



BOEING BUSINESS JETS

CUSTOMER SUPPORT HANDBOOK **2024**



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ABOUT THIS HANDBOOK



The BBJ Customer Support Handbook is intended to provide you with key contact information to help support the operation of your BBJ aircraft and increase your awareness of the members of the worldwide BBJ support team.

Each day we strive to deliver exceptional service to our customers by partnering with our extensive network of industry experts and leveraging the vast resources of The Boeing Company.

If you have any comments or suggestions about our product support or the information contained in this handbook, please feel free to contact me.

Sincerely,

Jeff DeHaven
Director of Fleet Support

Seattle, Washington, USA
Phone: +1-206-662-4710
Mobile: +1-206-612-7024
E-mail: jeffrey.s.dehaven@boeing.com

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24-HOUR CUSTOMER SUPPORT



24-Hour Support

ALOFT AeroArchitects

Technical services and AOG requests
Georgetown, DE, USA
Formerly PATS Aircraft Systems

Phone: +1-443-691-2966 (International)
+1-877-225-8265 (N. America)

Aviation Partners Boeing (APB)

Winglets support and spares
Seattle, WA, USA

Phone: +1-206-830-7699 (APB customer service)
+1-206-229-4919 (APB AOG)
+1-206-662-5525 (Spares—Boeing)

E-mail: fr@boeing.com (Spares—Boeing)
leng@aviationpartners.com (APB)

Boeing Distribution Inc

Spare parts
Dallas, TX, USA
Formerly Aviall

Phone: +1-800-284-2551 (N. America)
Web: shop.boeing.com/aviation-supply/

Boeing 787 Operations Control Center (OCC)

Technical issues or AOG support

Phone: +1-206-544-7787
E-mail: SVC787OCC@exchange.boeing.com

Boeing Operations Center Integration Team (OCIT)

Technical issues, all models except 787

Phone: +1-206-544-7500
E-mail: operationscenter@boeing.com

Boeing Spares/Material

Parts for AOG, critical order entry, and order status
Seattle, WA, USA

Phone: +1-206-662-6650 (First Responder)
+1-206-662-5525 (select 2)
E-mail: fr@boeing.com

24-Hour Support

CFMI International Inc./GE Aviation/GE Systems

CFMI engine support in Americas, China, and Asia-Pacific and GE engine support worldwide
Cincinnati, OH, USA

Phone: +1-513-552-5387 (USA)
+1-877-456-5387 (N. America toll free)
+86 400 820 6208 (China and Asia)

E-mail: aviation.fleetsupport@ge.com

CFMI International SA (Safran Aircraft Engines)

CFMI engine support in Europe, Africa, and Middle East

Phone: +33 (0) 1 6414 8888
+33 (0) 1 6414 8400

E-mail: cfmVIP.csc@safrangroup.com

Jeppesen

Technical support
Denver, CO
USA

Phone: +1-800-732-2800 (USA toll free)
+1-303-328-4587 (direct US)
+49 6102 5070 (UK)

Jeppesen DataPlan, Inc.

International trip planning services
San Jose, CA
USA

Phone: +1-408-963-2000 (US)
+44 1293 842403 (UK)

Fax: +1-408-961-5362

E-mail: FSS@boeing.com

Jeppesen World Fuel Services

Volume-based fuel discounts for BBJ operators

Phone: +1-408-458-0370
+1-305-428-8010 (24-hour)

E-mail: fuel@boeing.com

Jeppesen

55 Inverness Drive
East Englewood, CO
80112
USA

Phone: +1-800-553-7750 (US toll free)
+1-303-328-4244

E-mail: ba-customerservice@jeppesen.com

Web: www.jeppesen.com

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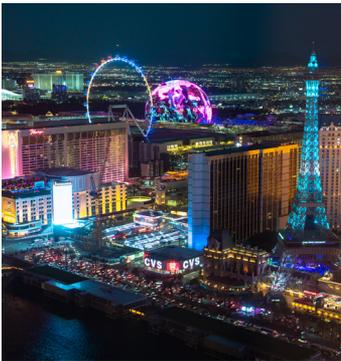
Training

Worldwide Fleet Support

Interior Design Firms

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KEY CONTACTS



Key Contacts

Address

P.O. Box 3707, MC 1E-77
Seattle, WA 98124-2207

Boeing Business Jets

(Not to be used for aircraft parts)

c/o Modern Aviation
8285 Perimeter Rd. S.
Seattle, WA 98108

Boeing Building 7-73.2
E-mail: business.jets@boeing.com
Web: businessjets.boeing.com

BBJ Sales

Joe Benson

President

Phone: +1-253-315-0888

E-mail: joseph.e.benson@boeing.com

Eric Howard

Deputy to the President and
Business Director

Mobile: +1-425-306-6302

E-mail: eric.howard5@boeing.com

Greater China and South Korea

Bing Li

Sales Director

Mobile: +1-425-344-7145

+86 1381 146 1339 (International)

E-mail: bing.li2@boeing.com

Asia Pacific, India, and Oceania

Teresa Mach

Sales Director

Mobile: +1-206-226-8831

E-mail: teresa.h.mach@boeing.com

Middle East, Central Asia, and Africa

James Carpita

Sales Director

Mobile: +1-425-698-8754

E-mail: james.g.carpita@boeing.com

Americas

Drew Gough

Sales Director

Mobile: +1-206-388-7641

E-mail: andrew.s.gough@boeing.com

Europe

James Rial

Sales Director

Mobile: +1-425-314-6408

E-mail: james.t.rial@boeing.com

Key Contacts

BBJ and Boeing

Boeing Global Services (BGS)

Stefan Lauterbach

Director BBJ Services

Phone: +1-720-519-6771
E-mail: stefan.r.lauterbach@boeing.com

Andrea Balazsova

Account Director
Europe

Mobile: +49 173 343 3176
E-mail: andrea.balazsova@boeing.com

Kit Yu

Account Director
Asia, Eastern US, Africa

Mobile: +1-425-877-5118
E-mail: kit.h.yu@boeing.com

Patricia Mahoney

Account Director
Western US, LAM/SAM, Canada

Mobile: +1-206-854-9327
E-mail: patricia.s.mahoney@boeing.com

Peter Watson

Account Director
Middle East & India

Mobile: +971 56 546 1746
E-mail: peter.watson@boeing.com

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BBJ and Boeing

Completion and Modification Activities

Leah Wesche

Manager, Business Operations

Mobile: +1-425-418-5738

E-mail: leah.m.wesche@boeing.com

John R. Peter

BBJ Completions Manager, 747, 787

Mobile: +1-206-734-2109

E-mail: john.r.peter@boeing.com

John Sveinsson

BBJ Completions Manager, 777

Mobile: +1-206-226-1113

E-mail: john.b.sveinsson@boeing.com

Dan Webb

BBJ Completions Manager, 737

Phone: +1-206-375-3530

E-mail: daniel.webb@boeing.com

Trent Degnan

Business Operations

Phone: +1-425-237-0904

E-mail: trent.t.degnan@boeing.com

Completion Center Request (CCR) focals and Engineering

Matthew Sachtleben

737 Engineering Integration

Phone: +1-253-737-8499

E-mail: matthew.sachtleben@boeing.com

Jacqueline Vogel

747/777/787 Engineering Integration

Phone: +1-206-245-5614

E-mail: jacqueline.vogel@boeing.com

Service requests: If Boeing engineering support is needed for issues related to a completion center custom interior installation interfacing with a Boeing “green” aircraft (e.g., structure, wiring), submit a service request through MyBoeingFleet.com using the Service Requests (SR) application. To ensure proper routing to the appropriate focal, select Product Type “BBJ/VIP Completion Ctr Support” and for Product Line, select the corresponding Boeing airplane model.

Key Contacts

BBJ and Boeing

Contractual & Data Services (C&DS)

Phone: +1-562-797-1717

Boeing Communication System (BCS) Messages for Technical Materials:

Submit online through MyBoeingFleet.com using the BCS application.

To ensure proper routing to C&DS, Select

- Service Category “Drawings, Data & Maintenance”
- Product Type “Data Ordering & Drawing Access”
- Product “Data and Services Catalog”

Customer Engineering

Joel Navarro

BBJ 737NG and 737 MAX

Phone: +1-425-214-2132

E-mail: joel.navarro@boeing.com

Tina Oskin

BBJ 777 and 787

Phone: +1-206-349-3608

E-mail: tina.m.oskin@boeing.com

Bruno Capitani

Modifications, Boeing Global Services

Phone: +1-562-797-8964

E-mail: bruno.capitani@boeing.com

Ken Medley

Modifications, Boeing Global Services

Phone: +1-425-234-4678

E-mail: kenneth.medley@boeing.com

Key Contacts

BBJ and Boeing

Customer Support Engineering

Seal Beach, CA, USA

Jason Beyerman

Airline Support Engineer

Mobile: +1-425-405-8136

E-mail: jason.v.beyerman@boeing.com

Hannah Robinson

Deputy Fleet Chief

Mobile: +1-562-386-7266

E-mail: hannah.t.robinson@boeing.com

E-Enabling

Vladimir Jurista

Project Manager

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Electronic Flight Bag

Suzanne Bagdon

Deployment Manager

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E-mail: suzanne.e.bagdon@boeing.com

Key Contacts

BBJ and Boeing

Fleet Support

Jeff DeHaven

Director, Fleet Support

Phone: +1-206-662-4710

Mobile: +1-206-612-7024

E-mail: jeffrey.s.dehaven@boeing.com

Maggie Gilbert

Regional Manager, BBJ Field Service

Phone: +1 425-234-9406

Mobile: +1 425-241-7141

E-mail: maggie.r.gilbert@boeing.com

Flight Operations (BBJ)

Rene Gonzalez

BBJ Chief Pilot

Mobile: +1-206-393-8821

E-mail: rene.n.gonzalez@boeing.com

Tony Nogales

BBJ Deputy Chief Pilot

Mobile: +1-206-226-7893

E-mail: anthony.l.nogales@boeing.com

Flight Operations Support (FOS)

If you have questions or issues, submit a Case through MyBoeingFleet.com using the Boeing Communication System (BCS) application.

Alex Ly

Flight Operations Engineer

Mobile: +1-562-725-9653

E-mail: alexandre.ly@boeing.com

Daniel Liu

Flight Operations Engineer (China)

Mobile: +1-206-295-2560

E-mail: daniel.liu@boeing.com

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BBJ and Boeing

Ground Support Equipment

Carey Vorhies

Maintenance & Ground Operations
Systems (MGOS)

Phone: +1-562-797-3532

E-mail: carey.r.vorhies@boeing.com

Suvir Bharil

Phone: +1-562-797-8414

E-mail: suvir.bharil@boeing.com

Intellectual Property Licensing

Joshua White

Phone: +1-206-295-4423

E-mail: joshua.a.white@boeing.com

Maintenance Programs Engineering

Anmer Sumortin

Senior Model Lead

E-mail: anmer.sumortin@boeing.com

Colleen Cheung

BBJ 737NG and 737 MAX

Phone: +1-714-415-8245

E-mail: colleen.r.cheung@boeing.com

Sunny Downs

BBJ 747-8, 777, 787

E-mail: sunny.k.downs@boeing.com

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BBJ and Boeing

Marketing

Chris Shindle

Director of Marketing

Phone: +1-206-304-7626

E-mail: christopher.m.shindle@boeing.com

Oren Katzen

Regional Director

Phone: +1-425-210-6972

E-mail: oren.katzen@boeing.com

Craig Logan

Regional Director

Phone: +1-425-306-0863

E-mail: craig.r.logan@boeing.com

Madison Weaver

Regional Director

Phone: +1-513-496-6509

E-mail: madison.weaver@boeing.com

MyBoeingFleet (MBF) and BBJ Community Website Access

Digital Data

Phone: +1-206-544-9990

Customer Support
(DDCS)

E-mail: ddcs@boeing.com

Web: MyBoeingFleet, Help Menu, select
'Contact Us'.

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Service Ready/ Entry Into Service (EIS)

Support for new BBJ customers whose aircraft are coming out of interior completion and entering service for the first time

Mark Hancock

Regional Director,
BCA Sales Operations

Mobile: +1-206-769-4528

E-mail: mark.c.hancock@boeing.com

Richard Thorgrimson

Regional Director,
BCA Sales Operations

Mobile: +1-206-399-3943

E-mail: richard.v.thorgrimson@boeing.com

Jeff Richman

Regional Director,
BCA Sales Operations

Mobile: +1-714-376-3071

E-mail: jeffrey.s.richman@boeing.com

Manage technical data and documents in support of Service Ready / Entry into Service Fleet Profile Management

Sharon McDonald

Pro Forma Management
BCA Sales Operations

Mobile: +1-425-306-2644

E-mail: sharon.l.mcdonald@boeing.com

Laura Somers

Pro Forma Management
BCA Sales Operations

Mobile: +1-253-298-2289

E-mail: laura.s.somers@boeing.com

Key Contacts

BBJ and Boeing

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Material Management

Loy Anne Leiblie

Material Sales Director

Phone: +1-206-304-6885

E-mail: loy.a.leiblie@boeing.com

Supply Chain

Candace Sayyadi

Phone: +1-425-375-5271

E-mail: candace.c.sayyadi@boeing.com

Robin Vanderende

Phone: +1-425-417-2358

E-mail: robin.l.vanderende@boeing.com

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SPARES



Spares

Spares Program

BBJ Spares focal - Sales

Loy Anne Leiblie

Material Sales Director

Phone: +1-206-304-6885 (Seattle, WA, USA)

E-mail: loy.a.leiblie@boeing.com

BBJ Spares focal - Support

Alyssa James

Customer Program Manager

Phone: +1-425-728-9296 (Charleston, SC, USA)

E-mail: alyssa.m.james@boeing.com

BBJ Spares—steps for placing a new spares order

Purchase orders (PO) for spare parts can be placed two ways:

1. 24-hour phone: +1-206-662-6650 (Seattle, WA, USA)
2. Online: The Boeing PART Page via MyBoeingFleet.com

Information to include in order

- The alphanumeric Spares Customer code (e.g., ABC or 1AB)
- Aircraft tail number or serial number (e.g., YG100/SN 12345)
- Purchase order number
- Part number
- Quantity
- Order priority (See Order Priority codes below)
- Requested Ship Date

Order Priority codes

- Airplane On Ground (AOG) aircraft registry designation, serial number, or tail number required on the purchase order
- Work Stoppage (WSP): Imminent AOG or work stoppage
- Urgent Stock Replenishment (USR): Parts required with less than normal lead time for stock replenishment
- Routine (RTN): Parts required on a routine basis

Ship-to code or address

Preferred method of shipping (FEDEX, UPS, courier). Identify the established Ship-To code or a one-time Ship-To address.

Spares

Spares Program

Service Bulletin kits

After initial PO Placement, your order will go on a Management Allocation Control hold. Provide your aircraft serial number and modification / maintenance schedule to remove the order from hold. That information can be provided on a Support Request, via email or call to the First Responder team, or to your Customer Program Manager.

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Order Escalation

Steps for AOG situation and order escalations (Tier 1 Information)

If you have an Aircraft On Ground or a Work Stoppage, please place your order via the PART Page and call +1-206-662-6650 (Seattle, USA) immediately with the following information:

1. Aircraft serial number
2. Aircraft situation in detail (e.g., heavy check, incident)
3. Work Stoppage Date
4. Return to Service Date
5. Deferral: Yes or No
6. Quantity Required
7. If this requirement is in support of an engine, provide the engine serial number
8. 24-hour contact

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BBJ Component Services Program and Spares

Boeing has two programs for our BBJ community to receive spare parts. One is through our Component Exchange Program (CEP), which provides used rotatable parts in exchange for unserviceable rotatable parts. The other is through our Spares program that provides new parts at a market-competitive price.

BBJ Component Exchange Program

Amsterdam, Netherlands
 Phone: +1-425-237-7204
 E-mail: sepamsterdam@boeing.com
 Hours: Monday–Friday 7 a.m.–4:30 p.m. CET

General guidelines and customer responsibility

All requests for exchanges must be in writing; verbal requests must be followed up with a written document. This ensures clear communications and provides a record for reference.

Steps for requesting exchange parts

1. Submit a written exchange request by e-mail to: sepamsterdam@boeing.com and follow up with a call to Boeing at +1-425-237-7204 to ensure we received your order.
2. In the request, identify yourself as a BBJ customer and provide your Boeing Spares three-letter customer code.
3. Specify you would like an exchange from the BBJ exchange program.
4. Identify the aircraft for which you are requesting an exchange (e.g., YG100 Aircraft S/N 12345).
5. Provide the purchase order number.
6. Provide a shipping address with contact information for receiving party, handling agent (if required), and customer contact person.

(Continued)

Spares

BBJ Component Exchange Program Steps for requesting exchange parts (continued)

7. BBJ owners and operators are responsible for all shipping charges. Define your preferred method of shipment and a specific courier account number (e.g., DHL account # 99999999).
8. Provide contact information, including phone number, and/or e-mail, for Boeing to provide status and shipping information.
9. Return the unserviceable unit to Boeing within four days and provide the return shipping details to sepamsterdam@boeing.com.

Boeing Netherlands BV
Component Services Program
Hangar 10 (H10) KLM Engineering & Maintenance
E.L.T.A .straat4
1117 GD Schiphol - Oost
The Netherlands

Exchange part ordering

BBJ customers must have a BBJ exchange program contract agreement on file. If an MRO is ordering the parts, an assignment of agent must also be on file.

Return part information required in addition to items 1–9 includes:

10. Part number and part serial number.
11. Aircraft registration from which the component was removed.
12. Date of component installation (if known).
13. Date of component removal.
14. Reason for component removal:
On-aircraft testing results and/or fault notification details required. Explanations that are non-technical or identify reason for removal only as “INOP” or “unserviceable” will require further details to be provided.
15. Flight hours and cycles of the removed component TSN/CSN.
16. Purchase order number given in the original exchange request.

Spares and Parts Exchange – Boeing

Contacts

Spares 24-Hour Coverage

AOG and critical order entry, order status	Phone: +1-206-662-6650 (Parts) +1-206-662-5525 (Select 2)
Seattle, WA, USA	Fax: +1-206-662-7145 (Parts) E-mail: fr@boeing.com

Contractual & Data Services (C&DS)

Formerly Data and Services Management (DSM)	Phone: +1-206-544-5000
---	------------------------

Support for ordering technical and engineering materials (e.g., Service Bulletins, IPC, AMM), Flight Operations Materials, and Customer Originated Change (COC) services.

Online requests for support: Submit through MyBoeingFleet.com using the Service Requests (SR) application. To ensure proper routing to DSM, select Product Type “Data Ordering and Distribution,” and Product “Data and Services Catalog.”

PART Page

Access problems, technical problems	Phone: +1-206-662-6650 (First Responder) E-mail: boeingpartpage@boeing.com
-------------------------------------	--

Boeing Distribution Inc

OEM spare parts, AOG spares support	Phone: +1-800-284-2551 (US toll free)
-------------------------------------	---------------------------------------

Formerly Aviall

See next pages for spare parts suppliers information.

Spares — Supplier

Contacts

ALOFT AeroArchitects

Auxiliary fuel tank systems Phone: +1-443-691-2966 (International)
+1-877-225-8265 (N. America toll free)

Formerly PATS Aircraft Systems

Aviation Partners Boeing (APB)

Winglets Phone: +1-206-662-6650 (Spares — Boeing)
Seattle, WA E-mail: fr@boeing.com (Spares — Boeing)
USA

GAMIT

21 M11 Business Link **Nadeem Muhiddin**
Parsonage Lane, General Manager
Stansted Essex, Phone: +44 (0) 1279 818 800
CM24 8GF +44 (0) 7733 360 520 (AOG)
United Kingdom E-mail: n.muhiddin@gamit.co.uk
Web: www.gamit.co.uk

Support Air

3191 West Tech Rd. **Kurt Krafka**
Miamisburg, OH Phone: +1-937-885-0580
45342 +1-937-361-8769 (24/7 AOG)
USA Fax: +1-937-885-1772
E-mail: kkrafka@supportair.com

Trade-Air UK

The Merlin Centre **Toby Smith**
County Oak Way Director
Gatwick Airport Phone: +44 1293 560 666 (24-hours)
West Sussex Mobile: +44 7781 286 406
RH11 7XA E-mail: toby@trade-air.co.uk
United Kingdom Web: www.trade-air.co.uk

Trade-Air USA

10441 NW 28 Street **Carola Lang**
Unit 107 Miami, FL US Director of Operations
33172 Phone: +1-305-592-3977
USA Mobile: +1-305-505-2382
E-mail: carola@trade-air.us

SUPPLIER AND SERVICE PARTNERS SUPPORT

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Supplier and Service Partners Support

ALOFT AeroArchitects

Delaware Coastal
Airport 21652

Nanticoke Ave.
Georgetown, DE 19947
USA

Formerly PATS
Aircraft Systems

Mark Ryan

VP, Operations and Supply Chain

Phone: +1-302-253-6334
+1-877-BBJ-TANK (225-8265) (24-hour)
+1-877-728-7278 (US toll free)
+1-443-691-2966 (outside USA on-call)

Mobile: +1-302-542-3126

E-mail: mark.ryan@aloftmail.com

Web: www.aloftaeroarchitects.com

Product: Auxiliary fuel systems

AMES, Aircraft Maintenance Engineering Services

8, Ave de Bale
F-68300
Saint-Louis, France

Mickael Villermet

Manager

Phone: +33 673 463 762

Fax: +33 369 770 038

E-mail: mickael.v@ames-camo.com

Web: www.ames-camo.com

Services: CAMO, maintenance tracking and planning, records review, maintenance programs, configuration management

Aviation Partners Boeing (APB)

555 Andover Park W
Suite 200
Tukwila, WA 98188
USA

Gagan Mahal

Director of Engineering

Phone: +1-206-766-7335
+1-206-229-4919 (Engineering 24/7)
+1-206-662-5525 (Spares—Boeing)

Mobile: +1-425-280-0763

E-mail: gmahal@aviationpartners.com

leng@aviationpartners.com

(Engineering support)

fr@boeing.com (Spares—Boeing)

Web: www.aviationpartnersboeing.com

Service: Blended winglet & split scimitar winglet support

Supplier and Service Partners Support

Aviation Partners, Inc. (API)

7023 Perimeter Rd. S.
Suite 200
Seattle, WA 98108
USA

Gary Dunn
President
Phone: +1-206-762-1171
Mobile: +1-206-310-2904
E-mail: gdunn@winglets.com
Web: www.aviationpartners.com
Service: Split Scimitar Winglet retrofits

Boeing Distribution Inc

P.O. Box 619048
Dallas, TX
75261-9048
USA

Phone: +1-800-284-2551 (US toll free)
Web: shop.boeing.com/aviation-supply/
Products: OEM spare parts, consumables, chemicals, kits
Services: 24/7/365 AOG spares support, wheel and brake overhaul, NiCad battery maintenance, rotatable exchange pool, Stratoflex hose fabrication

Formerly Aviall

Boeing Distribution Inc, Customer Service Centers

North America: +1-800-AVIALL-1 (284-2551)
Beijing, China: +86-10-6410-6086
Hong Kong: +852-2318-0233
Japan: +81-45-226-0236
Singapore: +65-6542-5420
Shanghai, China: +86-21-6391-0618
Taiwan: +86-62-2545-2191
Auckland, New Zealand: +64-9-275-0571
Melbourne, Australia: +61-3-9339-3000
Sydney, Australia: +61-2-9791-0511
Amsterdam, The Netherlands: +31-252-245-900
Dubai, United Arab Emirates: +971-4-2998981

Supplier and Service Partners Support

CAMP Systems International

11 Continental Blvd
Suite C
Merrimack, NH 03054
USA

Max Vivacharawongse
Director of Strategic Partnerships
Phone: +1-603-261-3009
Mobile: +1-407-516-7000
+1-877-411-CAMP (N. America toll free)
Fax: +1-631-588-3294
E-mail: mviva@campsystems.com
Web: www.campsystems.com

Steve Whitman
Manager of Large Aircraft Group
Phone: +1-631-588-3200 (direct)
E-mail: swhitman@campsystems.com

Sean Barry
Manager of Large Aircraft Sales
Phone: +1-603-377-7115
Mobile: +1-561-578-7503
E-mail: sbarry@campsystems.com

Services: Customized maintenance inspection programs, maintenance tracking service, integrated inventory management, integrated flight scheduling, fleet data portal and mobile platform

CFMI S.A.

Safran Aircraft Engines
Site de Melun Montereau
B.P. 1936
F-77019 Melun
CEDEX France

Pascal Cathrine
Regional Customer Support Manager,
Africa, Middle East, and Europe
Phone: +33 1 64 14 81 20
Mobile: +33 6 74 89 30 99
E-mail: pascal.cathrine@safrangroup.com

Supplier and Service Partners Support

Collins Aerospace

Air transport systems support
 Phone: +1-319-295-5000 (24-hours)
 E-mail: support@collins.com
 Web: www.collinsaerospace.com
 Products: Technical, parts, publications, software, and AOG support for communication, navigation, surveillance, weather radar, flight control and cabin (air show) systems; Head-up Guidance System (HGS)

Collins Aerospace

Scott Hall

BBJ Sales Account Manager
 Mobile: +1-425-238-8678
 E-mail: scott.hall@collins.com

Collins International Inc.

Middle East and Africa
 Media One Hotel Tower
 30th Floor, Office 3001
 Dubai Media City, UAE

Warwick Stone
 Account Director
 Phone: +971 4 4230200 (Office)
 Mobile: +971 055 150 7984
 E-mail: warwick.stone@collins.com

Mark S. Gibbins

Phone: +971 4 4230203 (Office)
 Mobile: +971 50 6254627
 E-mail: mark.gibbins@collins.com

David A. Bennett

Phone: +971 4 4230205 (Office)
 Mobile: +971 50 4593826
 E-mail: david.bennett@collins.com

Alcino da Costa e Silva

Phone: +971 4 4230213 (Office)
 Mobile: +971 55 1506374
 E-mail: alcino.da.costa@collins.com

Supplier and Service Partners Support

Collins Aerospace

4200 Airport Drive Phone: +1-877-808-7575
 Building B Web: www.collinsaerospace.com
 Wilson, NC 27896 Products: Cargo compartment smoke detection
 USA and fire extinguishing system

Formerly Kidde Aerospace and Defense

Crane Aerospace, Hydro-Aire

3000 Winona Avenue Phone: +1-818-526-2500 or -2600 (24-hours)
 Burbank, CA 91504 E-mail: ELDEC.Repair@craneae.com
 USA Web: www.craneae.com
 Products: Antiskid and brake control

ELDEC Aerospace Corporation

16700 13th Avenue W. Phone: +1-425-743-8100 (24-hours)
 Lynnwood, WA 98046 +1-425-743-8235
 USA E-mail: powerapps@craneae.com
 Web: www.craneae.com
 Products: Sensing, power, fuel flow transmitters

Supplier and Service Partners Support

GAMIT

21 M11 Business Link Parsonage Lane, Essex, CM24 8GF United Kingdom	Chris Leese-Wood Chief Operating Officer Phone: +44 (0) 1279 818 800 +44 (0) 7733 360 520 (AOG) E-mail: chris.leesewood@amacaerospace.com Web: www.gamit.co.uk Products: 24/7 spare parts and logistics support; component sales and exchange; component repair management, including engines, APU, gears online (digitalized technical records services)
--	--

GE Aviation Fleet Support Center

Available 24/7/365	Phone: +1-513-552-5387 (USA) +1-877-456-5387 (N. America toll free) +86 400 820 6208 (China and Asia) +1-513-552-3272 (OWS) E-mail: aviation.fleetsupport@ge.com Web: www.geaviation.com/bga www.geaviation.com/ows Products: CFM56 and GE engines
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For GE engine services, see Maintenance Facilities

GE Aviation/CFMI Inc./Systems

One Neumann Way, MD U6 Cincinnati, OH 45215 USA	George Gomez Senior Fleet Program Manager, GE/CFM Mobile: +1-770-355-0186 E-mail: george.gomez@ge.com
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Supplier and Service Partners Support

Granitize Aviation International

11022 Vulcan St. Phone: +1-562-923-5438
 South Gate, CA +1-800-553-6866 (US toll free)
 90280 E-mail: info@granitizeaviation.com
 USA Web: www.granitizeaviation.com
 Products: Xzilon 3 AECl—corrosion inhibitor for brightwork and paint protection; waxes, polishes, cleaners, and metal polishes for exterior and interior

Honeywell Aerospace

Technical support Phone: +1-800-601-3099 (24/7 worldwide)
 +1-855-808-6500 or 1-602-365-6500
 (24/7 technical support)
 E-mail: aerotechsupport@honeywell.com
 Web: www.aerospace.honeywell.com
 Products: APU, bleed system, displays, electric power systems, Nitrogen-Generating System (NGS), flight controls, Flight-Management System (FMS), lighting, navigation, Satcom, Cabin Management System (CMS)/ In-Flight Entertainment (IFE)

Jeppesen

55 Inverness Drive Phone: +1-800-553-7750 (US toll free)
 East Englewood, +1-303-328-4244
 80112 CO Fax: +1-303-328-4124
 USA E-mail: ba-customerservice@jeppesen.com
 Web: www.jeppesen.com
 Products: BBJ NavData, EFB data, Airway Manual, JeppView, fuel, international trip planning, flight planning, Onboard Performance Tool (OPT) data

Supplier and Service Partners Support

Jet\Brella, Inc.

6849 Hayvenhurst Ave. Phone: +1-818-780-1769 (24-hour voicemail)
 Van Nuys, CA 91406 Fax: +1-818-994-9456
 USA E-mail: sales@jetbrella.com
info@jetbrella.com
 Web: www.jetbrella.com
www.aeronasch.com
 Products: CFM56-7 Jet Brella engine cover kits, seat covers, and cockpit pedestal covers, LEAP1B, GE CF-6-80, GE NX-2B67 engine cover kits

Jetology GmbH

Börsegasse 11
 1010 Vienna
 Austria

Bernhard Prokop
 Accountable Manager
 Mobile: +43 676 8522 55500
 Web: www.jetology.aero
 Services: Continuous Airworthiness Management Organization (CAMO), aircraft management, technical authoring, completion supervision, auditing, entry-into-service support

Supplier and Service Partners Support

MedAire, Inc.

4722 North 24th St.
Suite 450
Phoenix AZ 85016
USA

Jeff Dickey
VP, Strategic Partnerships
Phone: +1-480-333-3700 (USA)
+65 6330 9534 (APMEA)
+44 1252 517 951 (Europe)
+1-602-417-3333 (24-hours)
(MedLink non-emergency)
+1-480-282-2536
Mobile: +1-480-282-2536
E-mail: jeffrey.dickey@medaire.com
Web: www.medaire.com
Services: Medlink 24/7, medical and security support, aircraft first-aid kit, automated external defibrillator, management of in-flight illness, and injury training

Nord-Micro GmbH & Co. OHG

Victor-Slotosch-Strasse 20
60388 Frankfurt/Main
Germany

Stefan Grudzinski
Director, Customer Support
Phone: +49 6109 303-182
+1-877-808-7575
(tech support, USA toll free)
E-mail: stefan.grudzinski@utas.utc.com
hsrcr@hs.utc.com
Product: Cabin pressurization and ventilation control systems

A UTC Aerospace
Systems Company

Parker Aerospace

14300 Alton Parkway
Irvine, CA 92618
USA

Phone: +1-949-809-8200 (USA)
+00800 27 27 5374 (Europe)
+1-949-851-4357 (AOG)
E-mail: CRC@support.parker.com
Web: www.parker.com
Products: Hydraulic actuators for flap, slat, Nose Wheel Steering (NWS), Thrust Reverser (TR), rudder

Supplier and Service Partners Support

Safran Landing Systems

Inovel Parc Sud
7, Rue General Valerie
Andre 78140 Velizy-
Villacoublay France

Laure De Laforcade
Marketing & Sales Manager
Phone: +33 6 85 46 03 67

Airplane On Ground Customer Support Centers

Formerly Messier-
Bugatti-Dowty

Phone: +1-404-305-2626 (Americas)
+65 6245 5688 (Asia-Pacific)
+86 10 8141 0500 (North Asia)
+33 1 55 21 25 90 (Europe, Middle East, and Africa)
E-mail: aogcsc.sls@safrangroup.com (AOG)

Technical and Commercial Support Centers

E-mail: americascsc.sls@safrangroup.com (Americas)
asiacsc.sls@safrangroup.com (Asia-Pacific)
chinacsc.sls@safrangroup.cn (North Asia)
eamescsc.sls@safrangroup.com (Europe, Middle East, and Africa)

Web: www.safran-landing-systems.com

Products: Wheels and brakes

Safran Water & Waste Aero Systems

1500 Glenn Curtiss St.
Carson, CA
90746-4012
USA

Linda Carrillo
Customer Services
Phone: +1-310-884-7028
+1-310-884-7000 (24-hours)
Fax: +1-310-884-7328

E-mail: linda.carrillo@safrangroup.com

Formerly Zodiac

Supports: Airstairs, crew seats, lavatories, vacuum waste systems

Supplier and Service Partners Support

Support Air

3191 West Tech Rd.
Miamisburg, OH
45342
USA

Kurt Krafka
Phone: +1-937-885-0580
+1-937-361-8769 (24/7 AOG desk)
Fax: +1-937-885-1772
E-mail: kkrafka@supportair.com
Products: FAA accredited. 24/7 AOG desk.
Consumable and rotatable components on sale, exchange or loan basis.
Material consignment services and component repair management

Teledyne Controls (TeleLink)

501 Continental Blvd.
El Segundo, CA
90245
USA

Ian Glen
Director, Customer Support
Phone: +1-310-765-3639
+1-310-382-5816 (USA 24-hours)
+44 (0) 7699-391 535 (UK 24-hours)
Mobile: +1-310-999-1480
E-mail: iglen@teledyne.com
Web: www.teledyne-controls.com
Products: Airplane condition monitoring system, Digital Flight Data Acquisition Unit (DFDAU), TeleLink, MagnaStar, eADL, Wireless Quick Access Recorder

Teledyne website provides regional Teledyne field support engineer contact information

Teledyne Sales

El Segundo, CA
USA

Mark Shoemaker
Senior Director
Phone: +1-310-765-3638
Mobile: +1-310-466-4174
E-mail: mark.shoemaker@teledyne.com

Trade-Air UK

The Merlin Centre
County Oak Way
Gatwick Airport
West Sussex
RH11 7XA
United Kingdom

Andrew Newland-Deanus
Technical Director
Phone: +44 1293 560666 (24-hours)
Mobile: +44 7710 662150
Fax: +44 1293 562887
E-mail: andrew@trade-air.co.uk
Web: www.trade-air.co.uk
Products: 24/7 spare parts support; rotatable and expendable parts, warranty; and SB kit

Supplier and Service Partners Support

Trade-Air USA

10441 NW 28 Street
Unit 107
Miami, FL 33172
USA

Carola Lang
USA Director of Operations
Phone: +1-305-592-3977
Mobile: +1-305-505-2382
Fax: +1-305-592-0265
E-mail: carola@trade-air.us
Products: BBJ, VIP, and corporate aircraft spares

UTC Aerospace Systems

Collins Aerospace
Customer Response
Center (CRC)

Phone: +1-877-808-7575 (Global)
+1-860-654-2500 (outside US)
Fax: +1-860-660-0372
E-mail: crc@collins.com
Web: www.collinsaerospace.com/support

Universal Weather & Aviation

1150 Gemini Street
Houston, TX
77058-2708
USA

Phone: +1-713-944-1622 X 3300 (Worldwide)
+1-800-231-5600 X 3300 (US toll free)
+44 1252 526 113 (Europe, Middle East, Africa)
+852 2109 1330 (Asia-Pacific)
E-mail: customercarecenter@univ-wea.com
Web: www.universalweather.com

Jack Bush

BBJ focal at Universal Weather,
Manager of Online & Digital Services
Mobile: +1-713-947-5503
E-mail: jbush@univ-wea.com
Services: Trip planning and support, global ground handling, fuel program, flight planning, ACARS/Datalink, satellite communications

Supplier and Service Partners Support

Veryon Inc

548 Market Street
Suite #42403
San Francisco, CA
94104
USA

Formerly Flightdocs

Stephanie Hart
Chief Customer Officer
Phone: +1-800-747-4560
Mobile: +1-416-99802862
E-mail: shart@veryon.com
Web: <https://veryon.com>

Raul Gil
Account Executive
Phone: +1-800-747-4560 (USA toll free)
Mobile: +1-239-250-9449
Email: rgil@veryon.com

Natalie VanderKelen-Smith
Director of Programs - Wide Body
Phone: +1-239-390-3199 x421
Mobile: +1-239-298-4787
E-mail: nvanderkelen@veryon.com
Services: Electronic maintenance tracking, custom maintenance inspection programs, custom MEL programs, inventory control

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WARRANTY



Warranty

Warranty Documentation

Boeing's warranty commitments are documented in either Exhibit B of the aircraft Purchase Agreement (PA) or Exhibit C of the Aircraft General Terms Agreement (AGTA), as applicable. The warranty for spare parts and services is found in the Customer Services General Terms Agreement (CSGTA).

Online Claim System

Boeing recommends using the Warranty Claims page on MyBoeingFleet for ease in filing warranty claims, viewing the most recent warranty news, and obtaining copies of claim-related documents and credit memoranda. This convenient page also allows customers to submit warranty claims directly to suppliers.

1. Ask your electronic-access administrator for access to the Warranty Claims page on MyBoeingFleet.com
2. Use the Warranty Claims page to
 - E-mail your Boeing Warranty Regional Manager
 - Submit warranty claims
 - See the most recent program letters
 - Get reports on claims filed on your fleet
 - Access the MyBoeingFleet online warranty training manual through MyBoeingFleet> Resources>Warranty Claims>Useful Downloads

Repair Options

Subject to the conditions stated in the customer's warranty, the customer has the option to perform its own repairs, send the Boeing part to the Boeing Repair Service Center, or use a third party for the repair. When sending a part to Boeing for repair, the customer should work directly with the Boeing Repair Service Center focal for repair order information and schedules.

Warranty

Contacts

Boeing Repair Service Center Contact

2750 Regent Blvd
Shipping Ramp 2
Dallas TX 75261 USA

Phone: (972)-586-4827
E-mail: repairs@boeing.com

Boeing Warranty Contact

Seattle, WA, USA

Inanc Lautch

Regional Manager, Boeing Commercial
Airplanes Contracts—Warranty

Mobile: +1-206-294-1230
E-mail: inanc.k.lautch@boeing.com

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AUTHORIZED WARRANTY SERVICE CENTERS

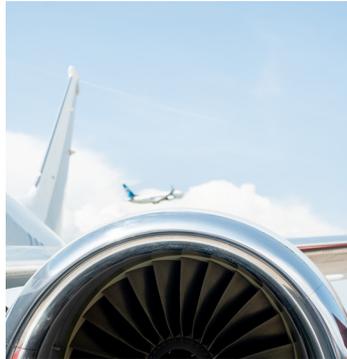


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Authorized Warranty Service Centers

BBJ customers may have warranty repair work performed on their BBJ aircraft at any of the following locations:

ALOFT AeroArchitects	Georgetown, DE, USA
Alsalam Aircraft Company	Riyadh, Saudi Arabia
AMAC Aerospace AG	Basel, Switzerland
Ameco Beijing	Beijing, China
Comlux	Indianapolis, IN, USA
Jet Aviation	Basel, Switzerland
Jet Aviation	Dubai, UAE
Jet Aviation	Geneva, Switzerland
Jet Aviation	Singapore
Lufthansa Technik	Hamburg, Germany

All of the listed BBJ Authorized Warranty Service Centers organizations have experience maintaining BBJ aircraft. Information relating to the capabilities of the BBJ Authorized Warranty Service Centers has been provided by the individual service centers and these services are listed for reference. Operators should contact the service centers directly to determine current capabilities and how they match operator needs. BBJ does not maintain oversight of all the capabilities at each facility.

Authorized Warranty Service Centers

ALOFT AeroArchitects

Delaware Coastal Airport
21652 Nanticoke Ave.
Georgetown, DE 19947
USA

Mark Ryan
VP, Operations and Supply Chain
Phone: +1-302-253-6334
+1-877-225-8265 (24-hours, N. America)
+1-877-728-7278 (24-hours, N. America)
+1-443-691-2966 (outside USA on-call)
Mobile: +1-302-542-3126
Fax: +1-302-855-0793
E-mail: mark.ryan@aloftmail.com
Web: www.aloftaeroarchitects.com
Approvals: FAA P7UR1160, UAE GCAA,
Bermuda DCAAMO, EASA,
Aruba Korean MOLIT
Checks: A, B, C, D

Facilities

Hangars: 4
Hangar size: 180,000 ft²

Services

Overhauls/heavy repair: Airframe
Special capabilities: Avionics upgrades, BBJ Service Center, interior completions, modifications, engineering and certification services
Services: Design, manufacture, and installation of auxiliary fuel systems, line and base base maintenance for 737 aircraft, ODA certification

Authorized Warranty Service Centers

Alsalam Aircraft Company

P.O. Box 8012
Riyadh 11482
King Khaled Intl.
Airport
Kingdom of
Saudi Arabia

Business Development
Phone: +966 11 874 2222 ext 2137
E-mail: info@alsalam.aero
Web: www.alsalam.aero
Approvals: GACA Saudi Arabia FAA and EASA
Checks: A, B, C, D, CPCP/aging aircraft; service bulletin/airworthiness; directive compliance; paint

Facilities

Hangars: 3

Services

Overhauls/heavy repair: Airframe only
Special capabilities: VIP refitting/refurbishment, modifications, composites, entertainment/avionics upgrades, interior design, manufacturing, strip and paint, engineering/DER services
Services: Non-Destructive Testing (NDT), SFAR-88, logistics and engineering

Authorized Warranty Service Centers

AMAC Aerospace AG

Henric Petri-Strasse
35 CH-4010
Basel, Switzerland

Rudi Kurz

Director, Maintenance & Production

Phone: +41 58 310 32 12

Fax: +41 58 310 31 35

Mobile: +41 79 205 64 90

E-mail: rudi.kurz@amacaerospace.com

Web: www.amacaerospace.com

Sebastien Grenon

Senior Manager of Large Aircraft
Maintenance (24/7 contact)

Phone: +41 58 310 3312

Mobile: +41 79 267 3442

E-mail: sebastien.grenon@amacaerospace.com

Services

Approvals: EASA 145.0363, EASA DO Part 21 Subpart J, EASA PO Part 21 Subpart G, UAE—Design Organization Approval, Part 145 MRO (Bermuda, Cayman Islands, Aruba, UAE, Qatar, Nigeria, Chad, Gabon, Saudia Arabia, Russia, Brazil, Oman, Swaziland, Cameroon, Equatorial Guinea) AA, Bahrain, Morocco, Niger, States Gurnsey, Taiwan, Kazakhstan

Checks: Line maintenance—heavy base maintenance checks

CAMO approvals: EASA Part M-CAMO
Bermuda OTAR Part 39
Cayman OTAR Part 39
UAE GCAA CAR M
EASA Otar 39
UAE for all aircraft types

Special capabilities: Interior completion, interior refurbishment, avionics and IFE upgrades, level 3 Non-Destructive Testing (NDT), wheel shop, batteries, welding, and structural repairs

Authorized Warranty Service Centers

Ameco Beijing

Capital Airport Road No. 2
P.O. Box 100621
Chaoyang Dist.
Beijing, P.R. China

Phone: +86-13810415107

E-mail: dingnan@ameco.com.cn

Web: www.ameco.com.cn

Approvals: FAA, EASA, CAAC, Bermuda, Cayman, Aruba, and many more

Checks: Full maintenance, repair, and overhaul (MRO)

Facilities

Hangars: 4-bay 747 Hangar
1-bay 747 VIP Hangar
4-bay 380 Hangar

Services

Maintenance: Line maintenance and base maintenance, Service Bulletins, Corrosion Prevention and Control Program (CPCP), AOG support for other locations

Base line maintenance: Beijing, Chengdu

Line maintenance: Tianjin, Shanghai, Guangzhou, Shenzhen, Hangzhou, Chongqing, Guiyang, Hohhot, Wuhan, Dalian

Overhauls/heavy repair: Air frame, components, engine, APU, landing gear and hydraulics

Special capabilities: Cabin entertainment and avionics upgrades, interior refurbishment and modifications, aircraft connectivity (e.g., KA band installation), cabin design studies and consultancy, on-site support

Services: Engineering services for airframe, components and engines; logistics; VIP cabin deep cleaning and refreshment; Non-Destructive Testing (NDT); composite repairs; technical training

Authorized Warranty Service Centers

Comlux

2910 S. High School Rd.
Indianapolis, IN
USA

Karina Matechak

Sales Manager

Phone: +1-317-472-7370

Mobile: +1-317-835-3263

E-mail: karina.matechak@comluxaviation.com

Web: www.comlux.com

Daniel Norris

Head of Maintenance

Phone: +1-317-472-7370

Mobile: +1-317-503-2827

E-mail: dnorris@comluxaviation.us

Facilities

Hangars: 3 totaling 300,600 ft² (927,871 m²), capacity for narrow and widebody BBJ

Services

Approvals: FAA Repair Station 2CXR457B, EASA Part 145, Saudi Arabia (GACA), Bermuda, Brazil, Republic of Korea, Kazakhstan, also ISO 9001:2008 +AS9100C certified

Checks: A, B, and C checks

Inspections/heavy repair: Structural repairs, airframe, and systems

Interior services: Interior design, interior completions (fully integrated with all internal back shops), refurbishments, avionics, and IFE upgrades; Non-Destructive Testing (NDT), SFAR-88

Authorized Warranty Service Centers

Jet Aviation AG–Basel

Flughafenstrasse
P.O. Box 214
CH-4030
Basel Airport
Switzerland

Marc Kuehni
Senior Director
Program Mgmt, Large Aircraft
Phone: +41 58 158 7069
Mobilie: +41 79 134 3662
Fax: +41 58 158 4792
E-mail: marc.kuehni@jetaviation.com
Web: www.jetaviation.com

Additional 24/7 contacts

Switchboard: +41 58 158 4112 or 4113
Duty manager: +41 79 320 8839
Duty supervisor Boeing: +41 79 831 4027
QC/QA manager: +41 79 831 6632
EMEA, Asia AOG service hotline: +41 58 158 4848

Facilities

Hangars: 8
Hangar size: 350,000 ft²

Services

Approvals: FAA, EASA Part 145, 21G, 21J
Saudi Arabia, UAE, Qatar, Nigeria,
South Africa, Bermuda, Cayman
Islands, Canada, Aruba,
Kazakhstan
Checks: A, B, C, D
Overhauls/heavy repair: Airframe, components, systems
Special capabilities: Avionics upgrades, interior design and
refurbishment, modifications, strip and
paint, engineering services
Services: Non-Destructive Testing (NDT),
line and base maintenance,
material and logistics support,
AOG help desk

Authorized Warranty Service Centers

Jet Aviation–Dubai

Dubai International Airport P.O. Box 84933 Dubai, UAE	Prabhat Gummadi Director of Maintenance
Phone: +97142073500	+971566968285 (AOG)
Mobile: +971506546193	
E-mail: prabhat.gummadi@jetaviation.ae jdxp.planning@jetaviation.ae (AOG 24-hours)	
Web: www.jetaviation.com	
Approvals: UAE–GCAA, FAA, and EASA Bermuda, Cayman, Saudi Arabia PCA	
Checks: A, B, C	
Services: Line and base maintenance, retrofits/upgrades, materials and logistics support, private aircraft handling	
Maintenance: Line maintenance available on demand at Dubai World Central Airport (DWC)	
AOG: AOG support available at Sharjah International Airport (SHJ) and Abu Dhabi Al Bateen Airport	

Jet Aviation AG Geneva Airport Branch

17, Route De Pré-Bois P.O. Box 456 CH-1215 Geneva Airport Switzerland	Cyril Martinieri Managing Director, Accountable Manager
Phone: +41 58 158 1000	
Mobile: +41 79 794 51 99	
Fax: +41 58 158 1115	
E-mail: cyril.martinieri@jetaviation.ch	
Web: www.jetaviation.com	

Additional 24/7 contacts

Switchboard: +41 58 158 1111
Duty manager: +41 79 202 8740
Duty MCC: +41 79 551 4201

Authorized Warranty Service Centers

Jet Aviation – Singapore

1071 West Camp Rd.
Seletar Airport
Singapore 797799

Erik Vandegrift

Vice President MRO Operations Asia and GM Singapore

Phone: +65 6335 7335
+65 9030 9663 (AOG 24-hour)
+65 9118 8365 (FBO 24-hour)

Mobile: +65 9127 8902

E-mail: erik.vandegrift@jetaviation.com

Web: www.jetaviation.com

Ian Quek

Director - Regional Sales

Mobile: +65 9615 1724

E-mail: ian.quek@jetaviation.com

Adrian Hollenbach

Senior Director - MRO

Mobile: +65 9630 2699

E-mail: adrian.hollenbach@jetaviation.com

Faizal Khan

Director, FBO

Mobile: +65 9652 6770

E-mail: faizal.khan@jetaviation.com.sg

Approvals: FAA, Bermuda, Cayman Islands, CAAS CAAC, HKCAD

Capability: Up to 72-month, C-check, interior refurbishment and repairs, avionics, CAMO services, FBO services, parking, and hangarage

Authorized Warranty Service Centers

Lufthansa Technik AG

Weg beim Jäger 193
22335 Hamburg, Germany

Barbara Lorenz

Head of Product Sales &
Customer Service Programs
Special Aircraft Services

Phone: +49 40 5070 71912

Mobile: +49 151 58925863

E-mail: barbara.lorenz@lht.dlh.de

E-mail: wnaashampsm@lht.dlh.de

Web: www.lufthansa-technik.com

Approvals: EASA 145, 21J, 21G, 147, FAA FAR 145, design, manufacturing, repair, production, CAMO, GCAA, GACA, GCAA, GACA, CAAC, MOLIT and more see website for details:
www.lufthansa-technik.com/en/approvals

Checks: Full MRO

Services: Line maintenance and base maintenance, Service Bulletins, CPCP, aging aircraft programs

Services

- Overhauls/heavy repair: Airframe, components, engines, APU, landing gear and hydraulics
- Special capabilities: Cabin entertainment and avionics upgrades, interior refurbishment and (major) modifications, aircraft connectivity (e.g., KA/KU-band installation), cabin design studies and consultancy, on-site support (mobile aircraft, engine and cabin services, VIP cabin assembly, and smart repairs)
- Services: Engineering services (CAMO support) for airframe, components and engines, aircraft pre-purchase inspection consultancy, logistics, FBO services in Germany and western Europe. VIP cabin deep cleaning refurbishment services, Non-Destructive Testing, on-site composite repairs, technical training, provisioning of on-board engineers

COMPLETION CENTERS

Courtesy of AMAC & Unique Aircraft



BBJ Select in Serena



Courtesy of Alberto Pinto Design



Courtesy of Lufthansa Technik & Edese Doret Industrial Design



Completion Centers

The completion centers listed in this section are licensed by Boeing to accomplish interior completions. These facilities have experience designing, installing, and certifying executive and VIP interiors for “green” transport category aircraft. These centers can also accomplish modification and refurbishments.

Note: Boeing maintains the listing of providers below for informational purposes only and makes no representations or warranties concerning such providers.

Legend for asterisks used in this section:

- * **Aircraft completion types offered by the center, but does not indicate experience.**
- ** **This facility is a BBJ Authorized Warranty Service Center.**
- *** **Center has accomplished three or more green completions of this aircraft type.**

Modification Centers

Additional facilities are licensed to accomplish modification and refurbishments, up to but exclusive of “green” completions.

Completion Management Firms

Also listed in this section are firms that have experience managing completion projects on executive or VIP interiors for transport-category aircraft.

Completion Centers

ALOFT AeroArchitects**

Delaware Coastal Airport
21652 Nanticoke Ave.
Georgetown, DE 19947
USA

Matthew Hill
Vice President, Sales & Marketing
Phone: +1-302-253-6372
Mobile: +1-302-752-8007
E-mail: matthew.hill@aloftmail.com

PATS Aircraft, LLC dba
ALOFT AeroArchitects

Bryan Callaway
Vice President,
Program Management Office
Phone: +1-302-253-6138
Mobile: +1-302-228-2534
E-mail: bryan.callaway@aloftmail.com
Web: www.aloftaeroarchitects.com
Aircraft: BBJ***

AMAC Aerospace Switzerland AG**

Sternengasse 18
CH-4051
Basel, Switzerland

Bernd Schramm
Group Chief Operating Officer
Phone: +41 58 310 32 10 or 31 31
Fax: +41 58 310 31 25 (Basel)
Mobile: +41 79 748 87 89
E-mail: bernd.schramm@amacaerospace.com

Eric Hoegen
Director, Group Sales
Phone: +41 58 310 33 04 or 31 31
Mobile: +41 79 460 92 79 (Switzerland)
E-mail: eric.hoegen@amacaerospace.com
Web: www.amacaerospace.com
Aircraft: BBJ***, Widebody*

Ameco Beijing**

Capital Airport Road No. 2
P.O. Box 100621
Chaoyang Dist.
Beijing, P.R. China

Nan Ding
Continued Airworthiness & Customer Service
Sub Manager Aircraft Cabin Solutions PBU
Phone: +86-13810415107
E-mail: dingnan@ameco.com.cn
Web: www.ameco.com.cn
Aircraft: BBJ*

*Aircraft completion types offered, does not indicate experience.

**This facility is a BBJ Authorized Warranty Service Center.

***Center has accomplished three or more green completions of aircraft type.

Completion Centers

Comlux Completion**

2910 S. High School Rd.
Indianapolis, IN
46241-4933
USA

Adam White
Chief Executive Officer
Phone: +1-317-472-7370 (Main office)
Fax: +1-912-661-5761
E-mail: adam.white@comluxaviation.us
Web: www.comlux.com
Aircraft: BBJ***, Widebody*

Karina Matechak
Sales Manager
Phone: +1-317-472-7370
Mobile: +1-317-835-3263
E-mail: karina.matechak@comluxaviation.com

Fokker Techniek

Aviolandalaan 31
4631 RP Hoogerheide
The Netherlands

Boaz Bal
Sales Director, Aircraft
Conversions and Completions
Phone: +31(0) 683 894 248
E-mail: boaz.bal@fokkertechniek.com
Web: www.fokkertechniek.com
Aircraft: BBJ*

Greenpoint Technologies

11724 NE 195th St
Suite 200
Bothell, WA 98011
USA

Chad D. Thorne
Vice President, Sales & Marketing
Mobile: +1-425-623-0075
E-mail: chad.thorne@greenpnt.com
Web: www.greenpoint.com
Aircraft: BBJ***, Widebody***

*Aircraft completion types offered, does not indicate experience.

**This facility is a BBJ Authorized Warranty Service Center.

***Center has accomplished three or more green completions of aircraft type.

Completion Centers

HAECO – Xiamen

20 Dailiao Road
East Gaoqi
International Airport
Xiamen, 361006
PR. China

Formerly listed
as TAECO

Justin Chen

General Manager Commercial

Phone: +86-592-5737563

E-mail: chensq@haeco.com

Candy Nie

Vice President Commercial Projects

Phone: +86-592-5726771

E-mail: nieyq@haeco.com

Ellie Dong

Senior Commercial Officer

Phone: +86 592-5737201

E-mail: dongzhangli@haeco.com

Web: www.haeco.com

Aircraft: BBJ*

Jet Aviation AG**

Flughafenstrasse
CH-4030 Basel-Euro Airport
Switzerland

Hendrik Janssen

Head of Completions Sales

Mobile: +41 79 539 6798

E-mail: hendrik.janssen@jetaviation.com

Web: www.jetaviation.com

Aircraft: BBJ***, Widebody***

*Aircraft completion types offered, does not indicate experience.

**This facility is a BBJ Authorized Warranty Service Center.

***Center has accomplished three or more green completions of aircraft type.

Completion Centers

L3 Harris Technologies

Integrated Systems
7500 Maehr Road
Waco, TX
76715-4580
USA

David McGrew

VIP Sales & Contracts

Phone: +1-254-867-2572
Mobile: +1-254-709-4786
E-mail: david.mcgregw@L3harris.com
Web: www.L3Harris.com

Mark Transue

Director Business Development – VIP Programs

Mobile: +1-830-714-8454
E-mail: mark.transue@L3Harris.com

Walt Ford

VIP Sales & Senior Capture Manager

Phone: +1-254-867-7548
Mobile: +1-254-717-0023
E-mail: walter.d.ford@L3Harris.com

David Coody

Director Business Development

Phone: +1-254-867-4333
Mobile: +1-254-709-5630
E-mail: david.l.coody@L3Harris.com
Aircraft: BBJ^{***}, Widebody^{**}

*Aircraft completion types offered, does not indicate experience.

**This facility is a BBJ Authorized Warranty Service Center.

***Center has accomplished three or more green completions of aircraft type.

Completion Centers

Lufthansa Technik AG

HAM TS/V

Weg beim Jäger 193

22335 Hamburg

Germany

Jan Grube

Director Sales

Special Aircraft Services

Mobile: +49 172 4077613

E-mail: jan.grube@lht.dlh.de

Web: www.lufthansa-technik.com

Aircraft: BBJ^{***}, Widebody^{***}

Sabena Technics

19 Rue Marcel Issartier

33700 Merignac

France

Daniel Soltani

SVP Sales and Business Development

Mobile: +33 (0) 6 76 96 55 34

E-mail: daniel.soltani@sabenatechnics.com

Web: www.sabenatechnics.com

Aircraft: BBJ^{*}

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Interior Design Firms

Abbreviations

*Aircraft completion types offered, does not indicate experience.

**This facility is a BBJ Authorized Warranty Service Center.

***Center has accomplished three or more green completions of aircraft type.

Modification Center

Modification Center

This modification center is licensed to accomplish modification and refurbishments up to but exclusive of “green” completions.

Alsalam Aircraft Company

P.O. Box 8012	Business Development
Riyadh 11482	Phone: +966-11-874 2222 ext 2137
King Khaled	E-mail: info@alsalam.aero
International Airport	Web: www.alsalam.aero
Kingdom of Saudi Arabia	

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Abbreviations

Completion Management Firms

Listed in this section are firms that have experience managing completion projects on executive or VIP interiors for transport-category aircraft.

Note: Boeing maintains the listing of providers below for informational purposes only and makes no representations or warranties concerning such providers.

ACES—Aircraft Conformance Engineering Services

Postfach 540142
D-22501
Hamburg, Germany

Herbert J. Artinger
Mobile: +49 1712762114
E-mail: hjartering@gmail.com
Web: www.acesvip.com

A.I.M.S International Corp

3500 S. Dupont Hwy.
Dover, DE 19901
USA

Flo Ciobotaru
Phone: +1-514-497-0491 (Office)
E-mail: flo.aims@sympatico.ca
Web: www.aimsinternational.us

Ascending Designs & Completions

2251 Fox Ridge Trail
Frisco, TX 75034
USA

Jeannine Ohrmundt
Phone: +1-972-624-1434 (Office)
Mobile: +1-214-685-9651
E-mail: johrmundt@sbcglobal.net
Web: www.ascendingdesigns.com

Aviation Consulting Group

22525 64th Pl. Ste 2039
Issaquah, WA 98027
USA

Larry Hinebaugh
Mobile: +1-951-545-1489
E-mail: larry@avcongroup.com

Avjet Corporation

4301 Empire Ave.
Burbank, CA 91505
USA

Mark Foulkro
Phone: +1-818-841-6190 (Office)
Web: www.avjet.com/aircraftmanagement

Completion Management Firms

Camber Aviation Mgt Ltd

Vancouver, BC
Canada

Tom Chatfield

Mobile: +1-604-849-4747

E-mail: tdc@camberaviation.com

Web: www.camberaviationmanagement.com

Elephants & Monkeys Consulting

2224 NE 41st Ave.
Portland, OR
USA

Chris Blumenthal

Mobile: +1-503-442-9855

E-mail: chris@elephantsandmonkeys.com

Web: www.elephantsandmonkeys.com

EH Aviation Advisors AG

Muhlestiegstrasse 5
4125 Riehen
(Basel-City)
Switzerland

Eugen Hartl

Office: +41 61 535 6396

Mobile: +41 79 647 1137

E-mail: eugen.hartl@aviation-advisors.ch

Web: www.aviation-advisors.com

Freestream Aircraft Limited

29 Bruton Place
London
W1J 6NJ
United Kingdom

Alireza Ittihadieh

Mobile: +44 20 7584 3800

+1 646 688 2862

E-mail: sales@freestream.com

Web: www.freestream.com

Global Jet Monaco

Villa L'Union
27 Boulevard
Des Moulins
98000

Nicolas Jaccard

Technical Sales Consultant

Phone: +377 97 77 0104

Mobile: + 41 79 434 7176

E-mail: nicolas.jaccard@globaljetmonaco.com

Intercontinental Aviation Solutions

135 Weston Road
Suite 120
Ft. Lauderdale, FL 33326
USA

Scott Brigante

Mobile: +1-954-684-2059

E-mail: scott.brigante@gmail.com

Completion Management Firms

JET Aircraft Interior Technical Services

1670 S. Cranes Mill Rd.
New Braunfels, TX
78132
USA

Ed Harris
Phone: +1-210-602-3899
E-mail: edharris55@yahoo.com
travelingman@gvyc.com
Web: www.jetacft.com

Jet Solutions Inc.

4935 TW King Rd.
Southlake, TX 76092
USA

Jay R. Little
Mobile: +1-469-855-9802 (US)
+44 7824 389 474 (UK)
E-mail: littlej@businessjetrep.com
businessjetrep@gmail.com

Johnson Aviation Consulting

10814 Tree Shadow Ln.
Frisco, Texas 75035
USA

Marc Johnson
Mobile: +1-972-898-8796
E-mail: mjohnson@vipinteriors.net
Web: www.vipinteriors.net

Kestrel Aviation Management Ltd

Kirkland, WA
USA

Stephen L. Vella
Phone: +1-425-296-6883 (Office)
Mobile: +1-425-985-0272 (US)
+44 7785 311974 (UK)
E-mail: slv@kestrelaviation.com
Web: www.kestrelaviation.com

Lancaster Consulting LLC

Sydney, Australia

Tom Lancaster
Mobile: +61 417 298 251
E-mail: tlanc@hotmail.com

Lerette Aviation Consulting, Inc

18219 Redriver Song
San Antonio, TX
78259
USA

Henry Lerette
Mobile: +1-210-562-0232
E-mail: hlerette@lacincorp.com
Web: www.lacincorp.com

Lindsey Design

401-2 Bull Creek Pkwy
Cedar Park, TX 78613
USA

Brett Lindsey
Mobile: +1-512-785-3599
E-mail: brett@lindseydesign.com
Web: www.facebook.com/lindseydesign

Completion Management Firms

McKenzie Aircraft Management Ltd

2 Hillards Court
Chester Business Park
Chester CH49PX
UK

Bill McKenzie
Phone: +44 776 0347 434 (Office)
E-mail: bill@mckenzieam.com
Web: www.mckenzieam.com

Prestige Cabin Interiors Consulting

P.O. Box 4010
Burill Lake NSW
Australia 2539

John Sambolec
Phone: +61 400 628-955 (Office)
+1-909-380-2423 (US)
E-mail: john.sambolec@cabininteriors.com
Web: www.prestigecabininteriors.com

Raptor Limited

900 Ranch Rd.
620 South
Suite C101-150
Lakeway, TX 78734
USA

Doug Beckham
Phone: +1-972-352-7403 (Office)
+44 771-757-1394 (Europe)
E-mail: doug@dbcom2.com

Reditus Aviation Management

219 West 81st
Street 2B New York
NY 10024
USA

Don Thompson
Phone: +1-917-733-6411 (Office)
E-mail: dthompson@reditus.us
Web: www.reditus.us

SR Technics

P.O. Box CH-8058
Zurich Airport
Switzerland

Michael Gringmuth
Sales Director
Phone: +41 58 688 7000 (Office)
Mobile: +41 79 964 6431
E-mail: michael.gringmuth@srtechnics.com
Web: www.srtechnics.com

Studio E/Motions SARL

1, Rue du Vignoble
F-68440 Habsheim
France

Francis Munch
Phone: +33 6 16 40 02 33 (Office)
+41 787 23 41 03 (Office)
E-mail: francis@studioe-motions.com
contact@studioe-motions.com
Web: www.studioe-motions.com

Gartenstrasse 95
4052
Basel, Switzerland

MAINTENANCE FACILITIES

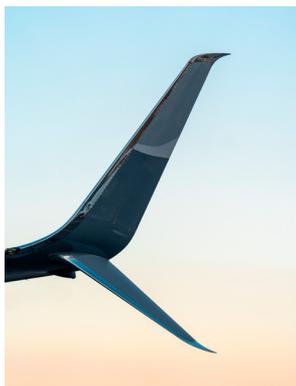


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Abbreviations

Maintenance Facilities

North America



The facilities listed in this section report the ability to perform maintenance work on aircraft.

Note: Boeing maintains the listing of providers below for informational purposes only and makes no representations or warranties concerning such providers.

Ascent Aviation Services, LLC

24641 Pinal Air Park Rd.
Marana, AZ 85653
USA

David Querio

President

Phone: +1-520-616-5100

E-mail: info@ascentmro.com

Web: www.ascentmro.com

7001 S Park Ave. Approvals: FAA Class 4 Part 145 repair station;
Tucson, AZ 85756 ISO 9001-2008;

Formerly Marana Aerospace Solutions Certifications: EASA, TCCA, Bermuda, Guernsey, and NCAA

Capabilities: Comprehensive full-life aircraft care. Our team offers a variety of solutions for most types of narrow-body and widebody commercial aircraft. A–D inspections, structural modifications, and repairs. Paint, interiors, avionics, and IFE. Engine and APU services. Back shops include landing gear services, wheels, brakes, head treat, welding, machine shop, and NiCad battery service

Maintenance Facilities

North America

ALOFT AeroArchitects

Delaware Coastal Airport
21652 Nanticoke Ave.
Georgetown, DE 19947
USA

Formerly PATS
Aircraft Systems

Mark Ryan

VP, Operations and Supply Chain

Phone: +1-302-253-6334

Mobile: +1-302-542-3126

Fax: +1-302-855-0793

E-mail: mark.ryan@aloftmail.com

Web: www.aloftaeroarchitects.com

For more information about ALOFT AeroArchitects capabilities, see their listing in the BBJ Authorized Warranty Service Centers section

Aviation Technical Services, Inc.

3121 109th St. SW
Everett, WA 98204
USA

Troy Daman

Director, Business Development

Phone: +1-425-423-4328

Mobile: +1-360-420-4660

Fax: +1-425-423-3508

E-mail: troy.daman@atsmro.com

Web: www.atsmro.com

Approvals: FAA, EASA, CAAC, Bermuda, AS9110, AS9110B, and ISO9001:2000

Checks: A, B, C, D, CPCP, SSID, and bridge/transition programs

Services

Overhauls/heavy repair: Airframe, components, and engineering

Special capabilities: Interior completions, interior reconfigurations, interior refurbishments, avionics, Wi-Fi, Satcom, IFE upgrades, Non-Destructive Testing (NDT), engineering services, strip and paint, hydraulics, structures, and composite repair

Maintenance Facilities

North America

Citadel Completions LLC

Chennault Intl Airport
3900 Chennault Pkwy

Lake Charles, LA
70615
USA

Noel Christen

Vice President of Operations

Phone: +1-337-990-6445

Mobile: +1-337-963-5069

E-mail: nchristen@citadelcompletions.com

Web: www.citadelcompletions.com

Approvals: FAA, EASA, GCAA, Bermuda, Aruba, Cayman Islands, Turkmenistan, AS9110C, and ISO9001:2015

Checks: Block Maintenance programs, Calendar Maintenance programs, MPD, CPCP, customer supplies maintenance programs and Bridge/transition programs, AD Notes/SB/SL

Services

MRO: Airframe, Engines, NDT, Instruments.

Comlux

2910 High School Rd.
Indianapolis, IN
USA

Karina Matechak

Sales Manager

Phone: +1-317-472-7370

Mobile: +1-317-835-3263

E-mail: karina.matechak@comluxaviation.com

Web: www.comlux.com

For more information on the capabilities at Comlux, reference the listing in the BBJ Authorized Warranty Service Centers section

Maintenance Facilities

North America

Delta TechOps

Technical Operations and Sales

1010 Delta Blvd.
Atlanta, GA 30320
USA

Aaron Berger

Manager, Line Maintenance Contracts

Phone: +1-404-715-5366 (Line Contracts desk)

Mobile: +1-404-714-0522

E-mail: aaron.berger@delta.com

Approvals: FAA-145 DALR026A, EASA 145.4380

Checks: A, B, C, D, and line maintenance

Other locations: Boston, Cincinnati, Detroit, Los Angeles, Minneapolis, Salt Lake City, Seattle, and worldwide coverage with Next-Generation 737 AOG Disabled Aircraft Response Team (DART)

Services

Overhauls/heavy repairs: Airframe, components, engines, APUs

Special capabilities: Avionics upgrades, modifications, aircraft paint, landing gear, and hydraulics

Additional services: Total support programs, parts exchange/loan, engineering services, structural repairs and modifications, composite repairs, reliability programs, QA programs, NDT services, and line maintenance

Maintenance Facilities

North America

GE Engine Services

One Neumann Way
Mail Drop U6
Cincinnati, OH 45215
USA

Greg Norwood
Senior Sales Director
Mobile: +1-620-402-4215
E-mail: gregory.norwood@ge.com
Web: www.geaerospace.com/services/regional-business/onpoint

Services

Overhauls/heavy repairs: Five CFM56 engine overhaul shops located in Strother, Kansas, USA; Petropolis, Brazil; Cardiff, Wales, UK; Scotland, UK; Kuala Lumpur, Malaysia. Eight engine repair shops located in Dallas, Texas, USA; Cincinnati, Ohio, USA; London, England, UK; Doha, Qatar; Dubai, UAE; Seoul, Korea; Shanghai, China; Rio de Janeiro, Brazil

Additional services: 24/7 on-wing support, LRU repair and exchange, fleet management, engine leasing, rate/hour programs, on-point solutions and essential services, remote diagnostics, tools leasing

Maintenance Facilities

North America

King Aerospace Commercial Corporation

Ardmore Municipal Airport
402 Wright Street
Building 320
Ardmore, OK 73401
USA

Keith Weaver

Vice President

Phone: +1-972-248-4886

Mobile: +1-972-948-1444

E-mail: kweaver@kingaerospace.com
wip@kingaerospace.com

Web: <http://kacommercialcorp.com>

Approvals: FAA, EASA, DGAC, Bermuda, AS9110C, ISO9001:2000

Checks: Block maintenance programs, Calendar maintenance programs, MSG3, MPD, CPCP, customer supplied custom maintenance programs and bridge/transition programs, AD Notes/SB/SL.

Services

MRO Services: Airframe with all levels of maintenance from light to heavy and repairs on Boeing 737 Next Gen & Classic series aircraft GE Authorized On-Point Service Center for CFM56-7B engine services to service operators who are GE On-Point customers. Pre-Buy Inspections and drop-in AOG services

Special Capabilities: Complete Interior refurbishment and reconfigurations, avionics upgrades, Satcom and Wi-Fi connectivity (e.g. KA-Band installation), Cabin Entertainment/IFE upgrades, VIP aircraft strip and repaint

Maintenance Facilities

North America

L3 Harris Technologies

Integrated Systems
7500 Maehr Road
Waco, TX
76715-4580
USA

David McGrew

VIP Sales & Contracts

Phone: +1-254-867-2572
Mobile: +1-254-709-4786
E-mail: david.mcgreg@L3harris.com
Web: www.L3Harris.com

Mark Transue

Director Business Development – VIP Programs

Mobile: +1-830-714-8454
E-mail: mark.transue@L3Harris.com

Walt Ford

VIP Sales & Senior Capture Manager

Phone: +1-254-867-7548
Mobile: +1-254-717-0023
E-mail: walter.d.ford@L3Harris.com

David Coody

Director Business Development

Phone: +1-254-867-4333
Mobile: +1-254-709-5630
E-mail: david.l.coody@L3Harris.com

Approvals: FAA & EASA Part 145 Repair Station; Part 145 Approval for Oman & Brunei; 21K FAA Parts Manufacturing Approval (PMA) for several STCs; ODA 750173-SW

Services

Maintenance Checks: A, B, C and D Checks
Special Capabilities: Interior completions, interior refurbishments, avionics and IFE upgrades, Non-Destructive Testing (NDT), wheel shop, batteries, welding and structural repairs, modifications, strip and exterior paint, engineering services

Maintenance Facilities

Central and South America



AGS–Argentina Ground Support

Ezeiza International Airport	Phone: +54 11 5480 5170
Corporate Bldg.	Mobile: +54 11 5404 3259
FI 3 Suite 302	Fax: +54 11 5480 5169
Buenos Aires 1802	E-mail: info@agshandling.com
Argentina	Web: www.agshandling.com

Coopesa R. L.

P.O. Box 10108-1000
San José, Costa Rica

Rodolfo Solls

Director, Marketing and Sales

Phone:	+506 2437 2828
Mobile:	+506 8874 7712
Fax:	+506 2437 2829
E-mail:	marketing@coopesa.com
Web:	www.coopesa.com
Approvals:	FAA EE4Y151M
	EASA 145.0044

(Argentina, Brazil, Costa Rica, Colombia, Mexico, Panamá, Venezuela, Cayman, Nigeria, Bolivia, Ecuador, and Chile)

Checks: A, B, C, D, SI, SSID, MSG-3, CPCP, AD NOTES/SB

Services

Overhauls/heavy repairs:	Airframe
Special capabilities:	Avionics, interiors, paint, Non-Destructive Testing, weight and balance, composite, modifications

Maintenance Facilities

Europe



AMAC Aerospace AG

Henric Petri-Strasse 35
CH-4010
Basel, Switzerland

Rudi Kurz

Director, Maintenance and Production

Phone: +41 58 310 3212

Mobile: +41 79 205 6490

Fax: +41 58 310 3135

E-mail: rudi.kurz@amacaerospace.com

Web: www.amacaerospace.com

Sebastien Grenon

Senior Manager of Large Aircraft
Maintenance (24/7 contact)

Phone: +41 58 310 3312

Mobile: +41 79 267 3442

E-mail: sebastien.grenon@amacaerospace.com

Approvals: EASA 145.0363, EASA DO Part 21
Subpart J, EASA PO Part 21 Subpart G,
UAE-Design Organization Part 145 MRO
(Bermuda, Cayman Islands, Aruba, UAE,
Qatar, Nigeria, Chad, Gabon, Saudia
Arabia, Russia, Brazil, Oman, Swaziland,
Cameroon, Equatorial Guinea), FAA,
Bahrain, Morocco, Niger, States Gurnsey
Taiwan, Kazakhstan

Checks: Up to D check

CAMO approvals: EASA Part M-CAMO, Bermuda OTAR
Part 39, Cayman OTAR Part 39, UAE
GCAA CAR M, EASA Otar 39, UAE for
all aircraft types

(Continued)

Maintenance Facilities

Europe

AMAC Aerospace AG (Continued)

Special capabilities: Interior completion, interior refurbishment, avionics and IFE upgrades, level-3 Non-Destructive Testing, wheel shop, batteries, welding, and structural repairs

Boeing Commercial Aviation Services Europe Limited

Boeing Hangar
North West Zone
London Gatwick Airport Phone: +44(0) 1293 507267
West Sussex Mobile: +44(0) 7770 738668
RH6 0ND Email: ross.a.munnery@boeing.com
United Kingdom

Ross Munnery

Base Maintenance Manager

Phone: +44(0) 1293 507267

Mobile: +44(0) 7770 738668

Email: ross.a.munnery@boeing.com

Sales Enquiries

E-mail: MROEuropeSupport@boeing.com

Web: <https://services.boeing.com>

Approvals: EASA IE.145.071, UK.145.01867

Aircraft Types: 737NG (CFM), 737MAX (CFM Leap1B), 777(RR & GE), 787 (RR & GENx)

Checks: Up to C check

Services

Maintenance/Repair: Line Maintenance including Pre-Flight, Daily and Weekly checks, routine and scheduled tasks, troubleshooting/defect rectification and AOG recovery.

Base Maintenance up to and including heavy C checks, major component replacement, service bulletins, structural inspections and repairs

Special capabilities: Avionic and IFE upgrades, cabin reconfigurations, minor/major modifications, reliability and warranty programs, fuel tank entry

Additional Services: Return to service and entry into service technical support, apron parking and hangar spot lease, tool loan.

Facilities

Hangars: 1

Hangar size: 161,460 square ft (15,000 sq m)

Hangar Capacity: 2 widebody or up to 5 narrow body

Hours: 24/7

Maintenance Facilities

Europe

Fokker Techniek

Aviolandalaan 31
4631 RP Hoogerheide
P.O. Box 3

4630 AA Hoogerheide
The Netherlands

Boaz Bal
Sales Director, Aircraft
Completions and Conversions

Phone: +31(0) 6 83 894 248
+31 88 628 0888 (24/7 AOG desk)

Mobile: +31(0) 622 571973

Fax: +31(0) 164 618699
+31 88 628 0811

E-mail: boaz.bal@fokkertechniek.com
aogdesk@fokker.com

Web: www.fokkertechniek.com

Approvals: EASA 21J, 21G, 145, 147, FAA FAR 145, manufacturing, repair, operations, CAMO, AS9100C, ISO9001, GCAA, GACA, China, and others (see Fokker website for details)

Services

Overhauls and repairs: Heavy base maintenance checks on 737 Classic and Next-Gen 737 airframe. Component maintenance and repairs. (For full capabilities listing, see www.fokker.com/services_components_MRO_refurbishments)

Special capabilities: Interior completions, interior refurbishments, modifications and floor plan changes, upgrades for avionics, IFE-systems, Satcom/Wi-Fi/WLAN systems

Facilities

Hangars: 4
Hangar size: 173,000 square ft (16,072 sq m)

Maintenance Facilities

Europe

Inflite Jet Centre

Hangar 1 London Stansted Airport	Phone: +44 (0)1279 831 000
Essex CM24 1RY	Fax: +44 (0) 1279 837 900
United Kingdom	E-mail: operations@inflite.co.uk
	Web: www.inflitejetcentre.co.uk
Capabilities:	Full base and line maintenance

Jet Aviation AG—Basel

Flughafenstrasse H7 10.27 P.O. Box 214 CH-4030 Basel Airport Switzerland	Marco Crescenzi Director PMO Phone: +41 58 158 4197 Mobile: +41 79 841 3199 E-mail: marco.crescenzi@jetaviation.com Web: www.jetaviation.com
--	--

For more information on Jet Aviation AG—Basel capabilities, see listing in the BBJ Authorized Warranty Service Centers section

Jet Aviation AG—Geneva

18, Chemin des Papillon CH-1215 Geneva Airport Switzerland	Edgar Guerreiro Senior Director MRO & FBO and General Manager Geneva Phone: +41 58 158 1000 Mobile: +41 79 430 6420 E-mail: edgar.guerreiro@jetaviation.com Web: www.jetaviation.com
--	---

For more information on Jet Aviation AG—Geneva Airport capabilities, see listing in the BBJ Authorized Warranty Service Centers section

Maintenance Facilities

Europe

Lufthansa Technik AG

Weg beim Jäger 193
22335 Hamburg, Germany

Barbara Lorenz

Head of Product Sales &
Customer Service Programs
Special Aircraft Services

Phone: +49 40 5070 71912

Mobile: +49 151 58925863

E-mail: barbara.lorenz@lht.dlh.de

E-mail: wnaashampsm@lht.dlh.de

Web: www.lufthansa-technik.com

Approvals: EASA 145, 21J, 21G, 147, FAA FAR 145, design, manufacturing, repair, production, CAMO, GCAA, GACA, GCAA, GACA, CAAC, MOLIT and more see website for details:
www.lufthansa-technik.com/en/approvals

Checks: Full MRO

Programs: Line maintenance and base maintenance, Service Bulletins, CFCP, aging aircraft programs

Services

- Overhauls/heavy repair: Airframe, components, engines APU, landing gear, and hydraulics
- Special capabilities: Cabin entertainment and avionics upgrades, interior refurbishment and (major) modifications, aircraft connectivity (e.g., KA/KU-band installation), cabin design studies and consultancy, on-site support (mobile aircraft, engine and cabin services, VIP cabin assembly, and smart repairs)
- Additional services: Engineering services (CAMO support) for airframe, components and engines, aircraft pre-purchase inspection consultancy, logistics, FBO services in Germany and western Europe. VIP cabin deep cleaning refurbishment services, Non-Destructive Testing, on-site composite repairs, technical training, provisioning of on-board engineers

For more information on Lufthansa Technik capabilities, see listing in the BBJ Authorized Warranty Service Centers section

Maintenance Facilities

Europe

SR Technics Switzerland Ltd.

Flughofstrasse

CH-8058 Zurich Airport

Switzerland

Phone: +41 58 688 7000

Mobile: +41 79 964 6431

E-mail: VIP@srtechnics.com

Michael Gringmuth

Sales Director, Aircraft Services

sales@srtechnics.com

Approvals: CH.145.0200 (Maintenance)
CH.MG.7005 (Continuing Airworthiness)
CH.21G.0016 (Production)
EASA.21J.358 (Design)
FAA: 14 CFR Part 145: SWRY3221
Bermuda CAM BDA/CAMO/030

SR Technics Malta Ltd

P.O. Box 21 Malta

Int Airport

LQA 5000 Malta

Phone: +44 58 688 75 00 (AOG, 24-hour)
+41 58 688 61 13 (Line Maintenance)

E-mail: linemaintenance@srtechnics.com

Web: www.srtechnics.com

Checks: Line maintenance
A, B, C, and D

Services

- Overhauls/heavy repair: Airframe, VIP, components, engines CFM56 series repair station + Pratt and Whitney 4000 series
- Special capabilities: Avionics upgrades, modifications, continuing airworthiness management, airworthiness review certificate inspections, Supplemental Type Certificates (STC), wheels and brakes, Non-Destructive Test, aircraft and modification refurbishment, strip and paint
- Additional services: Line maintenance; technical training; airframe, engine, and component engineering; fleet technical management; minor modifications; cabin modification programs; AOG recovery; VIP interiors; and other services

Maintenance Facilities

Africa and the Middle East



Alsalam Aircraft Company

P.O. Box 8012
Riyadh 11482
King Khaled
Intl. Airport
Kingdom of
Saudi Arabia

Business Development
Phone: +966 11 874 2222 ext 2137
E-mail: info@alsalam.aero
Web: www.alsalam.aero

Services

Special capabilities: VIP refitting/refurbishment, modifications, composites, entertainment/avionics upgrades, interior design, manufacturing, strip and paint, engineering/DER services

For more information on Alsalam Aircraft Company capabilities, see listing in the BBJ Authorized Warranty Service Centers section

Maintenance Facilities

Africa and the Middle East

Arabian Aircraft Services Co. Limited (ARABASCO)

P.O. Box 9094
Jeddah 21413
Kingdom of
Saudi Arabia

Phone: +966 12 684 6900
Mobile: +966 50 328 1756
E-mail: ops.jed@arabasco.aero
Web: www.arabasco.aero

Approvals: GACA AMO-005,
FAA BIRY385N,
Lebanon LCAA No. 8,
UAE GCAA AMO/156/05
AOC Part 125 #006
Part 135 #010

Services Wheel and brake overhaul, battery service shop, Non-Destructive Testing, Honeywell Service Center for LRUs, full-service ground handling and turnaround services, flight plans and weather services, catering, freight forwarding

Facilities

Hangar: 1
Hours: FBO (including Riyadh) 24-hours a day; crew and passenger VIP lounge and services

Jet Aviation—Dubai

Dubai
International Airport
P.O. Box 84933
Dubai, UAE

Prabhat Gummadi
Director of Maintenance

Phone: +97142073500
+971566968285 (AOG)
Mobile: +971506546193
E-mail: prabhat.gummadi@jetaviation.ae
jdxb.planning@jetaviation.ae
(AOG e-mail monitored 24-hours)
Web: www.jetaviation.com

For more information on Jet Aviation—Dubai capabilities, see listing in the BBJ Authorized Warranty Service Centers section

Maintenance Facilities

Africa and the Middle East

Lufthansa Technik/DC Aviation—Dubai South

Lufthansa Technik
Middle East FZE
27th Floor
Dubai World
Trade Center
P.O. Box 9224
Dubai, UAE

Phone: +971 4 405 7550
E-mail: lht_dxb@lht.dlh.de
Services: Line maintenance up to A-checks
FBO 24-hours a day; crew and passenger VIP lounge and services

Facilities

Hangar: 1
Hangar size: 5,700 sq m (61,354 sq ft)

Facilities located at Dubai South (DWC) Airport

Maintenance Facilities

Asia and Pacific



Ameco Beijing

Capital Airport Road No. 2
P.O. Box 100621
Chaoyang Dist.
Beijing, P.R. China

Phone: +86-13810415107
E-mail: dingnan@ameco.com.cn
Web: www.ameco.com.cn

Nan Ding

Continued Airworthiness & Customer Service
Sub Manager Aircraft Cabin Solutions PBU

For more information on Ameco Beijing capabilities, see listing in the BBJ Authorized Warranty Service Centers section

Boeing Shanghai Aviation Services Co., Ltd.

118 Feiao Rd.
Pudong Intl Airport
Shanghai, PRC
Postcode 201207

Phone: +86 21 2021 5020
+86 21 6835 8056
(24-hour service hotline)
E-mail: sales@boeingshanghai.com
Web: www.boeingshanghai.com
Approvals: FAA, EASA, KCASA, DCA, Bermuda

Services

Overhaul/maintenance: Airframe, components
Special capabilities: Fleet management,
engineering/planning,
composite repair, manufacturing

Maintenance Facilities

Asia and Pacific

China Aircraft Services Limited

81 South Perimeter Road Hong Kong Intl. Airport Lantau, Hong Kong	York Schilling Chief Commercial Officer Phone: +852 2261 2838 +852 2261 2261 (24/7) Mobile: +852 923 26280 E-mail: york.schilling@casl.com.hk Web: www.casl.com.hk Approvals: HKAR, CCAR (JMM), FAA, EASA 145 Capabilities: Aircraft line maintenance to heavy maintenance (BBJ)
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EVA Sky Jet Center

No. 3, Alley 123, Lane 405 Dunhua N. Rd. Songshan Dist Taipei City 10548 Taiwan	Phone: +886 2 2175 9600 Fax: +886 2 2717 5250 E-mail: evaskyjet@evaskyjet.com Web: www.evaskyjet.com Capabilities: Comprehensive logistics support, flight operations service, ground handling, inflight cuisine, complete line service to interior refurbishment
--	---

Maintenance Facilities

Asia and Pacific

HAECO-Xiamen

20 Dailiao Road
East Gaoqi
International Airport
Xiamen, 361006
PR. China

Formerly listed
as TAECCO

Justin Chen

General Manager Commercial

Phone: +86-592-5737563

E-mail: chensq@haeco.com

Candy Nie

Vice President Commercial Projects

Phone: +86-592-5726771

E-mail: nieyq@haeco.com

Ellie Dong

Senior Commercial Officer

Phone: +86-592-5737201

E-mail: dongzhangli@haeco.com

Web: www.haeco.com

Approvals: CAAC/HKCAD/EASA/FAA/JCAB/
CAAS/TDCA, etc.

CAAC DMDOR (designated
modification design organization
representative)

HKCAD POA (production
organisation approval)

HKCAD DOA

(design organisation approval)

Services

Maintenance and interiors: Heavy maintenance up to D check (line maintenance stations located in Xiamen, Beijing, Shanghai, Tianjin, Nanjing, Chongqing, and Zhengzhou); cabin interior completion, modification and refurbishment; components, landing gear interior completion, modification and refurbishment; components, landing gear

Maintenance Facilities

Asia and Pacific

Jet Aviation—Singapore

1071 West Camp Rd.
Seletar Airport
Singapore 797799

Erik Vandegrift

Vice President MRO Operations Asia and GM Singapore Manager

Phone: +65 6335 7335
+65 9030 9663 (AOG/24 hour)
+65 9118 8365 (FBO/24 hour)

Mobile: +65 9127 8902

E-mail: erik.vandegrift@jetaviation.com

Web: www.jetaviation.com

Ian Quek

Director - Regional Sales

Mobile: +65 9615 1724

E-mail: ian.quek@jetaviation.com

Adrian Hollenbach

Senior Director - MRO

Mobile: +65 9630 2699

E-mail: adrian.hollenbach@jetaviation.com

Faizal Khan

Director of FBO

Mobile: +65 9652 6770

E-mail: faizal.khan@jetaviation.com.sg

Approvals: FAA, Bermuda, Cayman Islands, CAAS CAAC, HKCAD

Capabilities: Up to 72-months, C-check, interior refurbishment and repairs, avionics, CAMO services, FBO services, parking and hangarage

For more information on Jet Aviation—Singapore capabilities, see listing in the BBJ Authorized Warranty Service Centers section

PAINT FACILITIES

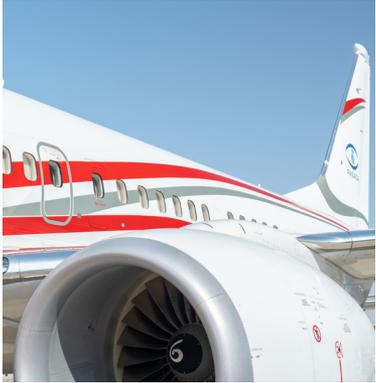


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Paint Facilities

The following paint facilities report the ability to accomplish VIP-quality painting on BBJ aircraft.

Note: Boeing maintains the listing of providers below for informational purposes only and makes no representations or warranties concerning such providers.

AeroPro

255 S. Leland Norton Way San Bernardino, CA 92408 USA	Michael Allen President Phone: +1-909-382-0080 Fax: +1-909-382-0088 E-mail: info@aeropro.us Web: www.aeropro.us
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Ameco Beijing

Capital Airport Road No. 2 P.O. Box 100621 Chaoyang Dist. Beijing, P.R. China	Nan Ding Continued Airworthiness & Customer Service Sub Manager Aircraft Cabin Solutions PBU Phone: +86-13810415107 E-mail: dingnan@ameco.com.cn Web: www.ameco.com.cn
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Aviation Exteriors — AvEx

Acadiana Regional Airport 1218 Hangar Dr. New Iberia, LA 70560 USA	Dean Love Customer Relations Manager, Planning Manager Phone: +1-337-365-6646 Mobile: +1-337-380-4008 E-mail: dean@avexpainting.com Web: https://avexmro.com
---	--

Dean Baldwin Painting, LP

2395 Bulverde Road, Suite 105 Bulverde, TX 78163 USA	Rick Smith Vice President, Business Development Phone: +1-830-438-5340 Mobile: +1-210-883-6033 E-mail: ricks@deanbaldwinpainting.com Web: www.deanbaldwinpainting.com
---	---

Paint Facilities

IAC—International Aerospace Coatings

5251 California Ave.
Irvine, CA 92617
USA

Dave Patterson
Executive Vice President,
Sales and Marketing

Phone: +1-714-556-0576
Mobile: +1-949-633-4656
E-mail: dave@leascorp.com
Web: www.iac.aero

King Aerospace

Ardmore Municipal Airport
402 Wright Street
Building 320
Ardmore, OK 75001
USA

Keith Weaver
Vice President

Phone: +1-972-248-4886
Mobile: +1-972-948-1444
E-mail: kweaver@kingaerospace.com
wip@kingaerospace.com
Web: www.kacommercialcorp.com

L3 Harris Technologies

Integrated Systems
7500 Maehr Road
Waco, TX
76715-4580
USA

David McGrew
VIP Sales & Contracts

Phone: +1-254-867-2572
Mobile: +1-254-709-4786
E-mail: david.mcgreg@L3harris.com
Web: www.L3Harris.com

Mark Transue

Director Business Development –
VIP Programs

Mobile: +1-830-714-8454
E-mail: mark.transue@L3Harris.com

Walt Ford

VIP Sales & Senior Capture Manager

Phone: +1-254-867-7548
Mobile: +1-254-717-0023
E-mail: walter.d.ford@L3Harris.com

David Coody

Director Business Development

Phone: +1-254-867-4333
Mobile: +1-254-709-5630
E-mail: david.l.coody@L3Harris.com

Paint Facilities

Marshall Aerospace & Defence Group

The Airport
Newmarket Road
Cambridge
CB5 8RX
United Kingdom

Nicholas Maxfield
Senior Manager, Public Relations
Phone: +44 (0) 1223 373 865
Mobile: +44 (0) 7467 359 849 (UK)
E-mail: oliver.drury@marshalladg.com
Web: <https://marshallgroup.com/en>

Sabena Technics

19 Rue Marcel Issartier
33700 Merignac
France

Daniel Soltani
SVP Sales and Business Development
Mobile: +33 (0) 6 76 96 55 34
E-mail: daniel.soltani@sabenatechnics.com
Web: www.sabenatechnics.com

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TRAINING



Training

Boeing Flight Services

Flight Training

Daren Gulbransen

Global Head of Training

Phone: +1-206-304-2583

E-mail: daren.s.gulbransen@boeing.com

Maintenance Training

Rob Zielinski

BBJ Maintenance Training

Phone: +1-206-304-1807

E-mail: rob.m.zielinski@boeing.com

For more Boeing training information, please go to Boeing Training & Flight Services online at: <https://services.boeing.com/training-solutions>

Online training enrollment for Per-Seat maintenance training courses, visit MyBoeingTraining Learning Center: https://myboeingtraining.csod.com/client/myboeingtraining/learning_center.aspx

See next page for information on GE and Safran Aircraft training.

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Training

CFM (GE and Safran Aircraft Engines) Training

CFM Aero Engine Maintenance Training Center (AEMTC)

Guanghan City, Phone: +86 838 5183450
Sichuan Province, Fax: +86 838 5192747
China, E-mail: training@aemtc.com

CFM Aircraft Engine Support South Asia (CFMAESSA) Customer Training Center

Plot No. 4 Aerospace Phone: +91 939 463 9344/+91 406 731 0801
Park Shamshbad, Fax: +91 40 67 31 08 05
Hyderabad, India, E-mail: sreedhar.gopalan@cfmaessa.com

GE Customer Technical Education Center (CTEC)

123 Merchant Street Phone: +1-513-552-6692
Cincinnati, OH 45246 Fax: +1-513-552-2777
USA, E-mail: CTEC.U@ge.com

GE Advanced Technology & Research Center (GE ATRC)

Al Gharafa, Doha Phone: +974 44068020
Qatar, E-mail: CTEC.U@ge.com
(GENx, GE90, CF6,
and diagnostics training)

Safran Aircraft Engines—CFM Customer Training Center (CTC)

Villaroche, France Phone: +33 1 64 14 80 35/+33 1 64 14 81 03
Fax: +33 1 64 14 88 43
E-mail: training.center@safrangroup.com

For further details, visit:

CFM engines at <https://www.cfmaeroengines.com/customer-support>
GE engines at <https://www.geaerospace.com/support>

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Worldwide Fleet Support

BBJ Regional Representatives

Northwest America, Central and South America

Las Vegas, NV, USA

John Kemplin

Mobile: +1-206-229-5243

E-mail: john.a.kemplin@boeing.com

Northeast America and South America

Dallas, TX, USA

Eric Ridout

Mobile: +1-914-659-8033

E-mail: eric.j.ridout@boeing.com

Europe, Commonwealth of Independent States, North & West Africa

London, UK

Asitha Silva

Mobile: +44 777 624 5044

E-mail: asitha.silva@boeing.com

Europe, Commonwealth of Independent States, North & West Africa

London, UK

Amarpreet Singh

Mobile: +44 742 563 2887

E-mail: amarpreet.singh2@boeing.com

Middle East & South Africa

Dubai, UAE

Niranjan Venkateshan

Mobile: +971-54-582-7370

E-mail: niranjan.venkateshan2@boeing.com

Northeast Asia

Beijing

John Wang

Mobile: +86-139-1120-0039

E-mail: john.wang5@boeing.com

Southeast Asia & India

Singapore

Russ Adams

Phone: +65 97304339

E-mail: russell.l.adams@boeing.com

South Pacific

Canberra, Australia

Michael Wu

Phone: +61 481059619

E-mail: yuqiang.wu@boeing.com

Worldwide Fleet Support

Boeing Field Service Offices

North America

Anchorage	1-901-485-7381	Montreal	1-514-422-6100
Atlanta	1-310-308-9642	New York	1-914-701-6625
Calgary	1-403-444-6268	San Francisco	1-650-877-0181
Chicago	1-562-241-0495	Seal Beach	1-206-544-7500
Dallas	1-817-233-3943	(Ops Ctr)	
Houston	1-425-501-1052	Seattle	1-206-392-9803
Las Vegas	1-206-229-5243	Toronto	+689 (87) 319850
Los Angeles	1-949-880-5820	Tulsa	1-562-370-8451
Louisville	1-502-416-8699		
Memphis	1-907-365-9256		

Latin and South America

Bogota	+57 (315) 3090807	Panama City	507 (6616) 0136
Buenos Aires	+1 (469) 3182782	Santiago	56 2 2601 0171
Mexico City	52 55 9132 6362	São Paulo	55 11 5092 3936

North Europe

Amsterdam	+31 646390353	Luton	44 (7827) 553011
Brussels	32 (471) 705708	Luxembourg	206-499-5008
Dublin	353 (87) 1961410	Oslo	47 4166 6489
Leeds	44 7464 537035	Reykjavik	354 833 6590
London	44 20 8562 3058		

South and Central Europe

Bucharest	44 78 1065 7449	Malpensa	39 345616 3432
Berlin	49 173976 42337	Palma	34 971 492868
Frankfurt	49 (172) 8901987	Paris	33 (6) 11407431
Istanbul	90 212 465 5121	Prague	420 606 369 864
Madrid	34 (674) 993850	Warsaw	48 728 362 055

Worldwide Fleet Support

Boeing Field Service Offices

Africa, India, Pakistan, Bangladesh, and Middle East

Abu Dhabi	352 (621) 620576	Jeddah	966 12 685 5011
Addis Ababa	251 11 6651189	Johannesburg	27 82 414 5298
Algiers	213 661 57 02 69	Manama	973 1733 8763
Cairo	20 2 2418 3680	Mumbai	91 22 2615 8091
Casablanca	212 522 499 423	Muscat	968 (9574) 7781
Dar es Salaam	1+8801707009469	Nairobi	254 20 642 2056
Doha	974 4010 9495	New Delhi	91 8860121236
Dubai	971 (54) 5827370	Tel Aviv	972 (54) 2355530

Asia-Pacific, Japan, and Korea

Bandar Seri Begawan	673 236 7707	Narita	81 80-2173-9919
Bangkok	66 (63) 6879954	Seoul	82 (2) 2663 6540
Hanoi	84 (91) 2547378	Singapore	65 97304339
Ho Chi Minh	84 (94) 8578710	Taipei	886 (909) 435596
Kuala Lumpur	1 (253) 2568907	Tokyo	81 (70) 28283112
Manila	63 (917) 8260175		81 (80) 21739919

China

Beijing	86-139-1120-0039	Shenzhen	86 189-2461-3516
Chongqing	86 136 0803 1931	Tianjin	86 (186) 30908759
Guangzhou	86 13922111030	Ulaanbaatar	976 9505 3321
Haikou	86 (138) 76017865	Urumqi	86 (159) 99116157
Hong Kong	852 91830747	Xiamen	994 (50) 2959784
Jinan	86-158-1201-0197		
Shanghai	86 (137) 61722622		

Ukraine and Southwest Pacific

Almaty	1 (872) 2021799	Jakarta	62 (815) 73777701
Ashgabat	+993 65 830179	Kiev	38 050 388 5780
Auckland	64 (21) 740897	Pape'ete	689 87 319850
Baku	994 (50) 2419160	Sydney	61 (478) 492806
Brisbane	61 (466) 784290	Tashkent	998 (90) 0370060
Canberra	61 (481) 059619		

INTERIOR DESIGN FIRMS

2024 International Yacht and Aviation Awards
Best Private Jet Design – Concept
M&R Associates Design



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Interior Design Firms

Interior design firms are listed in this section that have experience designing, installing, and certifying executive and VIP interiors for “green” transport-category aircraft. Additionally, several Completion Centers have in-house design capabilities. These Centers are not listed in this section. BBJ can provide additional information on these Centers if desired.

Note: Boeing maintains the listing of providers below for informational purposes only and makes no representations or warranties concerning such providers.

Interior design firms are also listed on the BBJ website at:
businessjets.boeing.com

AirJet Designs

Toulouse, France Web: www.airjet-designs.com

ALTEA

London, England Web: www.altea-aero.com

Ascending Designs

Frisco, TX, USA Web: <https://ascendingdesigns.com/>

CTM Design (UK) Ltd

London, England, UK Web: www.ctm-design.co.uk

Edése Doret Industrial Design

New York, NY, USA Web: www.edesedoret.com

JCE Design

Seattle, WA, USA Web: www.jcedesign.com

Interior Design Firms

M&R Associates Design

Geneva, Switzerland Web: www.mr-associates-design.com

MBG International Design

Spring Branch, TX, USA Web: www.mbginternationaldesign.com

Natalie Rodriguez Luxury Design

San Antonio, TX, USA Web: www.natalierodriguez.design

Pierrejean Design Studio

Paris, France Web: www.pierrejeanvision.com

Pinto

Paris, France Web: www.albertopinto.com

Richard Roseman Airborne Design

Plano, TX, USA Web: www.rraddesign.com

Studio E/Motions

Habsheim, France Web: www.studioe-motions.com

Unique Aircraft

Munich, Germany Web: www.unique-aircraft.com

Winch Design

London, England, UK Web: www.winchdesign.com

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AD	Airworthiness Directive
ANA	All Nippon Airways (Japan)
APMEA	Asia Pacific/Middle East/Africa
AOC	Air Operator Certificate
AOG	Airplane On Ground
APU	Auxiliary Power Unit
BCA	Boeing Commercial Airplanes
BCS	Boeing Communication System
BDA	Bermuda Department of Civil Aviation Authorisation
BFE	Buyer-Furnished Equipment
BGS	Boeing Global Services
CAAC	Civil Aviation Administration of China
CAM	Certified Aviation Manager
CAMO	Continuing Airworthiness Management Organization
CCR	Completion Center Request
CCAR	China Civil Aviation Regulation
C&DS	Contractual & Data Services
CET	Central European Time
CIS	Commonwealth of Independent States
CMS	Cabin-Management System
CPCP	Corrosion Prevention and Control Program
CRC	Customer Response Center
CSO	Customer Support Operations
CSP	Component Services Program
DART	Disabled Aircraft Response Team
DCA	Thailand Department of Civil Aviation
DER	Designated Engineering Representative

Abbreviations

DMDOR	Designated Modification Design Organization Representative
DOA	Design Organisation Approval
EASA	European Aviation Safety Agency
EFB	Electronic Flight Bag
FAA	Federal Aviation Administration (USA)
FBO	Fixed-Base Operator
FMS	Flight-Management System
GACA	General Authority of Civil Aviation (Saudi Arabia)
GCAA	General Civil Aviation Authority (United Arab Emirates)
HGS	Head-up Guidance System
HKAR	Hong Kong Aviation Requirements
HKCAD	Hong Kong Civil Aviation Department
IFE	In-Flight Entertainment
JCAB	Japan Civil Aviation Bureau
JMM	Joint Maintenance Management
KCASA	Korean Civil Aviation Safety Authority
LRU	Line Replaceable Unit
MBF	MyBoeingFleet
MRO	Maintenance, Repair, and Overhaul
MSG-3	Maintenance Steering Group
NCCA	Nigerian Civil Aviation Authority
NDT	Non-Destructive Testing
NGS	Nitrogen-Generating System
NWS	Nose Wheel Steering
OCC	Operations Control Center
OEM	Original Equipment Manufacturer

Abbreviations

OPT	Onboard Performance Tool
OWS	On Wing Support
PA	Purchase Agreement
POA	Production Organisation Approval
PSAA	Product Support and Assurance Agreement
QA	Quality Assurance
QC	Quality Control
SB	Service Bulletin
SFE	Seller-Furnished Equipment
SLP	Service Life Policy
SR	Service Request
SPE	Seller-Purchased Equipment
SSID	Supplemental Structural Inspection Document
STC	Supplemental Type Certificate
TCCA	Transport Canada Civil Aviation
TR	Thrust Reverser
TSN/CSN	Time Since New / Cycles Since New
UAE	United Arab Emirates
UK	United Kingdom
USA	United States of America
VIP	Very Important Person
VP	Vice President
WLAN	Wireless Local Area Network



This handbook is constantly being updated.

If you find any outdated information, please contact

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