

Satisfaction Guarantee

Overview of Services

Airframe

- Major & Minor Inspections
- Structural Repairs
- Nose-to-Tail® Services

Avionics

- Major & Minor Avionics Upgrades
- Cabin Management Systems
- Mandate Compliance
- In house ODA & Engineering Services

Paint/ Interior/ Modifications

- Complete Paint & Interior Capabilities
- Floor Plan Changes
- Cabin Refresh



StandardAero is a recognized industry leader in engine MRO. But, we also have 36 OEM airframe authorizations and world class avionics, paint and interior capabilities. To introduce ourselves to those operators who are unfamiliar with us, we are offering a 'satisfaction guarantee' for qualifying non-engine work.

Factory Airframe Authorizations				
Falcon	Augusta	Houston	Los Angeles	Springfield
10/100	Heavy	Heavy	Line	Heavy
20/200	Heavy	Heavy	Line	Heavy
50/50EX	Heavy	Heavy	Line	Heavy
900 (All)	Heavy	Heavy	Line	Heavy
2000 (All)	Heavy	Heavy	Line	Heavy
7X/8X	Heavy	Heavy	Line	Heavy
Bombardier	Augusta	Houston	Los Angeles	Springfield
CL300/350	-	-	Line	-
CL 604/605	Heavy	-	Heavy	-
GEX 5000/6000	-	-	Heavy	-
Learjet	Augusta	Houston	Los Angeles	Springfield
40/45	-	-	Line	-
70/75	-	-	Line	-
60	-	-	Line	-
Embraer	Augusta	Houston	Los Angeles	Springfield
450/500	Base	Base	Base	-
600/650	Base	Base	Base	-

* Note: Base & Heavy indicates largest OEM authorization.

How Does it Work?

Aircraft entering a StandardAero facility for services between the dates of May 1 and September 30, 2016 may qualify for the "Satisfaction Guarantee" offer.

Customer simply signs a proposal that includes the "Satisfaction Guarantee" offer, and inputs an aircraft between these dates that includes 'accepted' quoted labor costs totaling \$30,000 or more on a combination of airframe, avionics, paint and/or interior.

Customer also agrees to take a short survey either at time of delivery or within 7 days of when StandardAero sends the survey link to the customer.

If the customer's survey response indicates a poor experience, then the customer and site representative will determine a reasonable, mutually agreed upon price reduction up to five percent (5%) off parts and labor, excluding engines.

Benefits

For operators considering StandardAero for the first time, this offer provides reassurance that StandardAero is a company with integrity, in addition to having major capabilities.

For our loyal customers, this program reinforces our commitment to you, by continuing to stand behind our work.

With dozens of factory authorizations in our network, and thousands of major Maintenance, Paint, Interior & Avionics projects under our belt, you can be confident that StandardAero can handle nearly any challenge with quality and pride.

Questions?

Contact your sales representative

Or:

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To find out more about our Satisfaction Guarantee contact your area representative or visit <http://www.standardaero.com>