XLS/XL+ Series Maintenance Course
2. Pratt & Whitney PW500 Series Line and Base Course
3. Pro Line 21 Operations & Flightline Maintenance Course

### Cessna 650 Series

1. 650 Series Maintenance Course
2. Honeywell TFE731 Course

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### Cessna 680 Series

3. 680 Series Maintenance Course
4. Pratt & Whitney PW306 Series Line and Base Course
5. Honeywell Epic Avionics Sovereign Line Maintenance Course
6. Garmin G5000 Avionics Course

### Cessna 750 Series

1. 750 Series Maintenance Course
2. Rolls Royce AE 3007C Line Maintenance Course
3. Honeywell Primus 2000 Avionics Course
4. Garmin G5000 Avionics Course

#### Footnotes:

(1) Recognized training providers: Flight Safety; CAE (SimuFlight); Glennair; Global Jet Services; any OEM training provided on products of its own manufacture.

2) Beechcraft Baron / Bonanza experience: Five years of continuous, hands-on Beechcraft Baron / Bonanza airframe maintenance experience is an acceptable OJT equivalent in lieu of formal classroom training.

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## SECTION 7: Warranties and Claims Administration

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## Overview

Textron Aviation Warranty Programs is responsible for the processing of any claims submitted by the Authorized Service Facilities (“ASFs”) for reimbursement. This section details the policies and procedures for warranty and claims administration. These claims could be several different types, including but not limited to Warranty, Service Bulletin incorporation and Special Programs. ARG’s and repairs are not included in Warranty Programs. Textron Aviation will reimburse ASFs for Warranty parts and applicable labor in accordance with Textron Aviation’s standard, policies, procedures, guidelines, the terms and conditions of the Agreement and the terms of the Aircraft Limited Warranty. Textron Aviation reserves the right to revise any of its policies and procedures without notice.



## Obligations of Textron Aviation Authorized Service Facilities

1. The ASF is responsible for implementing this policy and procedures for purposes of providing warranty support to the owners and operators of Textron Aviation products. This warranty support obligation may apply to Textron Aviation manufactured aircraft, Textron Aviation supplied parts and special programs identified in the Aircraft Purchase Agreement. ASF responsibilities include:
  - Understand the benefits and limitation of the warranties and communicate the benefits and limitations to the aircraft owner.
  - Administer the provisions of the warranties and the extended benefits of any service programs to eligible owners as required by the warranty and program. In general warranty benefits are provided at no charge to the customer if covered by and reimbursed under warranty. Exceptions to the no charge policy include situations where the customer has agreed to pay for overtime or for any holiday premiums that are approved by the customer in advance, or where the customer has requested expedited servicing which includes the payment of expediting fees for parts and has agreed in advance to pay the additional freight charge.
  - Careful validation of warranty and special programs eligibility.
  - Record keeping adequate to substantiate all claim submissions and associated repairs and services. All warranty claims related documents must be retained for a minimum of two (2) years calculated from the date that the repair claim was submitted to Textron Aviation. The failure to retain the necessary documentation may result in Textron Aviation charging back the cost of insufficiently documented warranty payments to the ASF.
  - Accurate and complete claim submissions.
  - An ASF may not base any employee compensation or bonus plan on warranty reimbursement or the denial of a warranty claim. No compensation plan should encourage improper interpretation of Textron Aviation's warranty policy or procedures.
  - Textron Aviation may withhold payments, reverse credits or seek reimbursement for costs incurred with false, inaccurate, incomplete or inadequately documented warranty claims.
2. In order to assure the aircraft owner that all warranty work is properly handled, and to ensure the quality of service that the Textron Aviation aircraft owners are entitled to receive, all warranty work will be performed by a Textron Aviation ASF that is appropriately rated for the aircraft model. In those few situations where an airplane is unable to reach an ASF due to extenuating Aircraft On Ground (AOG) circumstances, limited warranty repairs may be



approved by Textron Aviation. In these exceptional situations the customer should initiate the contact with Textron Aviation's Field Service Representative (FSR) who will coordinate the warranty service with the ASF.

3. All parts used for Warranty/Support Programs, excluding avionics and engines (as noted in their sections of this document), must be purchased from Textron Aviation. An overhauled, repaired, serviceable or rebuilt (exchange) part must be used to effectuate Warranty and Support Program repairs, if the part will be available within 24 hours of the submission of the AOG Purchase Order to Textron Aviation. If an exchange part is not available within the 24-hour timeframe; written permission is required from Textron Aviation Warranty for Textron Aviation to consider reimbursement for the cost of purchasing a non-Exchange part from Textron Aviation Parts Distribution (TAPD). If a non-exchange part is installed without Textron Aviation's written permission, the ASF will only receive credit for the price of the exchange part.
4. Textron Aviation will apply any allowed warranty or program credits to the to the AFS's account. Warranty and program credits are not refundable and Textron Aviation will have no obligation to offer the ASF a cash refund of any credit amounts
5. Under Textron Aviation Warranty Policy, a flat rate labor allowance is made in accordance with the man-hours shown in the Warranty Flat Rate Labor schedule to remove and install the particular item or perform a particular maintenance task. Please reference Section 8 of the manual for full details on flat rate policies.
6. The labor rate allowed for Textron Aviation claims will be the approved standard shop rates for the ASF. The "approved standard shop rates" will be the published shop rates used by the ASF that have been furnished to Textron Aviation in advance of the service to be performed. The ASF may update the published shop rates once per 12 month period by sending the updated rates on the approved Shop Rate Form in this document, to the Textron Aviation's Warranty Department. Note, Textron Aviation cannot apply an increase in the ASF's approved standard shop rate to repairs that were made prior to the ASF notifying Textron Aviation of an increase in rates. Textron Aviation may, in its discretion, agree to adjust labor rates to take into account significant foreign currency exchange rate fluctuations
  - Upon request an ASF will make available copies of all retail work orders and invoices to verify that the warranty or program credit reimbursed by Textron Aviation does not exceed the rate charged to any other ASF retail customer during the corresponding period. If Textron Aviation determines that the warranty and program claims have been billed at a higher rate than the ASF's most favored retail customer, then Textron Aviation may unilaterally adjust the ASF's account, or seek cash reimbursement from the ASF to take into account the overcharge.
  - Requests for labor rate change can be submitted only once per 12 month period.
  - All rates must be in United States Dollars.



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- A confirming e-mail will be sent to verify any approved increases. Any ASF that does not have approved rates on file will not receive labor reimbursement.
- Any new airplane model shop rate requests will require Textron Warranty review for type ratings approval.

#### 7. Freight Reimbursement:

- On a paid Warranty, Service Bulletin and Support Plus Aftermarket claim, freight reimbursement will be provided for standard freight charges (ground/2 day air) as billed by TAPD. This does not include Express or Counter-To-Counter Freight charges.
  - Freight charges are not covered under Pro Advantage Aftermarket Programs.
  - Freight charges for Cessna Engine programs are per the OEM's terms and conditions.
  - Return freight costs are the responsibility of the customer.
  - On Propeller Aircraft, these policies may vary.
8. The ASF will cooperate with Textron Aviation Customer Support representatives who will randomly audit claims during facility inspection visits. Audits may include a review of shop work orders, account records, and other related documents as well as access to the credits provided by the ASF to the customer account. Textron Aviation may adjust the ASF's account or seek a refund based on discrepancies.

#### General Considerations:

1. The Dealer warranty, unlike on the retail sales, will begin on the delivery date to the retail customer provided the airplane has not been in service as a stock or demonstrator aircraft more than twelve (12) months from the delivery date as shown on the bill of sale prepared at the time of delivery from Textron Aviation, and the airplane has not flown more than one-hundred (100) hours. When a Demonstrator aircraft is sold retail within the grace period, the warranty will start upon the date of the sale of the aircraft.

Textron Aviation Warranty must be notified via e-mail when the Dealer aircraft reaches either the twelve (12) month or hundred (100) hour point to allow the activation of the warranty. If Warranty Administration is not notified in writing when the aircraft reaches either of these points, then copies of maintenance records or flight logs will be required to establish the warranty start date. In the absence of any records, warranty start date will be determined by the date the aircraft entered demonstrator status.

2. Warranty on spare parts purchased as non-warranty replacements is activated at the time of installation. The warranty term for new spare parts purchased as non-warranty replacements is six (6) months from date of installation. If submitting a claim for spares warranty, upon request, please include a copy of the logbook entry showing the date the warrantable part was placed in-service. The warranty on a part being furnished as a warranty replacement is for the unexpired portion of the warranty on the original part, and is not to exceed the unexpired portion of the airplane warranty, if applicable. The warranty period of the spare part does not



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start over from the date of installation. If the condition for which the part is being returned is determined by Textron Aviation to be due to field installation methods, warranty would not be considered. Any alleged defect in or damage to the part ascertainable by visual inspection upon receipt from TAPD must be claimed to the Textron Aviation Warranty Department within thirty (30) days from invoice date. This will require visual inspection of all parts upon receipt at the ship-to destination.

3. Claims (excluding Pro Advantage) must be submitted to Textron Aviation within thirty (30) days after the date the ASF completes the work. If the claim includes the return of parts to Textron Aviation, all of the parts must be received at Textron Aviation, unless otherwise directed by Textron Aviation, no later than 30 days from the date the claim is filed by a domestic ASF. International ASFs must return parts that are part of a warranty claim within 45 days from the date the claim is filed.

#### **Special requests for late-filed claims:**

With proper documentation, a special request for late file may be considered up to 60 days from the date of accomplishment, provided it is accompanied by the required claim documentation. If this claim is found to be within the guidelines of coverage for the program that is affected, Textron Aviation may allow up to 50 percent of the requested amount for parts and flat rate labor.

#### **Edit requests:**

If Textron Aviation Warranty request edits on the unsettled claim, the response must be provided within 7 calendar days.

#### **Re-files:**

The ASF may dispute Textron Aviation's denial of a claim by entering a request for reconsideration. Any such request must be entered into the Textron Aviation claim system within 30 days of the date that Textron Aviation denied the claim initially. Textron Aviation's determination as to any request for reconsideration of a claim will be final. The ASF will not make multiple requests for reconsideration of denied claims.

#### **Prohibited Customer Billings**

The ASF will never bill the following items back to a customer.

- Claims denied or partially paid due to not being submitted in a timely fashion.
- Labor rates above the Textron Aviation authorized standards.



## ProAdvantage/Support Plus

ProAdvantage and Support Plus claims must be submitted to Textron Aviation within fourteen (14) calendar days after date of work accomplishment in order to qualify for coverage. If the claim includes parts to return, the subject part must be received at Textron Aviation, unless otherwise directed by Textron Aviation, no later than fourteen (14) calendar days from date the work is accomplished.

4. Parts and labor for claims resulting from the following are not covered by warranty:
  - Misuse, negligence, corrosion, erosion, foreign object damage, normal wear or maintenance induced conditions
  - Secondary expenses, such as the cost of phone calls, alternate transportation, mechanic overtime, travel expenses, lodging, meals, drop shipment charges, down time, call out fees, aircraft rental, consequential, special or incidental damage, etc.
  - STC's incorporated after delivery of the aircraft from Textron Aviation or any affected systems.
  - Fire, accident, damage or abuse
  - Damage resulting from failure to properly preserve the aircraft or components that are not in routine service
  - Modification of the aircraft or installation of special equipment by other manufacturers or any affected systems.
  - Improper installation of component parts
  - The aircraft and/or equipment have not been maintained, operated or stored either in accordance with applicable manuals, communications or other written instructions (including, but not limited to, mandatory service bulletins), of Textron Aviation or any manufacturer of the part involved, or in accordance with applicable Federal Aviation Regulations and advisory circulars.
  - Any access or attempted repair to a sealed unit or part voids its warranty. Any claims received for unauthorized repairs will be denied.
  
5. Parts held by the ASF - All parts (excluding serialized parts, parts that are required to be returned to Textron Aviation including cores, parts that are replaced for normal wear including tires, and parts with zero time ) having a list price of \$500.00 or less and at the time the claim is entered, are not required to be returned, but must be held by the ASF in a secure, locked area at the ASF facility for a minimum of five (5) calendar days after the settlement date of the warranty claim unless otherwise instructed by Textron Aviation. If Textron Aviation has not requested the part to be returned within the 5 day period, then the ASF may scrap the part. Special care must be taken when these parts are scrapped to render them totally unusable so that these parts can never be used on an airplane again. Acceptable methods of rendering



**TEXTRON AVIATION**

parts unusable may include saw cutting, torch cutting, burning or crushing. If any abuse of this procedure is discovered, authorization for local scrapping of defective parts will be rescinded and all defective parts will be required to be held for inspection by a Textron Aviation representative. Any parts eligible to be scrapped by the ASF that are returned to Textron Aviation will be scrapped upon receipt.

6. All taxes, import/export custom and duty fees, special handling freight costs, brokerage charges and other fees are not a covered warranty or special programs expense. The ASF is advised to notify the customer whether they will be billed for additional charges in accordance with standard policies.
7. Fault not found - Parts returned for warranty consideration which meet the manufacturer's requirements when functionally tested may be returned to the ASF "as is" freight collect and may be subject to any other associated charges (such as testing) as applicable. Any warranty credit issued to the ASF for the return of the part will be reversed. However, in the case of exchange parts, if core credit has been issued, the part remains the property of Textron Aviation, except in the case of out of box failures (zero time part).
8. Specific warranty work may be deferred and performed after the warranty coverage period has expired, provided that Textron Aviation Warranty is notified of the condition in writing during the active Warranty coverage period. All such warranty work must be accomplished within ninety (90) days of the notification. A detailed list of each open squawk for which Warranty deferral is requested and cost per squawk must be provided to Textron Aviation before approval will be granted in writing. No other issues will be considered for warranty coverage.
9. Should any conflict exist between this ASF PIPM and The Aircraft Purchase Agreement or the terms of the warranty provided at the time of sale of the aircraft, the Aircraft Purchase Agreement and the warranty terms will take precedence over this ASF PIPM.
10. Claims for Textron Aviation Service Documents (Service Bulletins, Service Letters, etc.) which offer coverage will be honored only for work accomplished during the specified warranty coverage time period of that document, provided that the filing time policy is followed. It is the responsibility of the owner and service provider to monitor timely compliance within the guidelines of the Service Document. See Warranty – Service Documents for expanded Service Document policy details.



## Engines

**Beechcraft Aircraft** - Engines are warranted by their respective manufacturers for varying periods of time. Details of these programs are available from the applicable engine manufacturer. The ASF should contact the engine manufacturer directly for warranty support.

**Cessna Aircraft** - Cessna does not warrant aircraft engines. However, the engine warranties, as supplied by the applicable manufacturer, may be administered through Cessna. Policies relative to the administration of the engine warranties are contained in the Textron Aviation Warranty Training Manual.

## Avionics

**Beechcraft Aircraft** - All Factory installed avionics equipment is warranted by the respective manufacturers for varying periods of time. Details of these programs are available from the applicable manufacturer. ASF shall contact the avionics manufacturer directly for warranty support (except for Meggitt and Aerosonic units). To verify the classification of avionics type parts please contact your Beechcraft Claims Administrator. Any unauthorized purchase from or return of avionics equipment to Beechcraft will result in that equipment being returned to the sender freight COLLECT. The claim will be denied.

**Cessna Aircraft** - Cessna does not warrant aircraft avionics. Avionics warranty policy and procedures are different from the Cessna policy and procedures contained in this manual. The avionics manufacturer or the respective manufacturers Authorized Service Facility should be contacted to obtain accurate warranty status. However, please note:

- Garmin Avionics warranty, as supplied by Garmin, may be administered through Cessna and warranty service work completed through a Cessna Authorized Service Facility. Policies relative to the administration of the avionics warranties are contained in the Textron Aviation Warranty Training Manual.

## Propellers (Beechcraft and Cessna)

All propellers are warranted by the respective manufacturers for varying periods of time. Details of these programs are available from the applicable manufacturer. The ASF shall contact the propeller manufacturer directly for warranty support. In cases where the prop manufacturer deems it appropriate, the ASF shall facilitate moving propellers to the prop manufacturer's authorized service facility as required.

## Batteries

Warranty claims received for batteries that can be made serviceable through the use of the applicable battery manufacturer's recommended maintenance procedures will be disallowed. Prior to the replacement of a battery, please verify that it has been properly charged and tested to substantiate a warranty condition. Properly charging and load-testing the batteries will eliminate





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claims on good batteries. Please reference applicable aircraft maintenance manuals for correct charging & load test procedures.

Each battery claim submitted for warranty coverage on an original equipment battery needs to include the dates and results of boost charge and capacity tests. Please note the following special instructions for the following makes:

- On Concord Batteries, the complete serial numbered placard still needs to be returned to Textron Aviation with the Return Authorization, including shipment with tracking. If an out-of box failure, return the whole unit.
- On Gill Batteries, the user must obtain a Gil Warranty Authorization number from the manufacture. After authorization is received, peel off the serial number label from the battery and affix to the Maintenance Log in the blue shaded area. Claims must be submitted to an authorized dealer or distributor within 30 days of Gil Return Authorization. (Please see example documents at the end of this document)

If a battery removed was an installed spare (not original equipment delivered with a new aircraft), please include the spare install information in the part hours field and the spare installation date field (Spare Installed Date).

## Paint Policy

Paint warranty applies only to a defect in material and/or workmanship during the active paint warranty coverage period. Paint deterioration due to normal wear, exposure, or improper care is not considered a warrantable condition.

For any repair over \$1,000.00 US dollars for Piston aircraft and \$5,000.00 US dollars for Turbo Prop and Jet aircraft, you may be required to provide two (2) bids submitted to Textron Aviation Warranty Administration for review. Upon approval, Textron Warranty will credit the submitting ASF up to the amount on the approved bid. Your FSR can assist in obtaining two (2) bids from approved paint shops if required.

Textron Aviation ASF can perform warranty paint repairs to small surface areas without obtaining bids as long as the total for the repair is less than the totals noted above and provided that pictures of the condition accompany the claim when filed.

Prior to any paint repairs totaling more than the totals noted above, the Textron Aviation ASF must document the condition and discuss options with the assigned FSR. Documentation of the defect must include at least:

- A detailed condition report/work scope of repair locations and estimated costs of the repair.
- Photographs of the aircraft showing the general condition of the aircraft and details of the necessary repairs.

Beechcraft



Hawker

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- A condition report from the Textron Aviation FSR who has verified the condition for partial or complete repaint is required.
- Once the work scope, FSR review and quote have been reviewed and approved by Textron Aviation Warranty, the ASF will receive an email authorizing the paint repair.
- The repair should be completed and a warranty claim filed within 60 days of the approval e-mail. If the repair cannot be completed within the allotted time, Textron Aviation Warranty must be notified prior to expiration of the 60 day time limit to review and consider any additional time.
  - ◆ Further damage to the discrepant area, due to an extended allotted repair time without written agreement from Textron Aviation Warranty, will not be covered by Textron Aviation Warranty.
  - ◆ Repairs completed after the approved date will not be covered by Textron Aviation Warranty.

Paint is part of an overall corrosion control program and must be maintained to prevent corrosion of the structural parts and assemblies. This includes any internal corrosion control coating that was applied at the factory or by Textron Aviation's designated facility.

**Information only:**

Normal paint maintenance is not eligible for Warranty coverage. Paint Warranty applies only to defects in the paint itself or in the workmanship application.

- Normal paint maintenance includes but is not limited to; touchup of abrasion and wear of the paint on screws heads, around access panels, the radome, wing leading edges, vertical and horizontal stabilizer leading edges, windshield retainers and other leading edge surfaces including parts on the landing gear subject to damage or erosion from airborne particles. Proper maintenance includes keeping surfaces clean, polished, and touching up chipped or eroded areas to prevent further damage and corrosion.
- In certain adverse environmental conditions, adequate protection of the aircraft surfaces may require more extreme measures of care; i.e., hangaring of the aircraft, more frequent washings, complete waxing, routine inspections of the airframe. In addition, immediate treatment of areas subject to corrosion may be required in areas of high humidity, salt air, industrial pollutants, etc.
- Deterioration of paint surfaces due to improper care is considered negligence, and not covered by this warranty.
- Corrosion to underlying metal due to the deterioration of paint surfaces, or to improper care, is not covered by this warranty.



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If proper paint maintenance procedures have been followed, and paint peeling, blistering or cracking is evident in areas other than immediate leading edge surfaces, warranty consideration may be requested by the customer or ASF. Normally, warranty repair of paint is confined to a limited surface area. Defects can usually be isolated to localized surface areas that were improperly prepared prior to paint application, or to areas where the paint or subsurface primer has been improperly applied. Complete strip and repaint of an entire airplane can only be authorized if there is evidence of paint defects on several major surface areas of the aircraft.

**NOTE: Textron Aviation is not responsible for the outcome from improper processes or procedures relating to any aspect of paint repairs or complete repaint. Warranty for paintwork accomplished under warranty must be referred back to the facility performing the work.**

### Cessna Pilot Centers

Cessna Pilot Center (CPC) have the option of performing in-house warranty work on aircraft that are owned by the CPC, or that are on leaseback directly to the CPC.

CPC repairs eligible for warranty coverage will be determined by the guidelines and policies published in this manual. To provide credit for warranty repairs on a timely basis, credit will be issued based on an initial review by Cessna of the claim and related parts. However, Cessna reserves the right to withdraw credit should subsequent inspection show:

- The part is not defective
- The part has been tampered with or handled in such a way as to void the warranty.
- The claim should be held invalid for any good reason in the discretion of Cessna or its suppliers.

Claims submitted, reviewed and accepted will be credited to the CPC's account in accordance with the following:

- Parts Credit – CPC's credit will be based on the cost, less discount, of the part to the CPC at the time of purchase.
- Labor Credit – CPC's reimbursable labor rate will be based on the current Remove and Install (R&I) labor allowance. The R&I labor allowance will be reviewed and adjusted by Textron Aviation on an annual basis.
- Troubleshooting Allowance. – CPC's will be allowed a 15% troubleshooting labor allowance when applicable.

### Service Documents

Textron Aviation service documents will contain a warranty statement either in the service document or in the Owner Advisory if warranty coverage is offered. Standard claim filing time rules apply. Most Textron Aviation Service Bulletins and Service Documents that offer warranty coverage have expiration dates. Textron Aviation Service Bulletins or Service Documents offering



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warranty credit that have no specific expiration date expire 12 months from the date of issue of the Textron Aviation service bulletin or service document.

- Specific special program contract terms may provide coverage for Service Documents offering no coverage if the Service Document is accomplished according to the effectively and timeframe parameters of the Service Document.

### Procedures for Filing Warranty Claims

The online warranty claim system is accessed through the Textron Aviation Warranty Website and allows each ASF to directly input and monitor their claims submitted for Warranty and Special Programs coverage.

With this system, the claim is submitted electronically. Each claim will be checked for completeness according to the type of claim before it is accepted into the system. The system does not allow non-descriptive words such as "defective, failed or inoperative" in the narrative.

It is the responsibility of the ASF to review the warranty settlement details such as amounts and credit memo number information on the Warranty Status Report via the warranty website.

- The ASF must hold parts "non-return parts (see #5 of the section) for submitted claims in a secure area until notified by Textron Aviation via the warranty website system or a warranty claims administrator.
- Once the Warranty Claim is created, the Warranty Website, will notify the ASF of the proper part disposition. Parts can be requested by Textron Aviation even when the claim does not advise to return the part. If Textron Aviation has not requested that a part be returned after five (5) days after the settlement of the claim, the ASF may scrap the part.

### List of Available Warranty Web Site Screens

Aircraft Warranty Coverage - This screen show, by individual airplane serial number, what warranty or other coverage exists.

Flat Rate - This screen shows Textron Aviation current flat rate on parts, tasks and inspections.

Warranty Status Report - This screen shows a summary of warranty claims by date range and status. All claims entered via the Warranty Website are accessible in the Status Report.

Create Warranty Claim - This screen is used to submit claims.

Display Warranty Claim – View a claim in the system (as entered).

Beechcraft



Hawker

TEXTRON AVIATION

#### Textron Aviation Parts Website menu options related to ARG/New Part and Core Returns:

- Create Return – This screen is for entering ARG/New Part Return claims. These are parts that have not been installed and have good fit, form and function to be restocked.
- Cores Due In Report – A list of Part Numbers/Sales Orders where the core has not yet been received to enable the core credit transaction.
- Core Acceptable List – A list of rotatable parts and acceptable return parts for credit.
- Part Usage – List usage data by part number and date range.

#### *Reference*

- Please reference the warranty tutorial on the warranty website for complete instructions on claim entry and warranty reports.
- Please reference warranty training manual on the ASF page for details on ARG/New Part and Core Returns. This data can also be found on the back of every part packing sheet from Textron Aviation.



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### TEXTRON AVIATION WARRANTY SHOP RATE FORM

Customer Number \_\_\_\_\_ Date Submitted \_\_\_\_\_  
Customer Name \_\_\_\_\_ FAX #/E-mail \_\_\_\_\_

**PROP**

	Model	Airframe	Powerplant
Single Engine	Piston		
	Baron		
	TTx 240		
Turboprop	Caravan		
	King Air		

**JET**

	Airframe	Powerplant
Cessna		
Hawker		

<b>AVIONICS*</b>	
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<b>AVIONICS</b>	
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**\*Propeller Avionics rate must be approved by your Textron Aviation Field Service Engineer**

Submit this form directly to Textron Aviation Warranty Administration via fax 316-676-3340 or email [warranty@txtav.com](mailto:warranty@txtav.com). A copy of this form will be returned confirming the form was received and your rates have been approved. **All rates must be in U.S. Dollars.**

- Requests for labor rate change can be submitted only once per 12 month period.
- The new labor rate change will go into effect upon approval

*The undersigned certifies that the rates shown above are correct and are the rates currently being charged by this facility and do not exceed the rates being charged our most preferred customers.*

Corporate Officer: \_\_\_\_\_

**TEXTRON AVIATION USE ONLY**

Date Entered: \_\_\_\_\_  
Confirm Date: \_\_\_\_\_  
Cc: Mgr, Field Service

By: \_\_\_\_\_

# Gill Battery Return Documents – A copy of these documents will be included with every Gill Battery shipment

**CHARGING BASICS**

Correct charging is very important and will affect the overall life of the battery. The charging process is not 100% efficient and will typically be 10% to 20% higher than the amount of capacity removed during discharge. Review charging instruction provided with the battery.

Undercharging a battery occurs when the required 110% to 120% of the removed capacity is not returned during recharge. If this were to occur repeatedly, residual uncharged lead sulfate will eventually increase in the plates, making it very difficult to recover. In this case the battery will suffer a permanent loss of capacity.

Overcharging a battery repeatedly will corrode the grids in the positive plates and break down the water in the electrolyte to hydrogen and oxygen (electrolysis). This is quite detrimental to the life of valve-regulated ("sealed") lead acid batteries.

Charging efficiency is affected by temperature. Lower temperatures will require higher charging voltages and vice versa for higher temperatures. Please review such conditions with GILL Technical Support.

**Constant Current (CC)**

Useful in recharging rapidly discharged batteries, if performed per GILL instructions.

This method uses a constant current throughout the charging period. Voltage could be as high as 2.67 volts per cell.

MUST have a functional timer to end charging

Since the charge rate is constant, prolonged charging using this technique will result in excessive water loss and accelerate battery failure

**Constant Voltage (CV)**

Charger output voltage is constant – typically around 2.36 volts per cell.

Initial charge rate is dependent on the charger – could be as high as 10A. The rate will continue to drop as the battery voltage approaches the charger output voltage (battery internal resistance changes)

End of charge is typically determined by the drop in charging rate to less than 0.5 amps.

Trickle chargers are also constant voltage chargers.

**CONTINUED AIRWORTHINESS TESTING**

If the user cannot discharge a battery at the recommended discharge rate, call Teledyne Tech Support for the performance curve for that battery. This curve can be used to determine the discharge time for a known discharge rate to a specified end voltage (1.67 volts per cell).

**MANAGING PERIODS OF NON-USE/LIMITED USE**

To maximize the life of your GILL battery, Teledyne recommends that the battery be removed from the aircraft during extended periods (more than 30 days) of non-use or repeated short duration – reduced number of flights (typically less than one hour, once or twice a month) and kept on trickle charge or fully recharged prior to the next flight.

All charging should be in accordance with Teledyne Service Instructions. See Service Manual at website for additional information.

**BATTERY SAFETY**

ALWAYS WEAR ACID RESISTANT GLOVES AND SAFETY GOGGLES WHEN WORKING WITH BATTERIES

Batteries generate explosive gases when charging do not generate any sparks, flames, smoke cigarettes or introduce any ignition sources around the battery.

MAKE SURE THERE IS ADEQUATE VENTILATION WHEREVER A BATTERY IS USED.

FOLLOW BATTERY MANUFACTURER'S INSTRUCTIONS AT ALL TIMES.

RECYCLE SPENT BATTERIES RESPONSIBLY. CHECK OUR WEB-SITE FOR WORLD-WIDE RECYCLING RESOURCES.

Please keep the GILL Battery Log with aircraft logbooks at all times.

**Keeping it Simple - A Guide to process your Warranty**

Please fill out completely. Incomplete forms will be rejected/returned. User must obtain Gill Warranty Authorization Number from manufacturer. GILL Tech Support can be contacted at: Within USA (800) 455-0070, or Outside USA (909) 793-2131, press option 3, between 7 am, to 4 pm, PST, Monday through Friday. Do not dispose of battery until Tech Support evaluation is completed. Notate New Battery Serial Number where indicated. Once warranty is authorized, submit the GILL Battery Log to any authorized Dealer/Distributor within 30 days of GILL authorization. Remove Serial Number sticker from battery and affix to form. Please submit original form to Dealer/Distributor. Make a copy for yourself.

Please allow 30 to 45 days for processing. See website for Dealer/Distributor near you.

Our website address is: [www.gillbatteries.com](http://www.gillbatteries.com)

**CALIFORNIA PROPOSITION 65 WARNING**  
WARNING: Battery posts, terminals and related accessories contain lead and lead compounds, chemicals known to the State of California to cause cancer and reproductive harm. Wash hands after handling.

**EXHIBIT A**

Battery Type	Warranty Period	Full Coverage Period	Pro-rata Coverage Period
12 Volt Series G2300EC	24 Months or 1200 Hours	First 12 Months or 600 Hours, whichever occurs first	Remainder of 24 Months or 1200 Hours, whichever occurs first
G200 Series G2300ES	12 Months or 600 Hours	First 6 Months or 300 Hours, whichever occurs first	Remainder of 12 Months or 600 Hours, whichever occurs first
G2300EC G2400EC G241	12 Months or 600 Hours	First 6 Months or 300 Hours, whichever occurs first	Remainder of 12 Months or 600 Hours, whichever occurs first
G-48, G-66 Series	12 Months or 600 Hours	First 6 Months or 300 Hours, whichever occurs first	Remainder of 12 Months or 600 Hours, whichever occurs first

\*PRO-RATA CALCULATION IS BASED ON ACTUAL MONTHS OR ACTUAL HOURS, WHICHEVER IS GREATER

Date \_\_\_\_\_

Owner \_\_\_\_\_

Phone Number \_\_\_\_\_

E-mail \_\_\_\_\_

Distributor \_\_\_\_\_

Dealer/Installer \_\_\_\_\_

Aircraft Make/Model \_\_\_\_\_

New Battery Serial Number \_\_\_\_\_

Description of defect: (please check one)

Won't take/hold a charge (circle one)  Dead Cell  Other (describe)

Please allow 30 to 45 days for processing. See website for Dealer/Distributor near you.

Our website address is: [www.gillbatteries.com](http://www.gillbatteries.com)

**CALIFORNIA PROPOSITION 65 WARNING**  
WARNING: Battery posts, terminals and related accessories contain lead and lead compounds, chemicals known to the State of California to cause cancer and reproductive harm. Wash hands after handling.

**PLEASE COMPLETE REVERSE SIDE**

Gill Maintenance Log Form QA-002W January 2011  
TBP DWG. NO. 1555 Rev F

**TELEDYNE BATTERY PRODUCTS GILL BATTERY WARRANTY**

Each GILL battery manufactured by Teledyne Battery Products (TBP) installed after January 01, 2011 is warranted as follows:

- For a period of six, twelve, or twenty-four months (whichever is applicable), or 300, 600, or 1200 hours of operation, whichever occurs first after the date of installation, TBP will replace at no charge any battery manufactured or supplied by it which within the applicable or real months or 300-hour period is found to be defective in accordance with TBP to be defective as stated in the warranty.
- After the expiration of the applicable six or twelve month or 300-hour period described above and before the expiration of the total number of months or number of hours of warranty period applicable to the battery type in question or shown on the chart (see Exhibit A), TBP will replace any battery manufactured or supplied by it which is found to be defective as stated in the warranty. When replacement is made under this paragraph, the owner will pay a set price for a new battery which will equal the greater of: (a) the purchase price of the replacement battery divided by the total number of months included in the warranty period and then multiplied by the number of months the battery has been in service or (b) the purchase price of the replacement battery divided by the total number of hours included in the warranty period and then multiplied by the number of hours the battery has been in service. In applying the above formula, the number of hours on the replaced battery will be actual flight hours or recorded tachometer hours from the date of commencement of the warranty period as specified above. See Exhibit A.
- TBP will not assume any responsibility for labor or transportation costs in connection with the replacement of any battery under this warranty.
- This warranty applies only to batteries on which the applicable manufacturer's inspection, maintenance and operating instructions and recommendations have been complied with. Performance of recommended inspection and maintenance must be documented by appropriate logbook entries.
- This warranty does not apply to any battery manufactured or supplied by TBP which has been subjected to misuse, neglect or accident or which has been tampered, repaired, maintained, or altered in any way that in the judgment of TBP has adversely affected the condition of the battery or which has been operated beyond factory recommendations.
- This warranty does not apply if electrolyte other than that recommended by TBP has been used; if the manufacturer's work warnings have been disobeyed; or if the battery is of a smaller size than that specified by the original manufacturer.
- The provisions of this warranty do not apply to routine maintenance service.
- TBP reserves the right to change any battery specifications or prices without incurring any responsibility with regard to batteries previously sold.

**THE SOLE AND EXCLUSIVE REMEDY UNDER THIS WARRANTY IS LIMITED TO REPLACEMENT AS SPECIFIED ABOVE. THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED, SPECIFICALLY, BUT WITHOUT LIMITATION, THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL TBP BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF ANY DEFECT IN ANY BATTERY, ARISING OUT OF THE FAILURE OF ANY BATTERY TO OPERATE PROPERLY, OR ARISING OUT OF ANY BREACH OF THE WARRANTY MADE HEREIN. No person is authorized to give any other warranty or to assume any additional obligation or liability on behalf of TBP.**

**The GILL Battery Log**

RECOMMENDED PRACTICES FOR TAKING THE BEST POSSIBLE CARE OF YOUR AIRCRAFT BATTERIES.

**GILL**

**DRAFT**

TELEDYNE BATTERY PRODUCTS  
840 W. BROCKTON AVENUE  
REDLANDS, CA 92374  
[www.gillbatteries.com](http://www.gillbatteries.com)

Gill Maintenance Log Form QA-002W January 2011  
TBP DWG. NO. 1555 Rev F

**Maintenance Log**

Battery Voltage

Date	Battery Voltage	
	Before	After
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		

Battery Capacity Check

Service Period	Hours Gill Months	Capacity
1	0-50	
2	50-100	
3	100-150	
4	150-200	
5	200-250	
6	250-300	
7	300-350	
8	350-400	
9	400-450	
10	450-500	
11	500-550	
12	550-600	
13	600-650	
14	650-700	
15	700-750	
16	750-800	
17	800-850	
18	850-900	
19	900-950	
20	950-1000	

Make Inspected Recharged

TELEDYNE BATTERY PRODUCTS

Beechcraft



Hawker

TEXTRON AVIATION

## Section 8: SERVICE FACILITY HOURLY AND FLAT RATES

Flat-rate Labor Allowances .....	2
Flat Rate Labor Allowances Change Request .....	3





## Flat-rate Labor Allowances

In many cases, a flat-rate labor allowance is made in accordance with the man-hours established by Textron Aviation. These flat-rate allowances are shown by part number, Inspection Code, and Task Number in the Warranty Flat Rate Labor Allowance screen, as applicable, to remove and replace a particular item or perform a designated inspection or task. Labor allowance is limited to removal and replacement of the parts meeting the terms of the warranty policy. In cases when removing and replacing a part requires troubleshooting time, up to an additional 15 percent of the published flat-rate man-hours may be claimed by the ASF. No additional time will be allowed for inspections or tasks. Flat-rates will generally assume an aircraft positioned for full maintenance and will typically include time to gain access, remove & replace any parts required, and perform any operational/functional checks required for the specific activity. In cases where a published flat rate is not established for a particular item or task, Beechcraft Corporation reserves the right to establish a flat-rate and limit any excess labor.

For Hawker/Beechcraft aircraft consult the Beechcraft Corporation warranty flat-rate labor allowance for the man-hours that will be allowed for each job by reviewing the warranty flat-rate indicator in the Retail Web Site screen. Flat-rate screens may be updated on a regular basis without prior notice. The list is not all-inclusive and should be used as a guide, not a definitive definition of work times required.

For Cessna Citation aircraft consult the ProTech Labor Allowance Manual for flat-rate labor allowance for the man-hours that will be allowed for each job. This manual is provided upon request. The list is not all-inclusive and should be used as a guide, not a definitive definition of work times required.

Beechcraft



Hawker

TEXTRON AVIATION

## Flat Rate Labor Allowances Change Request

Textron Aviation make every effort to ensure the completeness and accuracy of the flat-rate allowances. Experience may show that the flat rate allowances need to be corrected to properly reflect the amount of time required to complete a specific job. The ASF has a vested interest in assisting to Textron Aviation in making sure that the flat-rate labor allowances are accurate. Textron Aviation expects that all ASF's consistently complete flat-rate labor allowance change request forms.

To request a change to a Hawker/Beechcraft aircraft flat rate, the change request form can be filled out online at [http://hawkerbeechcraft.com/service\\_support/warranty/flat\\_rate.aspx](http://hawkerbeechcraft.com/service_support/warranty/flat_rate.aspx).

To request a change to a Cessna Citation aircraft flat rate, send an email with the following information to [Flat\\_Rate@txtav.com](mailto:Flat_Rate@txtav.com)\*:

- Aircraft Model
- Applicable Manual (i.e., Maintenance Manual, Component Manual, Structural Manual)
- Inspection Document
- Task Number, if known
- Issue
- Proposed Solution

The ASF is required to file for reimbursement for services performed in connection with warranty repairs within thirty (30) days from the date of the repair so that Textron Aviation may reimburse the Service Facility in a timely manner.

*\*Once the integration of the companies is further along, the flat rate change request form will be used for ALL Textron Aviation model aircraft: Hawkers, Beechcraft, and Cessnas.*

Beechcraft



Hawker

TEXTRON AVIATION

## Section 9: TECHNICAL MANUALS AND DOCUMENTATION

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## Overview

Textron Aviation requires the Authorized Service Facility ("ASF") to obtain and maintain a complete library of support publications, at each facility, for those aircraft models in which support services are to be performed under the Agreement. These technical publications have been prepared, where applicable, in accordance with ATA-100 specifications. All manuals are written and supplied in English. All technical documents are subject to change without notice to the ASF. Textron Aviation will not refund payments made for technical documents that have expired, have been updated or been revised. All sales of technical documents are final and may not be returned.

Technical manuals, including but not limited to service and safety bulletins and communiqués, are issued in electronic format (Interactive Maintenance Library and/or Cesview) or as Adobe Acrobat .pdf file on DVD, online via Internet access and/or mobile devices, for most Textron Aviation aircraft. Manuals in this format will become the industry standard and replace hard copy printed documents. The ASF is the party solely responsible for confirming that the technical documentation being used are current and up to date. Textron Aviation may notify the ASF, but is not obligated to notify ASF as future model electronic libraries are released.

The list of current publications and appropriate pricing are available on the following websites:

Beechcraft Corporation - <http://pubs.beechcraft.com>

Cessna Aircraft Company – [www.cessnasupport.com](http://www.cessnasupport.com)

Technical manuals may be purchased directly Textron Aviation Technical Manual Distribution Center (TMDC). The cost of the technical manuals will vary by model of aircraft and the type of manual. For information on technical manual subscriptions revision services, contact TMDC using the contact information on page 3. Prices are subject to change without notice and should be confirmed prior to ordering.

The ASF shall not design, re-design, copy or reproduce, nor cause or permit others to design, re-design, copy or reproduce documents or drawings sold or furnished by Textron Aviation to the ASF or the ASF's customers. Likewise, nothing in the Agreement shall be interpreted as conveying to the ASF a right or license with respect to any patent or other legal right owned or controlled by Textron Aviation. ASF further agrees that it will not make any Textron Aviation technical documents available to third parties without the express written permission of Textron Aviation.

Maintenance of the Authorized Service Facility's technical library is the responsibility of the ASF. Textron Aviation is not responsible for lost or worn manuals or DVD libraries. Nor is Textron Aviation responsible for the upkeep or revision status of a Authorized Service Facility's technical library.

Beechcraft



Hawker

TEXTRON AVIATION

## Contacting the Technical Manual Distribution Center

Beechcraft Corporation  
Technical Manual Distribution Center  
P.O. Box 85  
Wichita, Kansas  
67201-0085 USA

+1.316.676.8238 or 800.796.2665

+1.316.671.2540 fax

[tmdc@txtav.com](mailto:tmdc@txtav.com)

<http://pubs.beechcraft.com>

Cessna Aircraft Company  
Technical Manual Distribution Center  
2121 S. Hoover Rd.  
Wichita, Kansas  
67209 USA

+1.316.517.5800 option 3 or 800-423-7762 option 2

+1.316.206.8475 fax

[pubsdist@txtav.com](mailto:pubsdist@txtav.com)

[www.cessnasupport.com](http://www.cessnasupport.com)

## Supplier Manuals

Engine maintenance manuals and service bulletins should be obtained from the engine manufacturer. Technical manuals for all avionics and other vendor supplied components can be procured directly from the respective manufacturer, or obtained from the Technical Manual Distribution Center.



## Section 10: Insurance

This section of the PIPM is detailed out in the Authorized Service Center agreement. Refer to the ASF agreement regarding Insurance Policy requirements.

Beechcraft



Hawker

TEXTRON AVIATION

## Section 11: SERVICE CENTER CREDIT AND PAYMENT POLICY

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## TEXTRON AVIATION POLICY

Textron Aviation will facilitate quality customer service by offering parts, tools, technical data and other services and products ("Service Products") for sale to pre-qualified Authorized Service Facilities ("ASF's") on approved open accounts that will allow for payment terms of net 30 days from the invoice date. All other ASF purchases, if not on the open account will be payment in full prior to delivery.

Textron Aviation will establish a limit on the amount of the open account, based on the financial information, credit reports and bank references and other information developed during the review of the ASF application and credit application (attached). All credit limits are subject to periodic review and adjustment by Textron Aviation. Textron Aviation will require the ASF to provide security for the open account obligation in the form of a Standby Letter of Credit, or a cash deposit. The amount of the Standby Letter of Credit or cash deposit will be determined based on Textron Aviation's review of the ASF's credit history, financials and the type of appointment. A welcome letter will be sent to the facility explaining the limit, terms, and other pertinent information regarding the account.

Certain Service Products may not be charged to the open account including, but not limited to, major components such as wings, engines, fuselage, custom items, made-to-order items, retrofit programs, insurance related purchases, buy/sell transactions, and items which would exceed the established credit line. These products will require payment in advance of shipment and may be subject to special terms and conditions that specifically relate to these Service Products.

**Payment terms** on the open account will be Net (30) day terms. This means that the funds must be received by Textron Aviation within thirty (30) days of the invoice date. An ASF with a past due account may be placed on C.O.D. terms, net cash terms, or may be blocked for purposes of stopping all shipments in Textron Aviation's sole discretion.

If the ASF fails to meet, or fails to continuously meet all the criteria established by Textron Aviation for an open account, Textron Aviation may close that account without notice.

Textron Aviation retains the right to apply any credits due from Textron Aviation to the ASF against any open balance owed by the ASF on the open account prior to paying a refund to the ASF.

**Net cash payment terms** means payment due to Textron Aviation upon or in advance of receipt of Service Products.

The **cost of transmitting funds** currency exchange charges or bank charges will be for the account of the ASF.

Any questions, requests for review, or credit arrangements for items requiring special terms should be directed to:

Textron Aviation	Telephone:	(316) 517-2682
Attn: Credit Supervisor	Fax:	(316) 206-7765
P. O. Box 12270		
Wichita, KS 67277		



**Beechcraft**



**Hawker**

**TEXTRON AVIATION**

## CESSNA PAYMENT PROCEDURES

The following is additional information for payment to Cessna Aircraft Company.

### Payment by Bank Wire Transfer:

Wire Transfer To: JP Morgan Chase Bank  
1 Chase Manhattan Plaza  
New York, New York 10081  
Telephone: 212-552-2222

For Deposit To: Cessna Aircraft Company  
Corporate Account No. 910-1-209543  
ABA Routing No. 0210 00021  
Swift Code CHASUS33

**Payment by Check must be made in U.S. dollars and drawn on a member bank of the United States Federal Reserve System.**

Mail Check To: Cessna Aircraft Company  
23260 Network Place  
Chicago, IL 60673-1232

Express Mail to: JP Morgan  
Attention: Cessna Aircraft Company, LBX 23260  
131 S. Dearborn  
6<sup>th</sup> Floor  
Chicago, IL 60603

### Payment by Letter of Credit

Letters of Credit must be irrevocable, issued in U.S. Dollars and confirmed by a member bank of the United States Federal Reserve System and must include the terms and conditions specified by Textron Aviation and must be approved in advance.

Mail Letters of Credit To: Cessna Aircraft Company  
Attn: Department 822  
P.O. Box 12270  
Wichita, KS 67277

Beechcraft



Hawker

TEXTRON AVIATION

## Standby Letter of Credit for Securing the Open Account.

A standby Letter of Credit issued to Cessna as security to trade by open account must include the following conditions:

—The Letter of Credit must be irrevocable, issued in U.S. Dollars and confirmed by a member of the United States Federal Reserve System, with additional terms and conditions required by Cessna.

—Beneficiary:

Cessna Aircraft Company  
Attn: Department 822  
P.O. Box 12270  
Wichita, KS 67277

—Drafts must be payable "at sight".

—Credit must be valid for one year and contain the following paragraph:

"It is a condition of this Letter of Credit that it shall be automatically extended without amendment for an additional period of one year from the present or each future expiration date unless thirty (30) days prior to such date, we shall notify you in writing, by registered mail, at the address above indicated, that we elect not to renew this Letter of Credit for such additional period".

—The credit must allow for multiple/partial drawings.

—Documents to be submitted by Beneficiary for collection:

Beneficiary's signed statement that invoices are unpaid and past due the normal payment terms.

—All charges are to be borne by the applicant.

Beechcraft



Hawker

TEXTRON AVIATION

## BEECHCRAFT PAYMENT PROCEDURES

The following is additional information for payment to Beechcraft Corporation.

**Payment by Bank Wire Transfer: Customer's name should be the originator**

Wire Transfer To: Bank of America NA  
100 West 33<sup>rd</sup> Street  
New York, New York 10001

For Deposit To: Beechcraft  
Corporate Account No. 1233246081  
ABA Routing No. 026009593  
Swift Code BOFAUS3N

**Payment by Check must be made in U.S. dollars and drawn on a member bank of the United States Federal Reserve System.**

Mail Check To: Beechcraft  
PO Box 83220  
Chicago, IL 60691-0020

### Letter of Credit

Letters of Credit must be irrevocable, issued in U.S. Dollars and confirmed by a member bank of the United States Federal Reserve System and must include the terms and conditions specified by Textron Aviation and must be approved in advance.

Mail Letters of Credit To: Beechcraft  
Attn: Department 822  
P.O. Box 12270  
Wichita, KS 67277

Beechcraft



Hawker

TEXTRON AVIATION

## Standby Letter of Credit for Securing the Open Account

A standby Letter of Credit issued to Beechcraft as security to trade by open account must include the following conditions:

—The Letter of Credit must be irrevocable, issued in U.S. Dollars and confirmed by a member of the United States Federal Reserve System, with additional terms and conditions required by Cessna.

—Beneficiary:

Beechcraft  
Attn: Department 822  
P.O. Box 12270  
Wichita, KS 67277

—Drafts must be payable "at sight".

—Credit must be valid for one year and contain the following paragraph:

"It is a condition of this Letter of Credit that it shall be automatically extended without amendment for an additional period of one year from the present or each future expiration date unless thirty (30) days prior to such date, we shall notify you in writing, by registered mail, at the address above indicated, that we elect not to renew this Letter of Credit for such additional period".

—The credit must allow for multiple/partial drawings.

—Documents to be submitted by Beneficiary for collection:

Beneficiary's signed statement that invoices are unpaid and past due the normal payment terms.

—All charges are to be borne by the applicant.

Beechcraft



Hawker

TEXTRON AVIATION

## Textron Aviation Companies

### Open Account Application

Welcome to Textron Aviation Companies (Cessna Aircraft Company and Beechcraft Corporation, "TAC"), we are pleased to consider your company for an open account. Please review and complete the attached application package. All documents must be completed before the application will be processed.

**Please returned via:**

Mail: Textron Aviation  
Attn: Credit Department  
PO Box 12270  
Wichita, KS 67277

Email: [customeraccounting@txtav.com](mailto:customeraccounting@txtav.com)

Fax: 316-206-6504

Best Regards,  
TAC Customer Accounting  
316-517-2321

**Textron Aviation  
Customer Credit Application**



TEXTRON AVIATION

**Business Information (Billing Address)**

Please print clearly in black ink for proper processing.

Company Name \_\_\_\_\_  
 Street Address \_\_\_\_\_  
 \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_  
 Zip \_\_\_\_\_  
 Country \_\_\_\_\_  
 Phone Number \_\_\_\_\_  
 Fax Number \_\_\_\_\_  
 Website \_\_\_\_\_  
 Email \_\_\_\_\_  
 Federal ID \_\_\_\_\_  
 (International) VAT # \_\_\_\_\_  
 Tax Exempt  Yes  No \* If yes, enclose a signed certificate  
 D&B Number \_\_\_\_\_  
 SIC Code \_\_\_\_\_  
 Type of Business  Partnership  Proprietorship  Corporation  LLC  
 Other: \_\_\_\_\_  
 Years In Business \_\_\_\_\_  
 Primary Business Activity \_\_\_\_\_  
 Business Premises Status  Owned  Rented/Leased  Other: \_\_\_\_\_  
 Years at Location \_\_\_\_\_  
 Affiliated or Previous \_\_\_\_\_  
 Names of Company \_\_\_\_\_

**Full Legal Names of all Corporate Officers, General Partners or Owners**

Name	Title	Social Security Number

**Shipping Information**

Company Name Same as billing  
 Street Address \_\_\_\_\_  
 \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_  
 Zip \_\_\_\_\_  
 Country \_\_\_\_\_

**Textron Aviation  
Customer Credit Application**



TEXTRON AVIATION

**Parent Company Information**

Company Name \_\_\_\_\_  
 Street Address \_\_\_\_\_  
 \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_  
 Zip \_\_\_\_\_  
 Country \_\_\_\_\_  
 Phone Number \_\_\_\_\_  
 Fax Number \_\_\_\_\_  
 D&B Number \_\_\_\_\_

**Account Information**

Aircraft Owner	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Model/Serial:
Aircraft Operator	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Aircraft Management	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Aircraft Repair Facility	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Aircraft Parts Retailer	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Cessna Vendor	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

**Credit Type**

Net 30 Day Terms	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Requesting Limit:
Credit Card	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
C.O.D.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Payment in Advance	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Are you buying for resale?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

**Contact Information**

Primary Contact	Name		Title	
	Phone		Alt/Cell	
	E-mail		Fax	
Accounts Payable Contact	Name		Title	
	Phone		Alt/Cell	
	E-mail		Fax	

**Trade References**

Company Name	Account Number	Contact	Phone Number	Fax Number

**Textron Aviation  
Customer Credit Application**



**Net 30 Credit Terms & Conditions**

1	Applicant agrees to pay Cessna Aircraft Company and/or Beechcraft Corporation for parts, goods, services, labor, and programs provided by TAC, including any affiliates, within thirty (30) days from issuance of the TAC invoice.
2	Unless otherwise noted in writing by TAC, credit terms of sale are <b>Net 30 Days</b> .
3	A credit hold may be placed on your account at the sole discretion of TAC at any time a past due balance exists, until all past due amounts are paid in full.
4	A credit limit will be assigned to your account, beyond which we may hold shipment of pending orders. All decisions with respect to the extension or continuation of credit will be at the sole discretion of TAC.
5	TAC may change, reduce, or terminate any credit availability within its sole discretion.
6	All large order for service or parts are subject to your credit limit and may be subject to requirements for prepayment and/or progress payments, in whole or in part.
7	Should you foresee needing a higher amount of credit than currently granted you should contact the TAC Credit Department.
8	A Return Check Fee of \$25.00 will be made on any check returned by your bank unpaid for any reason. Any account balance attempted to be paid by the returned check will be reinstated as unpaid and subject to all other credit terms until the check is made good or the amount is otherwise paid.
9	All credit balances over 30 days old will be refunded by check unless TAC receives notification to the contrary.
10	An invoice in dispute is to be reported to the credit department within 15 days of the invoice date. All undisputed balances are to be paid within normal credit terms, net 30 days.
11	The following transactions are cash on delivery regardless of credit terms/limit: Aircraft purchases; engine overhauls; third party transactions (insurance); transfer of aircraft ownership.
12	Accounts with no activity in excess of 18 months will be placed on hold and will not be reinstated until an updated credit application is received.
13	If delivery of goods and services are within the United States and if your purchase is tax exempt, please return a completed Tax Exemption Certification with this application. If delivery is to be made to an EEU destination, please provide your tax registration number as goods may be dispatched from within the EEU. NOTE: A separate Tax Exemption Certificate must be made out to each TAC business unit that you intended to do business with on a tax-exempt basis. These certificates must identify the states which you are exempt.
14	I/we agree to pay TAC, where permitted by law, collection costs for late payments in the monthly amount of 1.5% (or percentage allowed by law) of any invoice balance not paid by the Due Date and all costs of collection, including without limitation, court costs, attorney's fees, collection agency fees and the expenses incurred by TAC or on behalf of TAC in collecting any balance not paid by the Due Date. Nothing contained in this paragraph is to be construed as authorizing Applicant to defer payment of any invoice balance past the Due Date.
15	TAC has the sole right to approve or deny this credit application and the Applicant authorizes TAC to at any time make or have made whatever credit investigation TAC deems proper to evaluate and verify Applicant's credit, financial status and/or employment.
16	In the event Applicant fails to pay TAC on or before the Due Date, unless prohibited by law, TAC reserves the right to file a lien on the aircraft with the FAA and any other agency and/or governmental authority as required by law to perfect such aircraft lien. Mechanic's liens and/or part's liens may be filed by TAC for overdue service and/or spares receivables. Such liens shall be released by TAC upon payment in full or all sums owed TAC by applicant.
17	Applicant agrees that all payments are due to TAC in Wichita, Kansas, USA and agrees: (a) this agreement and the rights and remedies of the parties under this credit arrangement will be construed under the laws of Kansas, without regard to its conflict of laws principles; and (b) to consent to the jurisdiction of the state and federal courts sitting in Wichita, Kansas for any proceeding to enforce this agreement or to collect any sums due under it.

**Authorization**

I hereby represent that I am authorized to submit this application on behalf of the company/individual named above, and certify the information is true and correct. Any changes to this application must be submitted in writing to the credit department of Textron Aviation Companies (TAC).	<input type="checkbox"/> Yes
I/we authorize TAC to make such inquiries as may be deemed necessary to investigate the references and sources from time to time pertaining to the credit and financial responsibility of the applicant.	<input type="checkbox"/> Yes
I authorize each Textron Aviation Company to share applicant credit information and account history within its affiliates for the purpose of establishing a credit account and collections, and also for marketing Textron products to the extent permitted by applicable law.	<input type="checkbox"/> Yes
I/we have read all and agree to the above terms and conditions of this credit agreement.	<input type="checkbox"/> Yes
I/we have attached a copy of my current financial statement.	<input type="checkbox"/> Yes
Your account(s) with TAC will be managed jointly. Any default with either Cessna Aircraft Company or Beechcraft Corporation will be default with the other and either may exercise any appropriate remedies or other actions, such as account suspension.	<input type="checkbox"/> Yes

Signature of Authorized Party

Date

Please Print Name and Title





## Section 12: Export Compliance

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Beechcraft



Hawker

TEXTRON AVIATION

## Import Compliance

### International Shipping Instructions

When shipping to Textron Aviation, please adhere to the following instructions:

#### Required Documentation

- Air Waybill or Courier Receipt.
- Ocean Bill of lading (if applicable) (see [Exhibit A](#))
  - If sending shipment via ocean, you must notify Textron Aviation at least 48 hours prior to loading shipment on the vessel
  - Required data elements that we must know are the following:
    - Owner Name and Address
    - Container stuffing location
    - Consolidator name and address
    - Master B/L Number (include SCAC Code)
    - House B/L Number (include SCAC code)
    - ETD (estimate time of departure)
    - ETA (estimate time of arrival)
  - If compliance is not met a fine can be imposed and this fine will be charged to the customer
- A commercial invoice containing all of the following information must accompany all shipments: (see [Exhibit B](#))
  - Shipper and consignee's name and address. The invoice must be signed by a company official, be legible and in English.
  - Authorization must be obtained prior to shipping your item(s): ARG Number or claim number. Shipments that are not properly marked with an ARG Number or claim number may be refused by Textron Aviation and returned to the sender at the sender's expense after Textron Aviation imports the shipment into the US.
  - Part number and serial number (if applicable) of the item(s) being shipped
  - Complete description of all items. (No abbreviations or acronyms). Always use the Textron Aviation description of the items whenever possible.
  - Quantity of each item being returned
  - Unit price paid for each item, extended price of each item, and total value of complete shipment (all in US dollars)
  - Note reason for return: repair, core return, warranty, unused goods, spares warranty, claim against usage
  - If item is for repair, send to the attention of: Citation Repairs
  - Harmonized Tariff Schedule of the U.S. (HTSUS) which is found on your original purchase packing sheet, or can be obtained from your Textron Aviation representative
  - Country of origin for each item
  - Freight carrier and waybill (tracking) number



TEXTRON AVIATION

Customs Fees

- Shipments returning from foreign locations will have to cross customs and in this process will experience customs fees including broker fees, duty, MPF and freight charges.
  - Customs Fees Charged:
    - ARG - When the reason for return is due to not needing the part
    - CORE
    - SPAR – When part is not considered bad from stock
    - AFTM
    - NEW
    - SB
    - PWC
    - REP
  - Customs Fees not Charged
    - ARG – Textron Aviation sent in error
    - SPAR – Bad from stock
    - CES

A copy of each shipping document and proper claim identification paperwork must be attached to each part inside each box. It is critically important to our receiving process that each part is clearly marked with the reason for return: (i.e. as a new part return, a core being returned or as warranty item. .

**Cessna Parts Return**

Textron Aviation  
7121 SW Blvd  
Wichita, KS 67215

**Cessna ARG (Prop)**

Textron Aviation  
5800 E. Pawnee  
Wichita, KS 67218

**Beechcraft Parts Return**

801 Industrial Blvd, Suite 100  
Dock B  
Grapevine, TX 76051

**Intermediate Consignee/ Broker Select**

Ship "IN Bond" with U.S. Customs Clearance in Wichita, KS  
F.H. Kaysing Co.  
1950 S. Florence  
Wichita, KS 67209

**Beechcraft**

Notify:  
Cindy Wyatt

**Cessna**

Notify:  
Abbie Booth

Tele: 316-721-8980

Fax: 316-721-8986

Ensure "Broker Select" is identified on your invoice and the International AWB with FH Kaysing's address and telephone number. If "Broker Select" is not an option on the AWB, request an international air waybill from the carrier. If an international air waybill is not available from the carrier, ship to

Textron Aviation, C/O FH Kaysing at the above address

Beechcraft



Hawker

TEXTRON AVIATION

#### Licensable Products

- Items originally exported from the U.S. on a U.S. export license may require special marking or handling prior to being imported into the U.S. Please contact CSPPCustomsCompliance@txtav.com.
- ITAR Controlled Items.
  - If replacing a failed ITAR unit the following must occur:
    - Shipment must be cleared by Textron Aviation's broker
    - An international fedex waybill will need to be completed that shows FH Kaysing as the broker
    - The commercial invoice must state "This shipment is being imported in accordance with and under the authority of 22 CFR 123.4(a)(1)." (Note, this exception is unavailable if the shipment originates from a 126.1 Countries (Iraq, Afghanistan, Dem. Rep. Congo, Hati, Libya, Vietnam, Somolia, Sri Lanka, Liberia, Fiji, Cote d'Ivoire, Cyprus or Zimbabwe). You must contact CSPP prior to shipment.
    - If the shipment does not show this statement then a license will be required when shipping out the replacement part which will significantly delay the shipment.
  - Exporting an ITAR unit to countries other than US will require prior approval from The Department of State.

Beechcraft



Hawker

TEXTRON AVIATION

## Export Compliance

### Restrictions on Sales

Your Agreement requires you to comply with the U.S. laws and restrictions imposed on the export or delivery of any Textron Aviation product, part and publications to foreign person and destinations. While it is impossible to detail each and every requirement in the PPM, key areas that each ASF is responsible for will include denied party screenings, abiding by export restrictions if applicable, and maintain an export compliance policy.

Denied or restricted party screening. The U.S. Government and many international governments restrict the sale, transfer or delivery of products, services and technology to specific individuals and to specific destinations. These rules, for example, may significantly restrict the ASF's ability to service aircraft arriving from certain destinations, or provide parts to aircraft owned by certain blocked individuals. These restrictions vary from country to country and the ASF is responsible for understanding the local restrictions on providing services and parts to parties or governments who are subject to sanctions in the country where the ASF is located.

In addition, U.S. sanctions may also restrict the ability to supply services or provide certain Textron Aviation parts to specific countries, individuals or entities. For example, the ASF is prohibited by U.S. Laws and Regulations from exporting to, or transferring in country to certain entities and individuals involved the proliferation of weapons of mass destruction, to certain terrorists and terrorist organizations, and to certain military or military end-uses. These rules are very complicated and the ASF should always contact Textron Aviation prior to exporting a Textron Aviation product out of the country where it was originally received, or transferring a product within the ASF's country, to an entity or individual who is not a known commercial customer of the ASF's.

Export compliance policy. Each ASF should have in place a policy that requires the ASF to comply with the U.S. laws and local laws relating to the export, re-export and transfer and re-transfer of goods.

Significant penalties may be imposed for violations for the export rules. These penalties may include the inability to obtain U.S. Export controlled products.

In the event Buyer exports Textron Aviation products from the United States, Textron Aviation will not be designated the exporter of record. Diversion of Textron Aviation products contrary to U.S. law is strictly prohibited.

Beechcraft



Hawker

TEXTRON AVIATION

## Textron Aviation Export Procedures

The following information will provide guidance on what is required in order to perform part pickups in the US, request licensable products, routed exports and drop shipments.

### Part Pickup

- Shipment can only be picked up from a Textron Aviation Facility (i.e. Service Center or Warehouse)
- Customer must sign a limited power of attorney either accepting or declining our services to file export reporting prior to export. (see [Exhibit C](#))
- Customer must complete the parts pick up form (see [Exhibit D](#))
  - Required data elements
    - Passport number
    - Company name and address
    - Export Port
    - Foreign Customer's contact information
- Customer will receive a commercial invoice with all data elements required for export and for importing into their country.
- If EEI is required, it must be filed prior to export. It will be done either by Textron Aviation or by a forwarding agent of your choice.

### Licensable Products (see [Exhibit E](#))

- Parts that are highly controlled for US exports require additional information before being placed on order.
  - AHRS
    - Failed unit part number
    - Failed Serial Number
    - Final Destination
    - Aircraft Model and Serial
    - Traceable AWB
  - Non-AHRS items
    - Final Destination
    - Qty

### Routed Export Transactions

Buyer shall be considered the U.S. Exporter of Record for certain shipments, where the Buyer takes possession in the United States and directs Textron Aviation to ship the items to the Buyer's U.S. based freight forwarder. In these instances, the Buyer shall be considered the U.S. Exporter of Record and the Buyer's freight forwarder is responsible to file the EEI. Textron Aviation will provide the necessary information to your forwarder enabling them to complete the EEI accurately. In a Routed Export it is Buyer's responsibility to ensure the U.S. Electronic Export Information (EEI), is prepared, signed and filed with U.S. Customs by the U.S. based freight forwarder or agent



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the Buyer selected. In addition the Buyer will be required to provide Textron Aviation with a signed copy of the Routed Export Certifications. See, [Exhibits F](#) and [G](#), prior to delivery by Textron Aviation of the products to the Buyer's named U.S. agent. Buyer is required to provide a Power of Attorney to its U.S. freight forwarder in connection with all routed transactions. Textron Aviation may require a copy of the Power of Attorney prior to shipping to the buyer's freight forwarder.

**Drop Shipments**

Drop shipments are not to be used as a substitute for wholesale and retail inventories. Drop shipments can be minimized by maintaining adequate inventories and by promptly ordering customer requirements that are not normally stocked.

For those exceptional occasions when prompt parts service can only be accomplished by drop shipment, Textron Aviation's drop ship policy for Non-AOG orders is as follows:

Domestic Direct Service Facilities	To any location within the ASF's Area of Responsibility ("AOR"), except no drop shipments will be made to a freight forwarder.
International Direct Service Facilities	To any location within the Service Facility's province/country or to a province/country in their region that does not have a Textron Aviation contracted Service Facility or Distributor.
European Direct Service Facilities	To any location within the European Community or to a province/country in their region that does not have a Textron Aviation contracted Service Facility or Distributor
Distributors	To any location with the Distributor's are of responsibility.

Textron Aviation will drop ship AOG requirements to any location within the ASF's AOR region. However, International shipments cannot be made for Domestic (Continental U.S. & Alaska) ASF's and, likewise, Domestic shipments will not be made for International Service Facilities or Distributors.

Note: The ASF must be on "Open Account" status to be eligible for a drop ship.

Beechcraft



Hawker

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Exhibit

Exhibit A

F.H. Kaysing Company  
ISF Data Elements



<b>Manufacturer's Name and Address</b> (if unknown, use seller/supplier)		
<b>Seller Name and Address</b> (Shipper)		
<b>Buyer Name and Address</b> (Consignee)		
<b>Ship to Name and Address</b>		
<b>Container Stuffing Location</b> (Name and location of goods when physically loaded in the container)		
<b>Consolidator Name and Address</b> (Name and address of party loading goods for transport to the U.S.)		
<b>Importer of Record Number</b> (or FTZ Applicant ID Number, if applicable)	43-139525601	
<b>Consignee Number</b> (IRS, EIN, etc.)		
<b>Country of Origin</b>		
<b>Commodity/HTS No</b>		
<b>Invoice No/Part No</b>		
<b>Master B/L Number</b> ***Include SCAC Code		
<b>AMS House B/L Number</b> (Filed in AMS) ***Include SCAC Code		
<b>Vessel and On-Board Date</b>		
<b>ETD</b>		
<b>ETA</b>		





Exhibit B

Beechcraft



Hawker

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From:

Invoice Number:   
Invoice Date:   
Ship Date:   
Carrier:   
Waybill Number:

Ship To:

Item	Part Number	Description	Serial #	Country of Origin	Claim Number	Qty	Unit Price	Extend U.S. \$
<b>Total Declared Value for Customs Purposes Only</b>								<input type="text"/>

Comments:

**FOREIGN SHIPPER'S DECLARATION**

I, , DECLARE THAT TO THE BEST OF MY KNOWLEDGE AND BELIEF THE ARTICLES HEREIN SPECIFIED ARE FROM THE COUNTRIES OF ORIGIN LISTED ABOVE IN THE COUNTRY OF ORIGIN COLUMN AND THEY ARE RETURNED WITHOUT HAVING BEEN ADVANCED IN VALUE OR IMPROVED IN CONDITION BY ANY PROCESS OF MANUFACTURE OR OTHER MEANS.

SIGNATURE: \_\_\_\_\_ DATE:

Exhibit C



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## Authorization to File U.S. Electronic Export Information (EEI)

U. S. Export Regulations require an EEI (*Electronic Export Information*) to be submitted to the U. S. Census Bureau for the value of a transaction and/or service that exceeds \$2,500.00 USD that is to be exported out of the U. S. The EEI is used in compiling official U. S. export statistics and for export control purposes. The entire value must be reported for aircraft exports including the value of any modifications to the aircraft.

U. S. Foreign Trade Regulation 15 C.F.R. Part 30 explains that if the customer or its authorized agent is in the U. S. taking delivery of an aircraft, picking up aircraft after maintenance service, or picking up parts, the customer is considered to be the United States Principal Party of Interest (USPPI). Thus, the customer is responsible for filing the EEI through the AES (Automated Export System) system prior to exporting goods or services.

The EEI must be filed by a registered user through the AES Direct website ([www.aesdirect.gov](http://www.aesdirect.gov)). Cessna is a registered user of AES Direct and is willing to file the EEI on your behalf for your Cessna Service Center maintenance service, Cessna parts purchase, and Cessna aircraft purchase as long as the aircraft is not modified by another company prior to export.

In order for Cessna to provide you this service, you must agree in writing that Cessna may act as your authorized agent to file the EEI on your behalf. Be advised that you may still be responsible for filing an EEI for any non-Cessna items or services purchased while in the U. S.

If you do not authorize Cessna or another agent to file on your behalf and would like to file your own EEI, two conditions must exist to become a registered user 1) a physical address in the U. S. and 2) an IRS (Internal Revenue Service) number. If you meet the criterion, you may register at [www.aesdirect.gov](http://www.aesdirect.gov). For further clarification or assistance with AES you may call them at 1-800-549-0595 Option 3. If you choose another agent to file the EEI on your behalf, those parties may be a freight forwarder or an export lawyer.

<u>Customer Authorization:</u>	
<input type="checkbox"/> I acknowledge that this document will serve as a limited Power of Attorney whereby I authorize Cessna to file the EEI for my Cessna aircraft purchase, Cessna Service Center maintenance service, and/or Cessna parts purchase on my behalf and, I agree to indemnify and hold Cessna harmless for any liability that it may incur as a result of information provided by me for this filing. I also acknowledge that my aircraft will not be modified by another company prior to exportation.	
_____ Identification Number (EIN, Border Crossing, Dun and Bradstreet, or Passport Number of person on board aircraft at departure if available)	
<u>Customer Acknowledgement:</u>	
<input type="checkbox"/> I acknowledge that I will file the EEI on my own behalf or authorize another agent to do so.	
_____ Signature	_____ Date ____ / ____ / ____
_____ Print Complete Name (no initials for first name)	_____ Title

Additional information and the regulatory provisions for preparing, signing and filing the EEI are contained in the Foreign Trade Statistics Regulations (FTSR), Title 15 Code of Federal Regulations (CFR) Part 30, and can be found at the Foreign Trade Division website [www.census.gov/foreign-trade](http://www.census.gov/foreign-trade). Please also reference the Export Administration Regulations (EAR) Part 758 at [http://www.access.gpo.gov/wb/e/ear/ear\\_data.htm](http://www.access.gpo.gov/wb/e/ear/ear_data.htm) for further clarification on U.S. Export Clearance Requirements.

<u>Internal Reference Information:</u>		
Reference Number: _____	Aircraft: _____	Tail #: _____

Exhibit D



TEXTRON AVIATION

### Electronic Export Information Request Form

<input type="checkbox"/> Aircraft Maintenance	<input type="checkbox"/> Parts Pickup	<input type="checkbox"/> Aircraft Delivery	CST / Customer to Complete
Customer Account Number: <input type="text"/>			
Identification Number / type: <input type="text"/>			
<input type="checkbox"/> Passport Number / Border Crossing Number <input type="checkbox"/> Dun & Bradstreet Number <input type="checkbox"/> EIN (Employer Identification Number)			
Customer Name: <input type="text"/> Full first name – no initials			
Customer Address: <input type="text"/>			
<input type="text"/>			
<input type="text"/>			
Country: <input type="text"/>			
Customer Contact Name: <input type="text"/>			
Customer Contact Phone: <input type="text"/>			
Export Port Code / Number: <input type="text"/>			
Date of Export: <input type="text"/>			
EEI Authorization Received? <input type="checkbox"/> Yes <input type="checkbox"/> No			
<b>Parts Pick-up Information</b>			Cessna to Complete – Internal Information
<input type="checkbox"/> Jet Order <input type="checkbox"/> Prop Order			
Sales Order Number (s): <input type="text"/>			
<small>For Parts Pickup – send parts list, completed form and copy of Authorization to File EEI form to C SPP Customs Compliance mailbox.</small>			
<b>Aircraft Maintenance</b>			
Parts and Material Scan Only: <input type="checkbox"/>			
Service Order: <input type="text"/>			
Aircraft Model/Serial: <input type="text"/>			
Location of Service: <input type="text"/>			
Send ITN# to: (Primary Contact) <input type="text"/>			
(Secondary) <input type="text"/>			
Total Est. Value: (No Fuel) <input type="text"/>			
<small>For Aircraft Maintenance – please send completed form, copy of Authorization to File EEI form, valuation form and accounting copy of A \$400 PML to C SPP Customs Compliance mailbox</small>			

Exhibit E



TEXTRON AVIATION

### Export Control – Cancel Code Removal Request Form

\* Information required for cancel code removal.  
If item is left blank, please explain why in notes, otherwise request will not be processed.

Please email all requests to [CSPPCustomsCompliance](mailto:CSPPCustomsCompliance)

\*\*\*Weekend and After Hours Request – cc: Amika Gilkey and Kevin Elliott\*\*\*

* Sales Order/RQ	<input type="text"/>
* Select One:	
<input type="checkbox"/> Order	<input type="checkbox"/> Drop Ship
<input type="checkbox"/> Repair	<input type="checkbox"/> Quote
** Service Centers Only**	<input type="checkbox"/> Installing In House <input type="checkbox"/> Ship Out <input type="checkbox"/> Pick Up
*Part Number	<input type="text"/>
*Failed S/N	<input type="text"/>
Failed Part Number (if applicable)	<input type="text"/>
*Quantity	<input type="text"/>
*Aircraft Model – S/N	<input type="text"/>
*Squawk / Failure description (if fabric - description of use)	<input type="text"/>
* Customer Account #	<input type="text"/>
*Final Destination for item being shipped	<input type="text"/>
*Customer Home Base Location	<input type="text"/>
Customer PO#	<input type="text"/>
*Non-Domestic – AWB Tracking info (if fabric or packing – <u>Not Required</u> )	<input type="text"/>
*Ship To Address	<input type="text"/>
Notes (if a required field is left blank)	<input type="text"/>

Exhibit F

Beechcraft



Hawker

TEXTRON AVIATION

DATE

Cessna Aircraft Company  
P.O. Box 7704  
Wichita, Kansas 67277-7704

Re: Certification of Responsibility for Regulatory Requirements  
Routed Export Transactions

Dear Sir or Madam:

On behalf of NAME OF FPPI (CESSNA CUSTOMER), I, FULL NAME, hereby certify that NAME OF FPPI (CESSNA CUSTOMER) assumes responsibility for fulfilling the regulatory requirements, including any relevant licensing requirements, applicable to the export shipments to be executed pursuant to any Purchase Orders provided to Cessna Aircraft Company. NAME OF FPPI (CESSNA CUSTOMER) will engage NAME OF FREIGHT FORWARDER(S)/AGENT(S) to serve as its freight forwarder(s)/agent(s) for these transactions, will provide NAME OF FREIGHT FORWARDER(S)/AGENT(S) with a power of attorney or other relevant written authorization, and will instruct NAME OF FREIGHT FORWARDER(S)/AGENT(S) accordingly. As the U.S. Principal Party in Interest in this transaction, Cessna Aircraft Company will be responsible only for providing NAME OF FREIGHT FORWARDER(S)/AGENT(S) with the information required of it pursuant to 15 C.F.R. § 30.3(e)(1) for routed export transactions.

Sincerely,

FULL NAME, TITLE  
NAME OF FPPI (CESSNA CUSTOMER)

mbt/corr/154762 (3227)

Exhibit G



TEXTRON AVIATION

DATE

Cessna Aircraft Company  
P.O. Box 7704  
Wichita, Kansas 67277-7704

Re: Certification of Obligations in Routed Export Transaction

Dear Sir or Madam:

On behalf of NAME OF FREIGHT FORWARDER/AGENT, I, FULL NAME, hereby certify that NAME OF FREIGHT FORWARDER/AGENT have been retained by a Cessna Aircraft Company's (Cessna) customer(s) and have received Power of Attorney(s) from the Cessna customer(s) authorizing NAME OF FREIGHT FORWARDER/AGENT to act as Cessna's customer(s)'s agent in routed export transactions involving shipments of goods from Cessna. As the agent of the Foreign Principal Party in Interest (FPPI) in these transactions, NAME OF FREIGHT FORWARDER/AGENT assumes responsibility pursuant to 15 C.F.R. §§ 30.3(e)(2), 30.3(f), 748.4(a)(2), and 758.3 for fulfilling the relevant regulatory requirements applicable to the export transactions to be executed on behalf of Cessna's customer(s) for shipments from Cessna. Specifically, NAME OF FREIGHT FORWARDER/AGENT acknowledges its obligation to fulfill any export licensing requirements applicable to such transactions, in the event of a diversion/transshipment contrary to the information provided on Cessna's documentation, prepare and file any required Automated Export System (AES) filings, maintain all documentation required to support the AES filings and, upon request from Cessna, to provide the requisite documentation necessary to verify that the information provided to NAME OF FREIGHT FORWARDER/AGENT by Cessna was accurately reported via AES. That documentation will include, but is not necessarily limited to, a copy of the AES records as filed by NAME OF FREIGHT FORWARDER/AGENT. NAME OF FREIGHT FORWARDER/AGENT further acknowledges that, as the U.S. Principal Party in Interest (USPPI) in these transactions, Cessna will be responsible only for providing NAME OF FREIGHT FORWARDER/AGENT with the information required of Cessna pursuant to 15 C.F.R. § 30.3(e)(1) for routed export transactions.

Sincerely,

FULL NAME, TITLE  
NAME OF FREIGHT FORWARDER/AGENT  
ADDRESS  
ADDRESS  
ADDRESS