Hawker Beechcraft
Warranty Training Manual

Legal

Any kind of claim

Warranty

Support Plus

Service Bulletins

Post Delivery Commitments

Goodwill

Etc.

The next person to read your write-up wasn't there when it happened, or when you wrote it

MAKE IT PERFECTLY CLEAR!

Who will see the claim?

Once the claim is received at Hawker Beechcraft Corporation it is possible that all of the people/departments listed below will review the claim data.

- **Warranty claims administrator**
- **Technical service in-house and field support**
- **HBC Receiving**
- **HBC Quality**
- **Engineering**
- **Parts Suppliers**
- **FAA**

When Writing Any Document, Keep in Mind That It May Be Produced In A Lawsuit Involving Both Our Companies

Detail are important

INCORRECT

- **The door handle is broken.**

CORRECT

- **The door handle has no recoil action.**

INCORRECT

- **The h-stab would not operate.**

CORRECT

- **The h-stab would not operate at temperatures below 15° C in flight.**

Examples of terms for use in squawks:

LEAKS, CHAFFED, SPALLED, CRACKED, UNDERSIZED, OVERSIZED, UPSIDE DOWN, INTERMITTENT

Writing Squawks

- **Be brief, concise and complete, but give us all the details**
- **Every claim must include a squawk, fix and ops check.**
- **Each claim must stand on it’s own merit**
- **Do not imply liability, responsibility or incompetence**

Words to Avoid

- **Don’t use superlatives:**
  - Very
  - Unbelievable
  - Extremely
- **Unacceptable Words without an explanation**
  - **BROKEN** (use only if part is separated by force into two or more pieces. Be specific in describing the location, cause and description of the break.)
  - **BURN** (use only if an actual fire with flames has occurred and this information must be included in the narrative)
  - **FAIL** (use only if describing an annunciator indication. Use spaces between f a i l in that event to permit entry of the claim into our system)
  - **FEW/SEVERAL/SOME/MANY** (must quantify - how many)
  - **INOP** (if a part has no response whatsoever to applied power, describe as “no response to applied power)
  - **NOT INSTALLED PROPERLY** (please explain specifically what is meant)
  - **WORN** (Material or part consumed as a result of exposure to operation or usage. Please note: Not a warranty squawk/snag. Worn material or parts are not covered by warranty.)
- **Never Use –**

Unserviceable	Deteriorated	Breach	Disintegrated	Defect	Bad
Critical	Damaged	Dangerous	Doesn’t work	Excessive	Faulty
Imperfection	Malfunction	Negligent	Problem	Unbelievable	Very
Unreliable	Warrant				

Details - Numbers/Sides

- **Be specific:**
- **Instead of *some, several* or *few*, tell us how many –**
  - There are 3 rivet heads smoking on the engine inlet.
- **Tell us where and which side – L/H or R/H**
  - There are 3 rivet heads smoking on the RH engine inlet.
  - If filing for paint/interior work please use the Paint/Interior recording tool on the ASC Web Site.

Flat Rates

- **Claims are settled based on established HBC Flat Rates. HBC will pay ASC's posted flat rates for labor charges even if the work is done in less time**

- **If the flat rate has been exceeded due troubleshooting you must…**
  - **Give us all the details of the work performed**
  - **Provide the technical/service manual reference**
  - **Sometimes it helps to note each step and the time taken per step**
  - **Note if our HBC Tech Support team was present or was called to assist with finding/fixing the issue**
  - **Tell us who you spoke with**

Please note - If the flat rate is exceeded and not paid on the claim (based on narrative provided), the overage CANNOT be billed to the customer.

HBC Keeps Each Claim Indefinitely

A completed squawk/fix is mandatory on each claim

Don’t let emotions enter into the narrative – Just the facts

News You Can Use

Doc: 852-11-0078

Date: April 18, 2011

To: All HBC Authorized Service Centers and Customer

Subject: Aero Controlex Cables – Proper recoiling and packing.

This NEWS YOU CAN USE is being issued as a reminder on the proper uncoiling, recoiling and packing of all Aero Controlex Cables, including, but not limited to, part numbers 1606460-003, 390-389006-0015 and 390-389006-0017. Parts returned coiled incorrectly will be returned to the purchaser as damaged returned good. See instruction below on proper handling and preparation. For a complete overview of design, operation, handling and installation information, please contact your warranty administrator.

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3. Handling:
   - 3.1 Preparation: Before uncoiling the Control, check for the proper part number and indemnification. This information is usually marked on the Control sleeve.

   - 3.2 The Control is shipped in a "lazy" (i.e. large radii). This configuration places an equal number of bends and reversal on the Control thereby equalizing the race length. Uncoiling of the Control for installation is in Figures 6a through 6f.

     After uncoiling, the Control should be laid straight. Grasp one end and shake the Control. This procedure aligns the races internally and removed any twisting. After straightening, actuate the Control to verify there is smooth travel without any binding or sticking.

     If the Control must be carried any appreciable distance after uncoiling is accomplished it should be recoiled in a figure 8 configuration. To coil the Control, reverse the procedures in this section starting with Figure 6f.

Caution: Do not coil the Control in a circle or loop. The Control should not be configured more than 180 degrees before placing an opposing bend. This prevents permanent set or deformation of the races or damage to the internal components. Coiling in a loop can also cause the races to separate enough to allow the balls to migrate out of the ball guide. IF the balls come out of the ball guide, the Control can bind thereby increasing the required operating force.

ED-100
Rev. N/R
11 April, 2001

TRANS DIGM INC.

AERO CONTROLEX GROUP
Destination Building 2nd Floor
26380 Curtis Wright Parkway
Richmond Heights, OH 44143

Page 7 of 10

Figure 6. Uncoiling the Control

6a. The Controls is shipped in a figure 8 configuration. Lift the Control from the box.

6b. Hold the Control upright in both hands. Remove the shipping wire.

6c. Starting with the nearest end fitting, pay out the loops of the Control, one at a time.

6d. The final figure 8…

6e. … which is also payed out like the previous loops – without forcing or twisting.

6f. Lay the Control out straight. Grasp one end fitting and shake the Control to align the races. The Control is ready for installation.

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-11-0077 - (Ref: 852-10-0030)

Date: April 19, 2011

To: All Authorized Service Centers and Customers

Subject: Cycles and Landing data required on all brake and landing gear claims

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This updated *NEWS YOU CAN USE* is being issued as a further reminder that Hawker Beechcraft Corporation (HBC) requires part hours, cycles and landing data on all brake and landing gear claims.

Please note ALL parts returned via an HBC Warranty Claim or Core return must have part hours noted. In the case of brakes and landing gear parts which have life limitation, all repair stations require cycle and landing information in order to return them to service. Not providing this information at claim entry or within 7 days of the edit request could result in recertification fees charged due to the omitted data. All recertification fees will be debited direct to your account.

Please provide a copy of the updated *NEWS YOU CAN* USE to your parts department and any other department or person it may affect.

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-11-0076 – Policy Update

Revision to August 20, 2010 NEWS YOU CAN USE **-** Obligations of Hawker Beechcraft Service Centers

Date: March 11, 2011

To: **Hawker Beechcraft Corporation Authorized Service Centers (ASC)**

Subject: NEWS YOU CAN USE – Obligations of HBC ASCs regarding Claims Submitted for Reimbursement

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This letter serves to update existing Hawker Beechcraft rules for all claims submitted for reimbursement per the Authorized Service Center (ASC) Procedures which has recently been reviewed and updated. The changes noted in bold font below will be effective for all claims submitted on or after April 1, 2011. Please attach a copy of the document to the ASC Policy & Procedures manual until updates have been completed…or…this document supersedes document 852-10-0028.

60 Day filing time:
All claims must be filed with HBC no later than **60 days after the work is accomplished**. If the claim includes parts to return, the subject part must be received at HBC, unless otherwise designated by HBC, no later than 30 days from the date the claim is filed to HBC. International ASCs must return their requested parts within 45 days from the date of notification to return.

Special requests for late-filed Warranty and Support Programs claims:
With proper documentation, a special request for late file may be considered up to 180 days from the date of accomplishment. If this claim is found to be within the guidelines of coverage for the program that is affected, HBC may allow up to 50 percent of the requested amount for parts and flat rate labor.

Edit requests*:*
Any edit request must be accomplished within **7 calendar days** from the written date of the request. A second request will not be made. If no response is provided, the claim will be denied due to inadequate information. See below for instructions on refiles.

Re-files:
A one time re-file of a disallowed or filed without action claim must be entered into the HBC claim system within **30 calendar days of the date of denial**. If the refile exceeds the 30 day limit, the claim may be considered up to 180 days from the original date of work completion; however, HBC will apply a 50 percent reduction to parts, misc and flat rate labor if HBC determines that the refiled claim is allowable. Additional re-files for the same action will not be accepted.

Any warranty or Special Programs work performed by an ASC that is denied due to the above limits SHALL NOT BE BILLED TO THE CUSTOMER. This is considered to be no different than labor above the flat rate that cannot be justified. The customer is depending on the Authorized Service Center and HBC to process his credit requests in a timely manner.

This *NEWS YOU CAN USE* is being issue to notify you of a policy change. Reference original document dated November 2001. Please note the ASC Policy Manual will be updated to reflect these changes in warranty policy.

Thank you for your attention,
Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_Warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-12-0051

Date: March 15, 2012

To: All Authorized Service Centers & Customers

Subject: King Air – Accelerated Wear of Brake Assembly

This NEWS YOU CAN USE is being issued to provide information concerning accelerated wear of brake assemblies on the King Air C90A, C90GT and C90GTi.

Hawker Beechcraft Corporation (HBC) Technical Support has received several reports of accelerated brake wear and/or leaking brakes. Research indicates that this situation occurs more often on later airplanes with 4-Bladed propellers. One possible cause of this accelerated wear is improper usage of the brakes during taxi. Due to the higher residual thrust associated with higher propeller idle speeds, the proper taxi procedure would include substantial use of the propeller "Beta" range to keep the aircraft at the desired taxi speed and use the brakes only as needed.

Operators who use the brakes to control the speed of the aircraft during taxi may overheat the brake assemblies contributing to accelerated wear, leaking brake assemblies due to additional heat, uneven wear, warped rotors, etc.

In addition, HBC Technical Support continues to recommend utilization of the "Engine Anti Ice ON" during ground operations on aircraft with 4-Bladed propellers to reduce the occurrence of F.O.D to the engines.

Please note, this is information only on an induced condition that would not be considered under Warranty or Support Plus coverage.

If you need additional information, please contact King Air Technical Support at:

Domestic – 1.800.429.5372, Option 3
International – 1.316.676.3140, Option 3
kingair_support@hawkerbeechcraft.com

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-10-0033

Date: November 23, 2010

To: All Domestic HBC Premier Authorized Service Centers & Customers

Subject: Premier Main Wheel Assembly NDI Program

This letter is being issued to advise you of the NEW Premier Main Wheel Assembly NDI Program as of December 1, 2010.

Currently the main wheel assembly NDI program requires the inspection every third tire change. If the Authorized Service Center (ASC) or Customer does not have NDI capability in house, the ASC or Customer must use an outside source for the NDI inspection.

Through this new program, a rotable pool will be established to ensure a timely wheel and tire inspection which will reduce aircraft down time. This will allow Main Wheel Assembly to have an improved inspection program and will not require the ASC or Customer to track tire changes for NDI history. The ASC or Customer will still have the option of performing their own main wheel assembly inspections; however the ASC or Customer will be responsible for maintaining tire change records for future NDI inspections.

Per the date noted above all Main Wheel Assemblies will be removed and sent to:

Aircraft Specialties, Inc.
3336 South 66th Avenue Circle
Omaha, Nebraska 68106
Phone: (402) 391-5693
Fax: (402) 391-8578

Aircraft Specialties, Inc., **(**ASI) will provide an NDI inspected wheel and new tire assembly upon receipt of the removed assembly within 48 hours. A claim will be filed to HBC Warranty (for Support Plus, Parts and Labor covered aircraft) for the flat rate to remove and replace the wheel and tire assembly and the invoiced costs from ASI. Please make sure a copy of the ASI invoice is attached to your filed claim. Please note since the Authorized Service Center or Customer will now only remove and replace the assembly, the current flat rate of 4.5 hours will be updated to 1.0 hours (Reference flat rate for P/N 390-811000-0001, Wheel & Tire Assembly)

If you have any questions on this new program, please contact your warranty administrator.

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-10-0034

Date: December 13, 2010

To: All Authorized Service Centers and Customers

Subject: Support Plus – Time Due Overhaul

This News You Can Use is being issued to remind you of the policy concerning time due OVERHAUL items.

When such parts are called out for a time due overhaul, the part should be sent out for overhaul. As a convenience to our owners, Support Plus will allow the purchase of an overhauled unit from HBP&D in lieu of overhauling the original unit.

At no time will Support Plus allow for a new or repaired parts as replacement for a time due overhaul item.

If HBP&D does not have an OVERHAUL unit in stock, please let the CSR know when you need the unit and confirm you must have OVERHAUL.

This requirement also applies to worn Starter Generator brush replacements. According to the maintenance manual requirement you should complete a rebrush in house, or send the unit out for rebrush. In some cases you do have the option to replace the Starter Generator with a rotable unit from HBP&D, versus rebrushing. In this case, the replacement with a NEW part will not be allowed. If rotable stock is not available, the removed part must be rebrushed, per the maintenance manual requirement.

If you have question concerning this policy, please contact your HBC Warranty Administrator.

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-10-0031

Date: August 20, 2010

To: All Authorized Service Centers & Customers

Subject: Hawker Beechcraft Parts & Distribution – Change in warranty terms.

This *NEWS YOU CAN USE* is being issued to announce Hawker Beechcraft Corporation's (HBC) change in the warranty terms for Hawker Beechcraft Parts & Distribution (HBP&D) Spare Part Warranty.

The current terms are 12 months from date of install or 24 months from date of purchase, whichever comes first.

As of August 20, 2010 the new terms will be 12 months from date of purchase. See attached HBP&D Limited Warranty Statement.

Please note, this new warranty will also be reflected on the packing sheets for parts shipped on and after August 20, 2010.

This *NEWS YOU CAN USE* is being issue to notify you of an HBP&D change in Spare Part Warranty Terms.

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

HAWKER BEECHCRAFT PARTS & DISTRIBUTION (HBP&D) LIMITED WARRANTY

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

A. HAWKER BEECHCRAFT PARTS & DISTRIBUTION (HBP&D) LIMITED WARRANTY

(1) Subject to the limitations and conditions hereinafter set forth, HBP&D warrants, at the time of delivery by HBP&D, each part to be free from (i) defects in material or workmanship and (ii) defects in design that in view of the state-of-the-art as of the date of manufacture should have been foreseen; provided, however, that the defect must be discovered and reported within twelve (12) months of date of purchase for New, Overhauled, Rebuilt, Repaired and Serviceable parts. The claim should be filed within thirty (30) days of discovery of the defect.

(2) The entire extent of HBP&D'S liability shall be limited to that of either reimbursing Buyer for its costs of purchasing a Rebuilt, Overhauled, Repaired or Serviceable part from either HBP&D or a properly Rated Hawker Beechcraft Authorized Service Center or, at HBP&D'S election, reimbursing Buyer for its costs of having the part repaired at a properly Rated Hawker Beechcraft Authorized Service Center. If HBP&D elects not to repair the part and if neither a Rebuilt, Overhauled, Repaired or Serviceable part is, in HBP&D'S opinion, timely available then HBP&D will reimburse Buyer for its costs of purchasing a new part from HBP&D. The flat rate labor necessary to remove from the Airplane such part and to reinstall in the Airplane such part, shall be covered by this Limited Warranty, provided the work is performed at a properly Rated Hawker Beechcraft Authorized Service Center. The part to be replaced must in all instances be returned, shipping prepaid, to Hawker Beechcraft, unless otherwise directed by HBC. HBP&D'S LIMITED WARRANTY will apply to any part repaired or replaced by a properly Rated Hawker Beechcraft Authorized Service Center pursuant to HBP&D'S LIMITED WARRANTY: however, the applicable warranty for such part repaired or replaced shall be limited to the unexpired portion of HBP&D'S LIMITED WARRANTY described in paragraph (1) above, as applicable. In other words, the warranty period of the part repaired or replaced does not start over from the date of reinstallation.

B. LIMITATIONS APPLICABLE TO HBP&D'S LIMITED WARRANTY

(1) HBP&D will be relieved of all obligations and liability under this Warranty if:

(i) The alleged defect in the part is due to misuse or negligence on the part of someone other than HBP&D; or

(ii) HBP&D identification mark or name or serial number has been removed from the part in question; or

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

(iv) The part has been modified or altered after delivery other than by the Manufacturer or in accordance with a modification or alteration scheme approved in writing by the Manufacture. In addition, any part or system of the aircraft affected by a modified or altered part will not be covered by HBP&D'S Limited Warranty; or

(v) The part is used on the Airplane for purposes other than conventional owner/operator usage and exceeds 1000 total part hours. Usage not considered owner/operator includes, but is not limited to, scheduled airline, shared ownership fleet, government/military or special mission operations and flight/pilot training operations.

(vi) Any alleged defect in or damage to the part ascertainable by visual inspection upon receipt from HBP&D is not claimed to the HBC Warranty Department within thirty (30) days from invoice date. This will require visual inspection of all HBP&D parts upon receipt at the ship-to destination.

(2) For the purpose of this Limited Warranty, no part or equipment will be regarded as breaching the LIMITED WARRANTY merely because, subsequent to its delivery, some modification or alteration becomes necessary for product improvements or in order to meet a change in the requirements of any applicable Federal Aviation Regulation.

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

(4) THE OBLIGATIONS OF HBP&D SET FORTH HEREIN SHALL BE THE EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY HERE-UNDER, AND, TO THE SAME EXTENT, NEITHER HBP&D NOR SELLER SHALL BE LIABLE FOR ANY GENERAL, CONSEQUENTIAL OF INCIDENTAL, DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY DAMAGES FOR DIMINUTION OF MARKET VALUE, LOSS OF USE OR LOSS OF PROFITS, OR ANY DAMAGES TO THE AIRPLANE CLAIMED BY THE BUYER OR ANY OTHER PERSON OR ENTITY UPON THE THEORIES OF NEGLIGENCE OR STRICT LIABILITY IN TORT.

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

CORE RETURN REQUIREMENTS

In order for us to supply our next customer with an exchange item of equal quality with the documentation acceptable to the regulatory authorities, we would appreciate your attention to the following core return requirements.

- **A copy of a HBP&D document is required and should be attached when the core is returned. This could be a copy of the packing sheet or invoice on which the part was purchased.**
- **Cores should be carefully repackaged to preclude shipping damage. Reuse the original packing material/methods supplied where possible.**
- **Cores must be returned with service data documented by a licensed mechanic or authorized repair station. Use the Parts Information Tag (Form No.CSD-31487) for that purpose. The Parts Information Tag must be filled out completely.**
- **Installing agencies and repair station certification holders may identify return cores with their own approved repairable parts tag in lieu of (Form No.CSD-31487) provided that the same information is supplied.**

HBP&D reserves the right to return cores at customer expense and not issue core credit for cores that are BER (Beyond Economic Repair), incomplete data tags, disassembled, not like for like part number or if the core returned exceeds normal run out condition and is going to incur charges over and above the standard overhaul. HBP&D will provide bill back notification to the customer within 45 days from receipt of the core if over and aboves or core unacceptability should be identified. Cores must be returned to HBP&D, unless otherwise directed by HBC, within 30 days for Domestic orders / 45 days for International orders from the date of shipment. Address labels are available through TMDC@hawkerbeechcraft.com. Failure to comply with the above requirements may delay or forfeit core credit issuance.

NEW PART RETURN REQUIREMENTS

For your benefit we have enclosed our return policy. If it becomes necessary for you to return a component purchased from HBP&D, we will be able to respond to your claim more efficiently if you follow these guidelines.

- **Requests to return components must be made within 30 days from date of shipment.**
- **Reports of shortage in shipment must be made within 10 days from Invoice Date.**
- **Normal Handling Charges are 15% ($50.00 minimum/$500.00 maximum) on stock items. Rectification charges may also be applied to the return of specific parts. All costs will be credited including freight, in the case of a HBP&D error.**
- **All returns must have prior approval to return* and should be returned with all freight and custom charges prepaid. Items with prior approval will be processed in a more timely manner. A copy of the bar coded Return Authorization form should be included in the shipment.**
- **Original documentation, which includes all CAA/FAA Airworthiness Documentation furnished with the original shipment, must accompany the part.**
- **Please reuse the original packing material/methods where possible.**
- **Rotables must have all original supplier paperwork. Statically sealed items must be returned unopened**
- **Claims to the carrier should be submitted upon receipt for carton damage. If it becomes necessary to submit your claim to HBP&D, a copy of your claim and/or correspondence with the carrier must also be submitted. Claims filed to HBP&D must be within 10 days from invoice date.**

***NOTE: For return approval please contact a HBP&D Customer Service Representative at 888.727.4344 (US/Domestic) 316.676.3100 (International) or fax to 316.676.3222 (US/Domestic) 316.676.3327 (International)**

Original Document dated December 6, 2002. (Rev 16 to Service Center Support Policy Manual (Section 10))

To: Hawker Beechcraft Corporation Authorized Service Centers

Subject: NEWS YOU CAN USE – Customs Requirements for Returning Parts to HAWKER BEECHCRAFT PARTS & DISTRIBUTION

NOTE: This revision issues a document number, amends the building number in the address for shipments to Hawker Beechcraft Corp. and customs clearance contact information.

In keeping with our mutual desire to ensure an efficient and uninterrupted flow of material through U.S. customs, we are setting forth the requirements for the return of warranty parts. We believe such information to be extremely beneficial to anyone in your organization who might have limited experience with customs requirements, and could also serve as a review of requirements for those with more extensive experience.

One each of the following three (3) documents should accompany each individual shipment of parts returned to HBC under warranty:

- AIR WAYBILL
- OCEAN BILL OF LANDING.
- PROFORMA INVOICE:
  - Itemize a listing of the following:
    - Quantity
    - Part number and name
    - Monetary value of each item. Each item must have an individual value as well as extended value, i.e. two each at $200.00 each = $400 USD. The type of currency used must be noted.
    - Country of origin (manufacture)
    - Shipper's name and address, and consignee's name and address. The invoice must be signed by a company official, be legible and in English.

Important note: A copy of each shipping document and proper claim identification paperwork must be attached to each part inside each box. It is critically important to our receiving process that each part is clearly marked as a New Part Return, OR as an Exchange Core OR as Warranty. Please help us speed the credit process by clearly marking each part.

All incoming shipments of WARRANTY PARTS AND CORE RETURNS should be consigned to:
HAWKER BEECHCRAFT PARTS & DISTRIBUTION
370 N. WEBB ROAD
WEST DOCK, BLDG. 66
WICHITA, KS 67206
ATTENTION: WARRANTY HOLD AREA

FOR CUSTOMS CLEARANCE NOTIFY F.H. KAYSING CO, 10203 WEST YORK, WICHITA, KS 67215 – ATTN: JEANIE METZEN AT 316-721-8980, FAX 316-721-8986.

Original Document dated December 6, 2002. Rev 16 to Service Center Support Policy Manual (Section 10)

To: Hawker Beechcraft Corporation Authorized Service Centers

Subject: NEWS YOU CAN USE – Customs Requirements for Returning Parts to HAWKER BEECHCRAFT PARTS & DISTRIBUTION

Continued from previous page:

All incoming shipments of NEW PART RETURN ORDERS should be consigned to:
HAWKER BEECHCRAFT PARTS & DISTRIBUTION
Heritage Business Park
801 Industrial Blvd, Suite 100
Grapevine, TX 76051

To assure customs clearance and expedite receipt of your part returns, please use our preferred carriers, UPS-SCS (formerly Menlo) or Schenkers Logistics, shipping New Part Return Orders in bond to Grapevine TX and notify J. Metzen at F.H. Kaysing Co. in Wichita, KS for customs clearance at 316-721-8980 or fax 316-721-8986. Additional charges may be incurred if preferred carriers are not used.

Thank you for your attention to this News You Can Use. We appreciate your business.

- If you have any Customs questions, please call 316.676.8123 or e-mail ImportOps@hawkerbeechcraft.com.
- If you have any warranty claim filing questions, please call your claims administrator or call 316.676.7193.
- If you have any core or new part returns questions, please call Diana Miller at 316.676.5815.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator or if you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response**.**

NEWS YOU CAN USE

May 17, 2010, Rev. 1
Document #852-10-0029

To: Hawker Beechcraft Aircraft Operators and Authorized Service Centers

Subject – Part Credits

In an effort to expedite warranty credits, please be advised that as of June 1, 2010 parts are no longer required to be returned for credit if the list price is under $500.00 (HBC List Price.)

Exceptions: The following parts must be returned prepaid to HBC unless otherwise directed by HBC.

- All serialized parts must be returned (no tires)
- All parts with a core attached must be returned
- All instruments (except Avionics) must be returned
- All No Charge Replacement parts must be returned
- All Reject parts (zero time – out of box failures) must be returned

The following regulations apply:

- All parts may be requested by HBC Warranty.
- All parts must be held for 5 days following warranty claim acceptance if not requested for return by HBC.
- Any part under $500.00 returned to HBC cannot be returned upon claim denial, parts will be scrapped at HBC.
- All parts for warranty or other coverage type consideration must be ordered from Hawker Beechcraft Parts & Distribution (except Avionics and Engine parts – please order and file direct with manufacturer.)

Filing:

Using your facility's normal filing procedures, whether paper or electronic, please file as a W5 Labor claim and provide the following information in the narrative, in the following order:

1. Part Number
2. Part Price
3. Quantity
4. Purchase Order/Invoice
5. Narrative, including squawk/snag and fix

*Please note that all purchase orders will be validated.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact please send an e-mail to HBC_Warranty@hawkerbeechcraft.com or call 800-429-5372, Option 7

Doc: 852-10-0026

Date: January 5, 2010

To: All HBC Authorized Service Centers

Subject: Flat Rate updates – Information only

This NEWS YOU CAN USE is being issued to advise you of the following updates:

Hawker 987 Inspection Flat Rates -

- Updated December 4, 2009 due to the recently revised AFMS for the Hawker 750, 800/850/900XP Aircraft [Revision 21] (October 2009)

Premier Inspection Flat Rates –

- Updated existing Flat Rates January 5, 2010
  - Removed all Chapter 4 requirements from existing flat rates. Chapter 4 items will now be called out separately
  - Added all Chapter 4 requirements
  - Removed Williams Engine Check 1 and Check 2 requirement. These Checks are now called out separately and should only be claimed to HBC on aircraft that do not carry the TAP Elite program, but are enrolled in Support Plus. For those aircraft enrolled in Williams TAP Elite, claims for maintenance checks should be filed direct to Williams Engines.
  - Please note, all required lubes are included in Premier Inspection Flat Rates
- Added Flat Rates for 1000 hours inspection - up to 6600 hours
  - These flat rates do not include Chapter 4 item (called out separately)
  - Required lubes are included in the flat rate
  - Williams TAP Elite requirements are not included in Flat Rates (called out separately)

Standard Repair –

- We are beginning to add Standard Repair Flat Rates
- Standard Repair Flat Rates will begin with SR, followed by the aircraft model, followed by an ATA code reference. For instance a Standard Repair to reseal the nose gear on a 400XP would be listed as SRRK32-20-00
- We currently have the following Standard Repairs set up for your reference and will continue to add repairs as research allows. If you have suggestions of Standard Repair Flat Rate you would like to see set up, please use the Flat Rate Change request form to submit your recommendations.

Material	Material Description	Mdl Fmly	Model Family Desc	Flat Rate Hrs	Flat Rate Text
SRRB32-20-00	NOSE GEAR RESEAL	RB	PREMIER SERIES	8.00	
SRRK32-20-00	NOSE GEAR RESEAL	RK	BEECHJET SERIES	16.00	4/1/09 SH/RT
SRRK54-00-01	Eng. Anti-ice Bracket Stiffener Repair	RK	BEECHJET SERIES	20.00	

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

NEWS YOU CAN USE

Doc 852-03-0007 Revision/Policy Manual Revision: R14

Date: February 3, 2010

To: All Hawker Beechcraft Service Centers

Subject: Obligations of Hawker Beechcraft Service Centers - Service Center Policy Manual Section 10 New Part Return Claims

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This letter serves to notify you of the new part numbers for ordering part returns labels from Hawker Beechcraft Corporation.

Warranty/ Core Returns -Warehouse

Hawker Beechcraft Parts Div.

370 N. Webb Rd.
West Dock, Bldg. 66
Wichita, KS 67206

Labels:

Blue Exchange Core: P/N 902-010/1209
Red Warranty: P/N 902-008/1209

New Part Returns -Warehouse

Hawker Beechcraft Parts Div.

Heritage Business Park
Heritage Business Park
801 Industrial Blvd. Suite 100
Grapevine, TX 76051

Label:

Orange New Part returns: P/N 902-009/1209

Labels can be ordered through the Technical Material Distribution Center:

Domestic 1.800.796.2665
International +1.316.676.8238.

To order online by the part number go to http://pubs.hawkerbeechcraft.com. Or send an e-mail to tmdc@hawkerbeechcraft.com

Just a reminder: Please be certain that the proper paperwork is attached to each part returned to Hawker Beechcraft. It is critically important to our receiving process that proper paperwork is with each part and that each part is clearly marked as a New Part return, OR as an Exchange Core OR as Warranty. Please help us speed the credit process by clearly marking each part.

Please note: Parts received without proper paperwork will be returned collect 14 days after the date of written request for information if HBC has not received the data requested. Thank you.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_Warranty@hawkerbeechcraft.com.

Doc: 852-10-0027

Date: February 5, 2010

To: HBC Authorized Service Centers

Subject: Support Plus – King Air Engine Compressor Washes, 2010 Contracts

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This letter is being issued to announce Hawker Beechcraft Corporation's (HBC) change in the Support Plus policy covering King Air Engine Compressor Washes. Please note, any King Air Support Plus contract, new or renewal, signed after January 1, 2010, will no longer cover Engine Compressor washes.

Please note, this policy change affects King Air Support Plus coverage only. Compressor Washes were not and are not allowed on any other HBC product.

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com.

Doc: 852-09-0080

Date: June 2, 2009

To: Hawker Beechcraft Corporation Authorized Service Centers & Customers

Subject: NEWS YOU CAN USE – Field repairs on warrantable parts

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This letter serves as a reminder on an existing policy that HBC prior approval is required for field repairs on Supplier parts and is rarely granted.

Approvals in writing via fax or E-mail MUST be obtained from HBC Warranty or Technical Support prior to any repair of a Supplier/Purchased part. PLEASE do not dismantle or tamper with "no-tamper seals" on supplier parts or the warranty is voided. Any unauthorized action or tampering with supplier parts voids the warranty coverage and the claim will be denied.

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-09-0078

Date: April 1, 2009

To: Hawker Beechcraft Corporation Authorized Service Centers

Subject: NEWS YOU CAN USE – Aircraft Serial Number on Rockwell Collins Claims

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This letter serves to request assistance from Hawker Beechcraft Authorized Service Centers in reference to Rockwell Collins Avionics claims.

Hawker Beechcraft and Rockwell Collins have a strong partnership and sharing information has become extremely important in order to give our aircraft owners outstanding service and support. To strengthen that service, Rockwell Collins is sharing part failure/repair data with HBC, however warranty claims filed to Collins do not require an aircraft serial number.

By issue of this *NEWS YOU CAN USE*, Hawker Beechcraft and Rockwell Collins are requesting an aircraft serial number be noted on all Rockwell Collins claims.

If you have any questions concerning this request, please contact:

Sherri Hetler – Hawker Beechcraft Corp – 316.676.3396 sherri_hetler@hawkerbeecraft.com

Rockwell Collins Inc. – 319.295.5000 or collinscswarranty@rockwellcollins.com

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-09-0077

Date: March 30, 2009

To: Hawker Beechcraft Corporation Authorized Service Centers

Subject: NEWS YOU CAN USE – Hawker 4000 Parts

This letter is to advise all Hawker Beechcraft Authorized Service Centers that all Hawker 4000 parts removed and returned to Hawker Beechcraft Corporation (HBC) for warranty consideration **MUST** have a completed Part Information Tag (PIT) and each PIT **MUST** include the hour and cycle history of the part.

Please note – Claims submitted for parts returned without a completed PIT will not be processed until a completed PIT is returned to HBC.

If you have any questions concerning this policy, please contact your HBC Claims Administrator.

Thank you for your attention,

Sherri Hetler, Manager – Warranty Programs
Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-09-0076

Date: January 21, 2009

To: Hawker Beechcraft Corporation Authorized Service Centers & Customers

Subject: *NEWS YOU CAN USE* – Light Lens Covers

After an extensive review of Light Lens Cover claims and parts returned to Hawker Beechcraft for warranty consideration, it has been determined that cracked lenses will not be covered under warranty unless there is a defect in the part and a clear determination can be made.

Cracked lenses on aircraft with less than 100 hours and/or 6 months from the original delivery of the aircraft should be filed for warranty consideration on a one time basis so that HBC can determine if there was an installation issue at build or to review possible quality issues. Cracked lenses due to Foreign Object Damage (FOD) or maintenance induced conditions would not be considered under warranty or any maintenance program.

Claims for cracked lenses submitted under a Hawker Beechcraft maintenance program will be considered for normal wear/stress cracks only.

Cracked lenses normally occur due to:

1. Foreign Object Damage
2. Over tightening of screws during installation
3. Normal wear or stress

If, due to the part price, the lens is not required to be returned to Hawker Beechcraft Corporation (HBC), pictures must be submitted for review to your HBC Claims Administrator with the notification number; however, please hold all parts until after the claim has been settled in accordance with standard warranty policy. HBC has the right to request that any part be returned for physical inspection up to five days after settlement of a claim.

Thank you,

Sherri Hetler
Manager Warranty Programs
Hawker Beechcraft Corporation
Sherri_hetler@hawkerbeechcraft.com

If you have any questions, please contact your Hawker Beechcraft Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_Warranty@hawkerbeechcraft.com and your e-mail will be forwarded to your Claims Administrator for response.

January 27, 2009

To: All Hawker Beechcraft Authorized Service Centers and Customers

Subject: Guidelines for determining Warranty Issues vs. Maintenance Issues. This letter provides information to assist you in determining whether a squawk/snag should be considered to be warranty, maintenance or neither.

Warranty:

- Defects in materials or workmanship
  Replacement of parts having valid squawks during warranty coverage
- Valid paint squawks (example: paint not adhering to primer)

Maintenance (includes, but is not limited to):

- Scheduled maintenance and inspections
- Any action done to the aircraft per the HBC inspection guides (example: torque wing bolts)
- Any adjustments, lubrication or rigging done after the first 100 hour, Annual, "A", Phase or Flexible Maintenance Schedule (Hawker/AAIP) inspection
- Normal wear items including, but not limited to, brakes, tires, wheel bearings, rebrushing starter generators, prop deice brushes, carbon blocks, bushings
- Bonding straps
- Broken static wicks (unless FOD)
- Replacement of filters
- Bulb replacements (except for warrantable bulb list provided in training materials)
- Dress/file and paint props except as related to FOD
- Supplier Mandatory Service Bulletins if the supplier does not provide coverage – the primary filing is always to the supplier first (this item in effect only if the aircraft is covered under the 1998 & after Supplemental Maintenance Addendum)

Not covered by warranty or maintenance (includes, but is not limited to):

- Missing parts - parts lost or misplaced after delivery of the aircraft. (Unless notified otherwise, HBC considers the aircraft complete as presented to the customer at delivery. Parts shorted at delivery due to HBC supply issues are to be billed to sales, not warranty)
- Oxygen servicing
- Oil servicing
- Freon servicing
- Toilet servicing
- Fuel
- Upgrading or updating avionics software
- Cosmetic items (washing aircraft, shampooing, polishing, daily turn around, upholstery wear and tear, broken or cracked trim, interior or exterior scratches)
- FOD
- Preventable corrosion
- Environmentally induced corrosion
- Erosion
- Bent or broken steering stops
- Labor to cannibalize parts for customer convenience
- Overtime, travel time or call out charges
- Hangar storage
- Parts changed as a precautionary measure (no squawk/snag)
- Test flights and or pilot and fuel charges
- Machine charges – shop equipment
- Loaner or rental equipment fees beyond fair and necessary repair time
- Insurance premiums or any issue related to accidents or any resultant damage thereof
- Abuse, accident, negligence, acts of God, foreign object damage, theft or environmentally induced corrosion, failure to comply with recommended Beech / Hawker / Hawker Beechcraft Corporation manuals or bulletins, or any other written instructions as to inspections, maintenance or operation
- Damage resulting from acts of war or any acts of belligerence
- Customer requests
- Repairs to sealed supplier parts without prior written approval from HBC Warranty
- Pre and post flight inspections
- Pre-buy inspections unless valid supplemental maintenance exists (aircraft must still be owned by and titled to the original owner and the regularly scheduled inspection being performed must be due)
- Mistakes or errors caused by HBC ASC or other FBO maintenance practices

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-08-0101

January 31, 2008

To: HBC Authorized Service Centers

Subject: NEWS YOU CAN USE – Safety Communiqué 288 - Model 390 Premier, Lifting and Shoring – Maximum Jacking Weight

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Warranty Coverage.
If the aircraft has warranty coverage and the aircraft must be jacked therefore requiring the aircraft to be de-fueled and re-fueled due to a warrantable squawk, the additional charges will be covered by warranty. For example, removal and replacement of the Main Landing Gear Retract Actuator or Landing Gear Select Valve.

Support Plus Coverage
If the aircraft has Support Plus coverage and the aircraft must be jacked therefore requiring the aircraft to be de-fueled and re-fueled due to a covered maintenance squawk, the additional charges will be covered by Support Plus. For example, a 200, 400, etc, hour inspection, tire change or brake change.

Flat Rates
Flat rates will not be changed to reflect the new requirement.

Claim Filing
It should be noted in your warranty claim if the de-fuel/re-fuel was required. Please also note the additional time requested and gallons of fuel removed and replaced. If you have an outside service perform this function, please note the cost of the service and provide your HBC Warranty Administrator a copy of the invoice.

No Coverage
For aircraft no longer covered by HBC Warranty or Support Plus, the additional charges will be the aircraft owner's responsibility and not covered by HBC.

Please also note fuel cost will not be covered under Warranty or Support Plus, coverage noted above is for additional labor hours or services only.

Sherri Hetler
Manager Warranty Programs
Hawker Beechcraft Corporation
Sherri_hetler@hawkerbeechcraft.com

If you have any questions, please contact your Hawker Beechcraft Claims Administrator. If you are uncertain whom to contact, please e-mail Leola_campbell@hawkerbeechcraft.com and your e-mail will be forwarded to your Claims Administrator for response.

NEWS YOU CAN USE

Doc # 852-07-0033

June 19, 2007

To: Hawker Beechcraft Corporation Authorized Service Centers

Subject: (1) Warranty Parts Fulfillment Letter effective for work accomplished on or after June 18, 2007, and (2) Revised RAPID Parts Limited Warranty terms

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This News You Can Use calls your attention to two important Hawker Beechcraft documents that will affect your parts ordering procedures for claims to be filed to Hawker Beechcraft Corporation (HBC).

Please read these documents carefully. The letter from President Global Customer Support William Brown has a potential financial impact on your service center and involves a requirement for the use of RAPID repaired parts, if available, for claim filing purposes with HBC.

The RAPID Parts Limited Warranty for repaired and serviceable parts has been revised to reflect the coverage for new, overhauled and rebuilt parts.

These changes will be incorporated in the next revision of your Service Center Support Policy Manual.

Sherri Hetler

Manager, Warranty Programs

sherri_hetler@hawkerbeechcraft.com

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Hawker Beechcraft

June 18, 2007

To: Hawker Beechcraft Corporation Authorized Service Centers

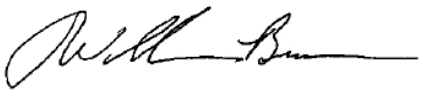
As the new president of the Global Customer Support business, I am committed to providing owners and operators of Hawker and Beechcraft products with a level of service and support that exceeds all of their expectations. I have a long history in aviation including running the day-to-day operations of an FBO, and I fully understand the importance of a strong service network and the role you play in making Hawker Beechcraft Corporation successful.

Through my own experiences and by listening to customers and the team at Hawker Beechcraft Corporation, I am aware that having the right parts available at the right time is key to effectively supporting aircraft. Parts availability through RAPID has been consistently improving over the past several years, but there is still room for improvement in this area.

One way that we can further improve availability on some parts is to utilize repaired parts as an alternative to overhauled and new parts. Effective June 18, 2007, all warranty claims should be filled with a repaired part, if available. Additionally, we have extended the warranty period for repaired parts to be comparable to the warranty of overhauled parts. The purchase of overhauled and new parts will only be reimbursed if a repaired part was not available through RAPID.

Again, I am fully committed to providing our mutual Hawker and Beechcraft customers with service and support excellence at every opportunity, and I look forward to working with you to ensure this happens. Please do not hesitate to contact me with any questions or feedback that might help us better serve our customers. I can be reached by phone at +1.316.676.7157 or by e-mail at bbrown_customersupport@hawkerbeechcraft.com.

Best regards,



William Brown
President Global Customer Support

NEWS YOU CAN USE

Doc: 852-05-0022R

ASC Policy Manual Revision No. 26

Synopsis of revision: This change in procedure is to add the requirement for the paint chip(s) to be returned to HBC prior to claim settlement for all affected areas of the aircraft paint. This will assist our Quality Team and help us to provide a better quality product for our customers.

Warranty Paint / Interior Authorization

Reference: Service Center Support Policy Manual Section 10

Should the condition of the exterior paint or the interior finish appear to warrant repair, the Service Center will notify the Warranty Department at HBC, in writing, noting the areas involved and the nature of the condition. Any rework that exceeds $3,000.00 will require pictures or written detail description of the affected areas, and an estimate of the costs to repair before approval will be granted to proceed. Claims for work exceeding $3,000.00 accomplished without prior approval will result in claim denial and will not be approved for payment.

In addition, a paint chip from all affected areas of an aircraft with a peeling or flaking paint condition must be returned to your claims administrator at HBC prior to warranty settlement, referencing to both the notification number and aircraft serial number. The chip(s) must be received within 30 days of claim submittal for domestic customers and 45 days of submittal for international customers.

Paint chips should be sent direct to your Warranty Administrator at the following address:
Hawker Beechcraft Corporation
10511 E. Central
Bldg. B91, Dept. 852
Wichita, KS 67206

This change will be incorporated in the next revision of your Service Center Support Policy Manual.

Sherri Hetler
sherri_hetler@hawkerbeechcraft.com

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

NEWS YOU CAN USE

Doc: 852-04-0014 - Revision 1 dated Sept. 29, 2006

Original document dated March 23, 2004 Rev: 24 to ASC Policy Manual.

This Sept. 29, 2006 revision changes the coverage hours to three hundred (300). The coverage months remain at six (6). Batteries with 300 hours or less and not to exceed 6 months from install date will continue to be evaluated for warranty consideration.

To: All Customers and Authorized Service Centers

Subject: Aircraft Batteries

After extensive reviews of batteries returned to Hawker Beechcraft Corporation for warranty claims, it has been determined that battery replacements will be considered as maintenance, not warranty, unless a verifiable battery defect exists. If the battery can be brought to a serviceable condition by the ASC or Operator by proper charging, the unit will not be considered to be warrantable.

Prior to the replacement of a battery, please verify that it has been properly charged and tested to substantiate a Warranty condition. Properly charging and load-testing the batteries will eliminate claims on good batteries. Please reference applicable Hawker Beechcraft Corporation Maintenance Manuals for correct charging & load test procedures.

Batteries with 300 hours or less and not to exceed 6 months from install date will continue to be evaluated for warranty consideration. Please note that beginning March 22, 2004, every battery claim submitted for warranty coverage on an original equipment battery needs to include the dates and results of boost charge and capacity tests. Consideration of the claim will be made after review of the tests. The complete serial numbered placard still needs to be returned to HBC with the Notification form per current procedures. If an out-of box failure, return the whole unit.

If the battery removed was spare installed (not original equipment delivered with a new aircraft), please begin on March 24, 2004 to provide copies of logbook entries showing the information noted below in A - C and return along with the complete serial numbered placard and Notification form to HBC.

This information must be received before warranty consideration may be considered:

A. installation and removal dates with aircraft hours noted
B. total flight hours the spare was in service
C. dates and results of boost charge and capacity tests

NOTE: Batteries that have not been boost charged every 90 days and have been in storage for long periods of time (no greater than 9 months) may need a conditioning charge. Please refer to the flat rate schedules for R & R man hours.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

NEWS YOU CAN USE

Doc: 852-04-001, Revision 24

January 8, 2004

To: All Customers and Authorized Service Centers

Subject: Hawker Beechcraft Corporation (HBC) Service Documents

(Service Bulletins, Safety Communiqués, News letters, faxes, etc.)

NOTICE:
Expired HBC Service Documents WILL NOT be covered by HBC without written consent/approval by HBC Warranty PRIOR to the expiration of the Service Document. This newsletter is issued to clarify coverage of Service Documents.

If the plane has Support Plus or Supplemental Maintenance, follow the criteria listed below for HBC coverage on HBC Service Documents:

- **Support Plus:**
  Support Plus MUST be active, not expired. Support Plus covers HBC Safety Communiqués, Airworthiness Directives (AD's), Mandatory and Recommended HBC Service Bulletins when there is no warranty coverage offered in the HBC Service Document.

- **Supplemental Maintenance:**
  - Supplemental Maintenance MUST be active, not expired.
  - Supplemental Maintenance (FM8) covers HBC Mandatory Service Bulletins, HBC Safety Communiqués and AD's (except engines) when there is no warranty coverage offered in the HBC Service Document.

Remember, if the HBC Service Document offers warranty coverage and the warranty coverage has expired, NEITHER Support Plus nor Supplemental Maintenance will cover the work. It is the
responsibility of the owner and service provider to monitor timely compliance within the guidelines of the HBC Service Document.

If you have any questions regarding this News You Can Use, contact :
Barb Marcotte
316.676.3488
barb_marcotte@hawkerbeechcraft.com.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

NEWS YOU CAN USE

Doc: 852-04-0020

November 15, 2004

To: All Hawker Beechcraft Corporation Authorized Service Centers and Retail Customers

Subject: Requirement for purchase and installation of RAPID Rotable parts for HBC Warranty and Special Programs claims (including, but not limited to, Supplemental Maintenance, Support Plus+, GMP and BMP)

This letter is issued to emphasize Hawker Beechcraft Corporation's previously established requirement for the installation of Rotable parts over New parts if a Rotable is available through RAPID within 24 hours of placing the order with RAPID. If neither an OVERHAUL, REPAIR, SERVICABLE or REBUILT part is available within the 24 hour timeframe, written permission is required from HBC Warranty prior to shipment of a NEW part from RAPID for HBC Warranty/Special Programs to reimburse for the cost of the NEW part. If a new part is installed without written permission when a Rotable was available within the 24 hour timeframe, Rotable pricing will be applied to accepted claims.

Any NEW parts purchased after November 15, 2004, without written approval from HBC Warranty, when a Rotable unit is available will result in reimbursement at the value of the available Rotable unit for HBC Warranty/Special Programs.

HBC Warranty is staffed from 7am to 7pm Monday - Friday. If your P.O. for a NEW part is being placed outside our staffing hours, please ask RAPID to verify that a Rotable is unavailable. Email your Warranty Claims Administrator the next regular business day with the aircraft serial number, RAPID sales order number and the RAPID CSR who made the Rotable check.

Please contact your Claims Administrator if you have any questions. Thank you.

Copies of our Limited Warranty statements are available upon request from:

Kathy Neukirch
316.676.7193
316.676.3340 fax
kathy_neukirch@hawkerbeechcraft.com

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

NEWS YOU CAN USE

Doc: 852-06-0030
March 16, 2006

To: All Hawker Beechcraft Service Centers and Customers

Subject: Tires with weep hole leaks in excess of 5%

Beginning March 20, 2006, please be advised that tires having less than 3 months and 50 hours in service and that are exhibiting weep hole leakage in excess of 5% in a 24 hour period will be considered for warranty coverage.

NOTE: Claims submitted under these parameters require that the tire must be returned to HBC/RAPID, 370 N. Webb Road, West Dock, Bldg 65, Wichita, KS 67206 with a copy of the Warranty Claim Notification.

Because tires are not set up to flag "Part Must Be Returned to HBC", each claim for this scenario will also require an email or call to your Hawker Beechcraft Corporation Claims Administrator, 800.429.5372, 316.676.7193, or email to warranty@hawkerbeechcraft.com so that we can amend the claim to show that we are waiting for the part.

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

NEWS YOU CAN USE

Doc: 852-05-0025

August 30, 2005

To: All Hawker Beechcraft Authorized Service Centers

Subject: ASCAP Credit Policy Change

Reference: ASCAP "News You Can Use" dated December 18, 2000

ASCAP has been in effect since January 1, 2001 and was developed as a simple way to compensate our authorized service centers for freight charges and small nuisance claims (under $50.00). The original process added 3% domestically and 5% internationally to the total amount of each claim.

We continually look for ways to reduce freight on RAPID shipments and have confirmed that freight as a percentage of **NET SALES** is forecast at 1.7% for 2005. In 2004 the amount was at 2.0%. This average includes both domestic and international shipments. Therefore, effective **September 6, 2005** the following change will go into effect for claims allowed on or after that date:

- ASCAP will be paid on claims for parts and misc. only.
- ASCAP will be paid based on the ASC Net Price of the part claimed.
- ASCAP will be paid on the allowed amount of misc. parts.

Compensation for the authorized service center absorbing the freight charges and the small claims will be an ASCAP amount of 3% automatically added to qualified claims allowed domestically and 5% for each qualified international claim. This change applies to regular warranty, spare part warranty, service bulletins, policy adjustments, and maintenance program claims. Our research indicates that this ASCAP amount will adequately offset these costs to the ASC.

ASCAP will still not apply to the W1 "out of box claims". We will refund the actual amount listed on the sales order for the outbound freight at time of settlement if the claim is allowed. This amount will be identified as freight on a separate line item on the credit memo. This is also the format that will be used for customers that order parts and file warranty direct to the factory. They are not eligible for ASCAP.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

NEWS YOU CAN USE

Doc: 852-03-0008 REV 4

November 14, 2006

(2nd, 3rd and 4th REV for PIT information only)

To: All Hawker Beechcraft Authorized Service Centers

Subject: Information required on Part Information Tags

This letter calls attention to and advises of action required regarding existing Hawker Beechcraft Corporation policies for parts being returned for reimbursement on Warranty or Maintenance Program claims and as Rotable/Exchange Core Returns.

ALL ROTABLES, LANDING GEAR PARTS AND ENGINE PARTS SOURCED IN ERROR FROM RAPID* MUST HAVE A SQUAWK, THE PART HOURS FLOWN AND CYCLES FLOWN INCLUDED ON THE PIT TAG OR YOUR IN-HOUSE VERSION OF OUR PIT TAG. IN ADDITION, LANDING GEAR PARTS AND ENGINE PARTS MUST INCLUDE THE NUMBER OF LANDINGS.

A PARTS INFORMATION TAG (PIT), OR YOUR IN-HOUSE VERSION, INCLUDING PART HOURS IS REQUIRED.

Due to parts being received at Hawker Beechcraft Corporation with insufficient or incorrect information on the PIT tag, or with no tag, beginning April 1, 05 Hawker Beechcraft Corporation has implemented the following procedures:

- Parts received at Hawker Beechcraft Corporation for warranty or maintenance credit and/or core credit that do not include complete information on our Parts Information Tag (or your in-house version) will not be received, but will instead be placed on a Hands Good Receipt (HGR) form with no action taken. This will delay your part and core credits.
- Please be sure that every part returned to RAPID/Hawker Beechcraft Corporation is properly tagged with correct information. When information is missing and if your contact information is provided, you will be contacted to provide the necessary information by our staff.
  If we are unable to obtain the required information in a timely manner, we will return the part to your facility collect.
- **PER FAA REQUIREMENTS ALL PARTS RETURNED TO RAPID/HAWKER BEECHCRAFT CORPORATION MUST HAVE A COMPLETED PART INFORMATION TAG (PIT) OR EQUIVALENT. TAGS MUST INCLUDE THE FOLLOWING REQUIRED INFORMATION:**

(1) Customer/Claim # (2) Date of removal (3) Aircraft Serial Number (4) Part Number
(5) Part Serial Number (6) Part Hours & Cycles (7) Quantity (8) Reason for removal
(9) Signature

NOTES:

* Engine parts should always be sourced from the Engine Supplier. ** Core parts shipped by RAPID Grapevine should include PIT for the off core.

*** All Landing Gear and Engine parts returned to RAC require a completed Part Information Tag and must include part hours, cycles, landings and the squawk.

Order Part Information Tags p/n 852-31487, rev 02/04 online at http://www.hawkerbeechcraft.com/service_support/pubs/default.aspx or email TMDC@hawkerbeechcraft.com

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Part Information Tag

1.	Customer Number	Enter the account number used to order parts from HBP&D.
2.	Claim Number	Enter the claim number that was used when entering the claim on the Web, or the claim number assigned on your paper claim if not using the Web.
3.	Notification Number	Enter the 500XXXXXX created upon claim entry.
4.	Date	Enter the date that the part was removed.
5.	Operator	Enter the name of the aircraft operator.
6.	Aircraft Serial Number	Enter the aircraft serial number.
7.	Part Number	Enter the part number.
8.	Part Serial Number	Enter the part serial number.
9.	Part Description	Enter the description of the part.
10.	Part Hours	Enter the number of hours on the part.
11.	Part Quantity	Enter the number of parts.
12.	Cycles Since New	Enter the number of cycles since new (rotables only).
13.	Cycles Since Overhaul	Enter the number of cycles since overhaul.
14.	Condition Code	Enter the ATA Defect Condition Code (optional).
15.	Description of Condition	Enter the description of condition.
16.	Airworthiness Authority	Enter the airworthiness authority that has responsibility of the repair facility FAA, CAA, JAA, etc.
17.	Signature	Signature of the technician who removed the part(s).

Parts Information Tag

Hawker Beechcraft

852-31487
Issued 11/95
Rev. 03/07

CUSTOMER NO: 1 PURCHASE ORDER OR CLAIM NO: 2

NOTIFICATION NO: 3 DATE: 4

OPERATOR: 5 AIRCRAFT S/N: 6

PART NO: 7 PART S/N: 8

PART DESCRIPTION: 9 PART HOURS: 10 PART QUAN: 11

CYCLES SINCE NEW: 12 SINCE OVERHAUL: 13

DESCRIPTION OF CONDITION: CONDITION CODE: 14

15

AIR WORTHINESS AUTHORITY FAA/CAA/OTHER:	SIGNATURE:
16	17

NEWS YOU CAN USE

Doc: 852-05-0021

February 16, 2005

To: All Hawker Beechcraft Authorized Service Centers

Subject: Request for claims filed to Collins to include the total labor expended pertaining to component replacements

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This letter is issued to request a change in customary filing procedures regarding Collins Avionics component replacements. In the past, many facilities have claimed only the applicable Collins Flat Rate to remove and replace a Collins component.

Based on a mutual desire to thoroughly examine the total warranty costs related to Avionics component replacements, Hawker Beechcraft Corporation and Rockwell Collins request that the total man hours consumed for each component replacement be filed on those claims.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

NEWS YOU CAN USE

Doc: 852-04-0017

July 6, 2004

To: All Hawker Beechcraft Authorized Service Centers

Subject: Vendor Warranty

Contract agreements between Hawker Beechcraft Corporation and HBC vendors is strictly confidential and not to be shared outside our company.

Hawker Beechcraft Corporation is continuously renegotiating warranty terms with our vendors and therefore contracts change from year to year. For instance, the warranty offered to Hawker Beechcraft Corporation from PPG today, is not the same as it was ten years ago or even one year ago. Please do not quote what you believe to be vendor warranty to your retail customers.

In addition if a "pass through warranty" is approved by HBC warranty upon a customer request and the part test results can find no fault, you and/or your customer will be responsible to cover all testing charges. These testing charges can be as high as $500.00. Please be aware that all credits will be based on vendor disposition (credit may be only a percentage and not 100% reimbursement.)

All customer warranties will be only adjudicated per the HBC aircraft warranty or spare part warranty policies.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

NEWS YOU CAN USE

Doc: 852-04-0018

July 29, 2004

To: All Hawker Beechcraft Authorized Service Centers

Subject: Beechcraft King Air SB2040 – Inspection/Modification of Wing Skins

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King Air Service Bulletin 2040 was issued in August 1984, revised April 1990 and available warranty coverage expired April 1993 per the warranty statement on page three of the Bulletin.

However in August 1987 HBC issued engineering changes on the production line which incorporated these improved kits, P/N 101-4045-3 S or 101-4045-4 S. If an aircraft owner chooses to incorporate these changes, the aforementioned kits are available through RAPID.

As a good will gesture to our customers, we have been allowing warranty credit on a case by case basis. However, we are ceasing any future financial consideration. Any work order opened after July 29, 2004 for SB2040 will receive no warranty consideration.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

October 24, 2002

To: All Hawker Beechcraft Authorized Service Centers

Subject: Flow Control Valve Troubleshooting and Warranty Submittal Process Information

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As Hawker Beechcraft Corporation strives to lower the operating cost of Beechcraft King Air models, we need your assistance. We have uncovered an increasing number of Flow Control Valves that are being returned for Warranty consideration and overhaul which have "no fault found" when tested. As a result, we ask that you be certain that the Flow Control Valve is at fault before replacing the valve. There are several troubleshooting steps that must be accomplished before declaring a Flow Control Valve faulty:

1. Hawker Beechcraft Corporation does not recommend swapping Flow Control Valves from side to side. This practice can mask the real issue and it not an effective troubleshooting method for this component. Please conduct steps 2-4 before replacing a Flow Control valve.
2. Please check the cabin leak rate per appropriate King Air Maintenance Manual, chapter 21-30-00 and correct any discrepancies before proceeding any further. A Flow Control Valve that is operating at maximum output can mask an excessive cabin leak rate. A Flow Control Valve that is operating at a nominal setting within specification may not be able to maintain cabin pressurization if there is an excessive cabin leak rate and mistakenly replaced.
3. Please check the Bleed Air Flow Rate using a water manometer per the appropriate King Air Maintenance Manual, chapter 21-10-00.
4. Please test the Flow Control Valve using a multimeter and the Airborne Test Box 1E30-2 per the appropriate King Air Maintenance Manual, chapter 21-10-00 and King Air Communiqué 2002-05. If the Test Box is not available, the Maintenance Manual contains instructions for testing using a multimeter. Also be certain to test the Ambient Air Temperature Sensor before declaring a Flow Control Valve faulty.

Hawker Beechcraft Corporation field representatives will be visiting the North American King Air authorized service centers to conduct Flow Control Valve Troubleshooting and Familiarization courses. The purpose of these visits will be to make your service technicians aware of the proper procedures to follow before declaring a Flow Control Valve faulty.

After these familiarization courses have been held, all Flow Control Valves returned to Hawker Beechcraft Corporation for Warranty consideration will be bench checked. If the Flow Control Valve is tested and no fault is found, the removed unit will be returned tothe purchaser and no Warranty consideration will allowed. We expect to have this training completed by January 1, 2003. As an Authorized Service Center, if you have replaced a Flow Control Valve that is tested and no fault is found and Warranty consideration is denied, do not bill the customer.

If you have any questions or require assistance with the above test procedures, please contact Beechcraft King Air Technical Support at 1.800.429.5372 or +1.316.676.3140.

NEWS YOU CAN USE

Doc 852-03-0035
December 3, 2001

To: All Hawker Beechcraft Service Centers

Subject: Obligations of Hawker Beechcraft Service Centers - Service Center Policy Manual Section 10 New Part Return Claims

This letter serves to update and expand existing Hawker Beechcraft policies for submission and follow up on all New Part Return claims submitted for reimbursement.

NEW PART RETURNS

30 Day filing time:

- All claims must be filed with HBC no later than 30 days from the date of Invoice.
- The subject part must be received at HBC no later than 30 days from the date of approval.
  International ASC's must return their requested parts within 45 days from the date of notification to return.

10 Day filing time for shortages:

All shortages must be filed with HBC no later than 10 days from Invoice date.

Incomplete Claims:

If for some reason additional information is required to settle your claim, a request will be made specifying what information is needed. This information must be provided within fourteen (14) calendar days of the request. A second request will not be made. If no response is provided, the claim will be denied due to inadequate information.

Spares Order Cancellation Procedure:

See Spares Advisory Bulletin ADVB-03-01 issued August 28, 2001.

Proof of Deliveries:

Parts being returned to incorrect addresses or without prior approval will not be paid until part is located.

Damaged Freight:

Shipments should never be refused. The paying party is responsible for the damaged shipment. If the part shipped collect, the customer is responible to file to the freight carrier. If the part is shipped prepaid, the claim should be filed to RAPID.

NOTE: These rules will be enforced beginning February 1, 2002. That should give all centers sufficient time to reconcile their accounts and submit for any work that would fall beyond the scope as outlined above.

Carroll_Shivers@hawkerbeechcraft.com

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Warranty

Warranty/Part Returns Contact List

Standard Warranty & Spare Part Warranty
Karren Gasche @ 316-676-8644 or karren_gasche@hawkerbeechcraft.com
Kay Brewster @ 316-676-7034 or kay_brewster@hawkerbeechcraft.com
Marilyn Morton @ 316-676-7282 or marilyn_morton@hawkerbeechcraft.com
Or call 800 429 5372, select 7, then ask for your Claims Administrator.

Service Bulletins –
Kathy Neukirch @ 316-676-7193 or Kathy_neukirch@hawkerbeechcraft.com

Support Plus – Domestic
Carla Walls @ 316-676-3297 or carla_walls@hawkerbeechcraft.com

International –
Jorge Tomas @ 316-676-7280 or Jorge_tomas@hawkerbeechcraft.com
Ravy Son @ 316-676-3049 or ravy_son@hawkerbeechcraft.com

Special Programs –
Donna Stewart @ 316-676-1413 or donna_stewart@hawkerbeechcraft.com

W1 Rejected Out-of-box – Parts rejected prior to first flight (can be installed, not flown)
Diana Miller @ 316-676-5815 or diana_miller@hawkerbeechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@hawkerbeechcraft.com

New Part Returns –
Diana Miller @ 316-676-5815 or diana_miller@hawkerbeechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@hawkerbeechcraft.com
Please note: these are shipped to Grapevine, TX only and can be restocked. New Part Returns cannot have been installed)

Cores –
Diana Miller @ 316-676-5815 or diana_miller@hawkerbeechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@hawkerbeechcraft.com

HBC WEB –
Shelly Riedel @ 316-676-3685 or @ 1 888 727 4344, option 3, or email michelle_riedel@hawkerbeechcraft.com

Claim Entry System Errors –
Liz Buessing @ 316-676-2713 or Elizabeth_buessing@hawkerbeechcraft.com and provide your customer number and your claim number.

Revised November 14, 2011

WARRANTY GUIDELINES

1. All claims must be filed electronically through the Warranty Web, HBC's on-line claim submission system. Each squawk must be filed on a separate claim with the condition noted. Coverage should be determined by checking the **Aircraft Warranty Coverage** option on the **Warranty Web** menu screen. The date the work was accomplished or the occurrence date MUST fall within the coverage code dates and the removed part must be a HBC or HBP&D unit. Units sourced from suppliers other than HBC are not covered. Warranty provisions prevail. (Claims totaling less than $50.00 will not be accepted in the system. See ASCAP)

2. Hawker Beechcraft Structural Warranty may include hour limits as well as calendar limits. Please note, STRUCTURAL coverage does not include parts manufactured by HBC.

3. Use appropriate HBC accepted terminology for discrepancies and corrective actions (Technical Terms booklets are in the Warranty section of this book). Words often seen in warranty narratives which either **MUST NOT** be used or must be explained clearly as noted below are:

Bad – do not use. Instead, please explain what was wrong with the part.
Breach
Broken – unless the part is broken into two or more pieces. Please describe where broken and how.
Burnt, burn – unless there was an actual fire.
Critical
Damaged.
Dangerous
Defect, defective
Deterioration, deteriorated
Disintegrated
Doesn't work
Extremely
Fail, failed, failing – use only if part of an annunciator warning and use quotes.
Faulty
Few - please be specific and quantify how many.
Imperfection
Inoperative or Inop. – If the part has no response to applied power, please explain as such.
Malfunctioning
Negligent
Not installed properly – please explain how it wasn't installed properly.
Problem
Several – please be specific and quantify how many.
Some - please be specific and quantify how many.
Unbelievable
Unreliable
Unserviceable
Very
Warrant - (Continued next page)

If the specific condition of the part is not known, please advise in the narrative **<u>what is happening that shouldn't be</u>**, *OR*, **<u>what isn't happening that should be</u>**.
Please don't include editorial comments in the warranty narrative – just the facts.

4. Requirements for claim entry:

   A. It is critically important that the HBP&D PO be entered correctly, exactly as it is fielded in the Warranty Web (per the HBP&D Sales Order). If the installed part has a valuation type with core credit involvement, **CORRECT** fielding of the PO **and** the part serial number removed will assist the system in finding your part, if already returned for core credit, and attaching it to the HBC Warranty Claim. Please refer to the HBC Claim number for your claims on all correspondence. **A correct PO is critical to process all W1, W2 and W4 claims.**

   B. The removed part must be a HBC unit. The narrative must include the condition/squawk (what was wrong with the part) and the fix (what was done to fix the system). When filing a W1, the condition/squawk is sufficient.

   C. W2 claims submitted for Warranty coverage require the items listed in B. W5 claims submitted for Maintenance coverage for inspection items from the Maintenance Manual need only a basic outline of the job plus the Inspection Code if applicable. Example: "Complied with 200 hr lube items". If misc. parts are requested, please provide the detail. Example: "2 ea. MS44407 o'rings @ 14.27 ea."

5. HBC filing time limit is **60** days from the date of completion of the work. When a work order has been open for an extended time, the date of completion for the claim is still the date the work was done on the aircraft. 180 days from the date the work was completed is the maximum cutoff. Approved claims for work filed 61 thru 180 days after the work was done on the aircraft will be paid at 50%. Edit requests must be complied with in 7 days. Parts must be received within 30 days of the date the claim was filed if domestic, 45 days if international.

6. Warranty will consider outside invoices on required sublet (outside service) work (no tax). A copy of the invoice must be emailed or faxed to your HBC Claims Admin, with the claim number clearly noted or written at the top of the invoice.

7. HBC credits current net price on parts for valid aircraft and spares warranty, Service Bulletins and Good Will claims if:
   A. Work is performed on a Beech or Hawker aircraft model for Warranty at a HBC Authorized Service Center rated for that specific model.
   B. Credits for W1 type claims
   C. Any pre-approved pass-through supplier coverage (such as Pratt)

8. HBC credits List Price (SSP) on the Support Plus program.

9. If the flat rate is exceeded and not paid on a claim, the overage CANNOT be billed to the customer. Work filed late and reduced or not paid also CANNOT be billed to the customer.

10. The ASC must return requested warranty parts prepaid to HBC within thirty (30) days after the occurrence of the defect, at the ASC's own expense (including but not limited to, freight, insurance, customs duties, etc.) **unless otherwise directed by HBC**. The airplane owner does **NOT** pay freight for parts requested to be returned by HBC unless he orders parts directly from HBP&D and files his own claims. The ASCAP program covers ASC freight and handling. Premium freight may only be billed to the customer if pre-approved by that customer in advance of the work. Taxes, duty and/or customs fees are not covered by HBC. Non-requested parts may be scrapped (5) days from **settlement** date.

11. Warranty does not pay for consumables or wear and tear items (i.e. oxygen, oil, broken or cracked trim, interior scratches, tires, batteries, bushings, brakes, door and other seals, TKS fluid and other consumable liquids and gasses consumed in normal operation.

12. Warranty will cover valid paint and interior issues up to **$5,000.00**. Any work required that exceeds this dollar amount must have prior HBC approval, in writing, via fax or e-mail. When filing, define the area or areas affected in detail and provide the paint or interior item's condition. See News You Can Use 852-05-0022R. Note: No credit will be issued for chipped paint claims, including paint chipped off of screw heads during warranty, maintenance or inspections.

13. Repair, Overhaul, Rebuilt or Serviceable parts installed for Warranty or HBC Special (maintenance) Programs are filed as W2 or W4 claims and the removed parts are required to be returned prepaid with the Red and White Warranty Claim Shipping Label, **unless otherwise directed by HBC.**

    NOTE: *See the HBP&D Part Limited Warranty document for the Spares Coverage on HBC's NEW, REBUILD, OVERHAUL, REPAIR and SERVICEABLE which have twelve months warranty from date of purchase.*

14. HBP&D Rotable/Exchange parts are to be used for all warranty or maintenance Issues, with REPAIR used first if available. If a Rotable is not available within a reasonable amount of time of the PO being placed with HBP&D, prior written approval must be obtained from HBC Warranty to order NEW. Again, HBC Warranty approval is required if installing NEW (need approvals in writing via fax or e-mail). Under all circumstances, the most economical maintenance action should be taken (i.e. overhaul/repair versus replacement if called out in the maintenance manual). In addition, all warranty claims should be filled with a repaired part, if available. The purchase of overhauled and new parts will only be reimbursed if a repaired part was not available through HBP&D.

    If the Authorized Service Center or customer elects to purchase a warranty part from an outside source, a no charge replacement part will be sent as a warranty settlement (except for avionics or engine coverage, which must be obtained directly from that

supplier). Avionics and engine parts must be submitted through the source of purchase to the appropriate supplier. Also, the outsourced part being installed then has NO future coverage through HBC.

15. HBC prior approval is required for field repairs on Supplier parts and is rarely granted. Approvals in writing via fax or e-mail MUST be obtained from HBC Warranty prior to any repair of a Supplier/Purchased part. PLEASE do not open no-tamper seals on supplier parts or the warranty is voided. Any unauthorized action or tampering with supplier parts voids the coverage.

16. Warranty and maintenance programs will pay **actual man hours used up to** 4 hours labor for troubleshooting of valid squawks if that squawk is identified, but cannot be duplicated.

17. All warranty work orders must have serial number and <u>total</u> aircraft hours per log book and owner's name.

18. Labor only and labor and misc parts claims should be filed as W5 type.

19. HBC will pay flat rate for labor charges even if the work is done in less time. Check the Warranty Web site "Warranty Flat Rates" feature for flat rates using a part number, OR for inspections use the A/C S/N prefix followed by * in the Part Number box (BB*). If the work took more than the flat rate, be sure to justify the labor hours requested in the narrative of the claim. A Flat Rate Change Request Form is available for your use in the Warranty Web menu.

20. All warranty claims must have the appropriate date of work completion. If the part is not original as delivered on the aircraft at retail, the spare install date and part hours are required. File as W2 for parts over $500.00. If you believe you have a spare part issue but don't have the logbooks to research, please call your HBC Warranty Admin for help.

21. Prior HBC approval is required when filing a goodwill claim on an aircraft that is out of warranty. The name of the person recommending coverage and the date the discussion took place must be noted in the narrative when filing the claim, HBC approvals may be in writing via fax or e-mail.

22. HBC warranty may pay for claim credit shortages from other Suppliers, depending on the issue. Supplier shortages should be submitted for consideration via the Warranty Web per normal procedures. The narrative should include the squawk and fix and that a claim was filed with the supplier and this claim is requesting the balance not allowed. A copy of the work order, the supplier claim and the supplier credit memo must be forwarded to HBC with the claim number and aircraft s/n clearly written at the top of these copies.

23. Warranty coverage transfers when the original owner sells the aircraft. Support Plus transfers if the new owner decides to take over the existing contract and signs for the transfer.

24. Shop Rate change requests must be submitted for approval in writing by fax, letter or e-mail. These change requests are reviewed by a board and may be amended or denied. Submit these requests to the Manager, Warranty /Exchange Programs via email to hbc_warranty@hawkerbeechcraft.com, and to your Warranty Claims Administrator. Rate changes will apply if approved on the date of the HBC approval.

25. A W1 warranty claim is for an out-of-box failure/part rejected prior to first flight and includes the following:
    - Mis-manufactured Parts (Please carefully identify)
    - Misidentified (for example, part is stamped with a left hand part number, but it is actually a right hand part.)
    - Spare part rejected before flight
    - Chips/scratches under paper (windows)

    Warranty covers freight charges on W1 type claims for out-of-box failures as per the freight charge on your HBP&D invoice. This invoiced freight will be paid automatically – you do not need to request it on your claim. These claims are paid at net.

Warranty Guidelines information updated April 2012

HBIA
(Hawker Beechcraft Inventory Aircraft)

1. Check the Warranty Web, Aircraft Coverage for HBIA coverage. Verify that the occurrence or accomplishment date is within the HBIA coverage dates.

2. Any parts on the work order that are over $500.00 List Price (SSP) should be filed on a warranty **W2** type claim (see exceptions on *NEWS YOU CAN USE* 852-10-0029). Avionics parts must still be obtained from the Avionics Supplier and Engine parts from the Engine Supplier.

3. Claims for labor and miscellaneous parts under $500.00 may be filed as W5 type claims.

4. HBIA will credit for the following:

   Warrantable items
   Normal maintenance
   Cleaning
   Outside Service with mark-up (up to your standard rate, not to exceed HBC's cap)
   Sales Tax
   Overtime, if required
   Service Documents – see Service Bulletin section for instructions

5. HBIA will not credit for the following:

   Fuel

   FOD or any incident that would be covered by insurance

HBIA information updated September 2010

ABC'S OF WARRANTY

- **Narrative = What happened or didn't happen? What was the fixed? Did it OPS check after?**
    - **If it is a supplier part, the narrative goes also to the supplier - be factual and clear**
    - **If we requested the work: Tell us who and why? There is a reason for the work being done**
- **Proofread the removed part number, serial number and valuation type (new, overhaul, repaired, rebuilt) to avoid edits and refiles.**
- **If the part being removed is not original equipment, when was the failed part installed? What are the hours on the part? The will be less than the total time on the aircraft.**
- **Credit requested requires a valid HBP&D Purchase Order number – see Warranty Web Open Purchase Order Items or reference the HBP&D packing sheet received with the part.**
- **File correctly the first time to speed your credits - please proofread**
- **Return the removed part as soon as the claim is entered**
- **Don't forget the part information tag**
- **Ship the part to the correct address**

Warranty Filing Tips

Occurrence date: If the work is done after Standard or FAB coverage has expired, but you have something that ties the work back into an active coverage, you need to enter an occurrence date. Please explain in the claim, or send a copy of the document supporting your date of occurrence to HBC with the notification # except when the support is the HBP&D PO entry date for which there is nothing required other than the valid PO and S/O. Your Work Order or other supporting document should be faxed to your Claims Administrator @ 316-676-3340 or scanned and emailed.

Outside Service Invoices: please fax or email a copy of the invoice with the notification number included on it the same day the claim is entered. Turn time on labor claims is on an average 3 days, so we can speed up your credit if we have the document in hand. No markup is allowed for any outside invoices covered under warranty.

Deferred coverage: when squawks are made known to your facility but the airplane cannot be scheduled in until after the coverage expires, HBC Warranty must be notified of the deferred items via email or fax PRIOR TO the expiration of coverage. If you use fax, please be certain to retain your dated proof of send. There is a 90 day limit to begin the work from the date of notification. Please note, notification to HBC of deferred items does not guarantee coverage if the item is non-coverable.

Parts over $500 ordered directly from a different HBC Authorized Service Center: The part you source from a different ASC must have been originally sourced from HBP&D to be filed for credit. The Service Center holding the valid HBP&D PO must file the W2 claim for the part. They should use your shop code if the work was done in your shop. For valid claims, HBC will pay list price and ASCAP. You may file your own W5 claim for your labor. Please cross reference the two notification numbers if possible. If you do not know the other facility's notification number, please mention in your narrative that the part claim will be filed by (name of other center). If you source a part from someplace other than HBP&D and that part did not originate from HBP&D you may only file for free replacement part - (excludes avionics and engines, which must be sourced from the applicable Supplier). Keep in mind if you take this option, the installed part not from HBP&D does not carry our warranty, but rather the outside source's coverage.

Use NONHBC as the aircraft s/n when a HBP&D part fails on a NONHBC plane, with the make, model and serial number of that a/c included in the narrative.

Warrantable paint and interior issues are only covered for 2 years on all HBC airplanes (unless the contracted coverage is shorter, such as a used airplane). This means that a new 400XP having 5 years HBC basic warranty still only has two years on paint and interior items (see the Airplane Warranty statement). Continued…

Continued from page 1

New airplanes having no maintenance coverage may still have squawk-type adjustments and rigging filed up to the first inspection (or the first 100 hrs if operated under part 135). This does not include bulbs, tires, oil changes, inspections, etc.

Sometimes the only correct solution to an airplane issue is to Call Your Warranty Claims Administrator.

Kathy Neukirch - Service Bulletins @ 316-676-7193
Carla Walls - Support Plus @ 316-676-3297
Diana Miller - W1 (part rejected before first flight @ 316-676-5815)
Carol Venegas - W1 (part rejected before first flight @ 316-676-2458)
Donna Stewart – NetJets @ 316-676-1413
Karren Gasche – 316-676-8644
Kay Brewster – 316-676-7034
Marilyn Morton – 316-676-7282
Ravy Son – 316-676-3049
Jorge Tomas – 316-676-7280
Sherri Hetler – Manager Warranty Programs @ 316-676-3396

Current Warranty Filing for Travel

When an aircraft covered by Warranty is grounded at a nearby location not rated to work on that aircraft, your shop may be required to send a Technician and an Inspector to the site to clear the AOG issue.

When this occurs, HBC will cover reasonable labor charges for your Tech to return the aircraft to a flyable condition. HBC will also cover the man hours required for the trip to and from the site of the aircraft at the applicable shop rate for the Technician's to-and-from travel time and also the Inspector (if required) to-and-from travel time.

Please note: Travel time is not covered by Support Plus

Example:

2 hours one-way by car to get to the aircraft x 2 men = 8 hours to-and-from travel time in addition to the man hours to fix the AOG squawk.

Note: Travel EXPENSES are not covered, such as hotels, food, fuel, airline tickets, car rental, etc.

Hawker Beechcraft Commercial Product Warranties
September 2010 and after

AIRCRAFT	STRUCTURE*	ENGINES	AVIONICS PACKAGE	INTERIOR/PAINT	NON-HBC & HBC PARTS (Excluding Engines & Avionics)**
Hawker 4000	10 years/10,000hrs	5 years or 3,000 hrs	5 years Honeywell	2 years/800 hrs	5 years/5000 hrs
Hawker 900XP	5 Years	5 Years Or 2,000 hrs	5 Years Collins	2 Years/600 hrs	5 Years/3000 hrs
Hawker 850XP	5 Years	5 Years Or 1,800 hrs	5 Years Collins	2 Years/600 hrs	5 Years/3000 hrs
Hawker 750XP	5 Years	5 Years Or 1,800 hrs	5 Years Collins	2 Years/600hrs	5 Years/3000 hrs
Hawker 400XP	5 Years	5 Years Or 2,500 hrs.	5 Years Collins	2 Years/600hrs	5 Years/3000 hrs
Premier 1A	5 Years	3 Years Or 1,500* (*Prorated between 1500 to 1750 if the 3 yrs has not expired)	5 Years Collins	2 Years/600 hrs	5 Years/3000 hrs
King Air 350	5 Years	5 Years Or 2,500 hrs.	5 Years Collins	2 Years/400 hrs	2 Years/1200 hrs
King Air 200	5 Years	5 Years Or 2,500 hrs.	5 Years Collins	2 Years/400 hrs	2 Years/1200 hrs
King Air C90	5 Years	5 Years Or 2,500 hrs.	5 Years Collins	2 Yearsv/400 hrs	2 Years/1200 hrs
Baron	5 Years	3 Years or 1,000 hrs.* (*engine accessories - 1 Year or 1000 hours)	5 Years*** Garmin FlightLevel	2 Years//400 hrs	2 Years/800 hrs
Bonanza	5 Years	3 Years or 1,000 hrs.* (*engine accessories - 1 Year or 1000 hours)	5 Years*** Garmin FlightLevel	2 Years/400 hrs	2 Years/800 hrs

* Structure = fuselage, empennage, wing and control surfaces

** Engine and Avionics warranties are held by the OEM, not Hawker Beechcraft.

*** Garmin Warranty for the Piston aircraft has gone from 2 year to 5 years warranty starting with the following serial number: E-3937 and forward & TH-2273, TH-2287 and forward.

If years and hours are both shown – the warranty is valid for the specific number of years or hours – **whichever comes first.**

Avionics package warranty coverage is shown above. Avionics parts manufactured by other suppliers have varying coverages and are not reflected in the package coverage noted above.

Hawker 900XP, 850XP and 750 APU warranty – 5 years/2500 Hours – Honeywell Warranty

On all models – Life Limit parts are now subject to pro-ration based on time and/or hour limits.

Warranty terms noted about are “standard commercial” contract. Coverage may vary per the contract.

Updated 9/9/2010

Hawker Beechcraft Aircraft Prefixes & Types

Serial Number	Product	Model Number
B	King Air	A100
BB	King Air	B200
BE	King Air	B100
BL	King Air	200C
BN	King Air	200CT
BT	King Air	200T
BY	King Air	200GT
BZ	King Air	200CGT
CE	Bonanza	F33A
CJ	Bonanza	E33C
D	Bonanza	35
E	Bonanza	A36
EA	Bonanza	B36TC
FA	King Air	300
FF	King Air	300
FL	King Air	350
HA	Hawker	900XP
HB	Hawker	750XP
HK	Hawker	800/1000
LA	King Air	F90
LJ	King Air	C-90B
LW	King Air	E90
M	Sundowner/Musketeer	23
MB	Sport	23
MC	Sierra/Super Musketeer	A24R
ME	Duchess	76
MUA	Mitsubishi	D1A
NC	Starship	2000
P	Duke	60
RB	Premier	390
RC	Hawker	4000
RG	Hawker	800/800XP/850XP
RH	Hawker	1000
RJ	Beechjet	400
RK	Beechjet/Hawker 400XP	400A/400XP
TC	Baron	B55
TE	Baron	C55
TH	Baron	58
TJ	Baron	58P

TK	Baron	58TC
UB	Airliner	1900C
UC	Airliner	1900C-1
UD	Airliner	C12J
UE	Airliner	1900D
U	Airliner	99
WA	Skipper	77

Hawker Beechcraft Corporation Warranty
Technical Terms and Illustrations

Technical Terms

Please use this information as a reference guide for Technical terms used in the completion of warranty or maintenance program claims.

Do not use any form of the following words: UNSERVICABLE, DETERIORATED, BREACH, DISINTEGRATED, DEFECT, BAD, CRITICAL, DAMAGED, DANGEROUS, DOESN'T WORK, EXCESSIVE, EXTREMELY, FAULTY, IMPERFECTION, MALFUNCTION, NEGLIGENT, PROBLEM, UNBELIEVEABLE, UNRELIABLE, VERY, or WARRANT.

Use the following words with caution, noting the required additional information and cautions in parentheses:
BROKEN (use only if part is separated by force into two or more pieces. Be specific in describing the location, cause and description of the break.)
BURN (only if an actual fire with flames has occurred and this information must be included in the narrative)
FAIL (only if describing an annunciator indication. Use spaces between f a i l in that event to permit entry of the claim into our system)
FEW (must quantify)
INOP (if a part has no response whatsoever to applied power, describe as such rather than using INOP)
MANY (must quantify)
NOT INSTALLED PROPERLY (please explain specifically what is meant)
SEVERAL or SOME (must quantify)
WORN (Material or part consumed as a result of exposure to operation or usage. Please note: Not a warranty squawk/snag. Worn material or parts are not covered by warranty.)

If a specific squawk/snag cannot be determined, please be sure to describe either what is happening that should not be, OR, what is not happening that should be. Contact Warranty if you have terminology questions not satisfied by the information in this booklet.
Fax: 316-676-3340
Phone: 316-676-2713 or 316-676-7193
Email: leola_campbell@hawkerbeechcraft.com
Email: kathy_neukirch@hawkerbeechcraft.com

A

Abrasion — An area of roughened scratches or marks, usually caused by foreign matter between moving parts or surfaces.

Arced — Visible effects (scorch spots, fused metal) of an undesirable electrical discharge between two electrical connections.

Axial play (opp. to lateral play) — The back and forth movement of a part along the line (shaft, tube or bolt) about which it rotates, usually a bearing.

B

Backlash — The lost motion between two mating gear teeth, the amount the first has to move owing to distance between tooth contact surfaces.

Bell mouthed (ex. valve guides) — Wear in bearings, guides (esp. valve guides)

Bent — Sharp deviation from original line or plane, usually caused by lateral force.

Binding — Restricted movement such as tightened or sticking condition resulting from misalignment or jamming.

Blend — To form or smooth metal or fiberglass so there is no sharp change or line from one area to another.

Blister — An enclosed raised spot or bulge, usually with a void underneath.

Blow out, Blown — Electrical fuses. Fuse "open" is a better description.

Bowed — Curved or gradual deviation from original line of plane, usually caused by lateral force.

Brinelled — Circular surface indentions on bearing races, usually caused by repeated shock loading of the bearing, that is, ball or roller indention.

Broken — Use only if a part is separated by force into two or more pieces. If using this word, be specific in your description as to the location, cause and description of the break.

Burn/burning May be used only if an actual fire with flames occurred and this information must be included in the narrative. If a fire did not occur, a better term may be thermal distortion (scorching) or lightning marks (pitting). Also surface damage due to heat is usually caused by improper fit, improper lubrication, or over-temperature operation and is not covered by warranty.

Burrs A sharp projection or rough edge remaining after machining or rework.

C

Chafed Frictional wear damage, usually caused by parts rubbing together with limited motion.

Checked -not used Surface cracks is a better term.

Chipped A breaking away of the edge, corner or surface of material, usually caused by heavy impact (not flaking).

Circuit – Grounded *see Grounded, Open Circuit, and Shorted for definitions

Clogging Blockage of fluid or air passage or line, usually by foreign material.

Collapsed Inward deformation of the original contour of a part, usually due to high pressure differential.

Compressed Example: Rubber discs (Biscuits), engine mounts, silent blocs, landing gear shock absorber.

Concentricity Perfect roundness about a common center.

Condition The appearance of a part and its readiness to function.

Contamination The introduction of undesirable elements, usually into a fluid. If using, please explain how the contaminant came to be present.

Corrosion Pitting, or a surface breakdown of a material due to chemical or electro-chemical attack by atmosphere, environment, proximity to or flight through sea air or a humid locale, exposure to moisture or other agents. (Sometimes called rust on steel surfaces.)

Cracked A visible (not requiring special fluorescent or magnetic penetrants) partial separation of material.

Crazed Undesirable separation in plastic articles characterized by distinct surface cracks or minute frostlike internal cracks resulting from stresses within the article which exceed the tensile strength of the plastic. Also caused by improper cleaning agents.

Creases (wrinkles) — Permanent deformation of skins (after extreme heavy landings or turbulence)

Crossed — Damage to parts (crossed threads) or parts made inoperative (crossed wires) from incorrect assembly.

Crushed — Deformation of a part or structure by a squeezing force. Changes original shape.

D

Deflection — The turning away from original shape or direction by an undesired force.

Delamination — Separation into layers. Ex: fiberglass, Plexiglas windshields

Dented — A surface indention with rounded bottom usually caused by impact of a foreign object. Material is displaced, seldom separated. (Ex: hail marks)

Depression — See **Dented**

Discoloration — A color that is not normal to a part, usually caused by heat.

Distorted — Extensive deformation of the original shape of a part, usually due to structural stresses, excessive localized heating or any combination of these.

E

Eccentric — Part(s) wherein the intended common center is displaced significantly.

Elongated — A hole (bolt or rivet) that is not round, usually due to loose fastener or improper drilling.

Erosion — Carry away of material by flow of fluids, greases, airflow or weather, accelerated by heat or grit. Especially leading edges, engine intakes. Don't confuse with paint flaking.

F

Fail — Only to describe a specific annunciator message.

Ferrous — Magnetic metal having a high iron content such as (opposed to non-ferrous) steel.

Finite Life — Better to say life time, service life, or time between overhaul (TBO)

Flaking	Example: Paint flaking (paint lifting off the surface). Describe if paint is coming off down to primer or coming off to original surface of the part.
Flame Out	Gas – Turbine engine stop due to lack of fuel.
Fluctuation	Moving or swinging back and forth; often seen as an unstable instrument indication.
FOD	Foreign object damage
Foreign Particle or Object	A piece of material not normally found in or around a part or location.
Fouling	Clogging or choking usually caused by a foreign substance
Frayed	Worn into shreds by rubbing action.
Freedom of Motion	Operating as intended without binding or excessive friction.
Friction	Rubbing together of two parts, resisting motion, usually causes excessive wear.
Fused	Joining together of two materials, usually caused by heat, friction or current flow.

G

Galled	A transfer of metal from one surface to another in an advanced case of fretting corrosion or pitting.
Gap	An opening, break, space or separation.
Gouged	Scooping out of material, usually caused by a foreign object.
Grooved	Smooth, rounded furrow or furrows of wear, usually wider than scoring, with rounded corners and smooth on the groove bottom.
Grounded (elec. circuit)	Undesired current path to ground (common)

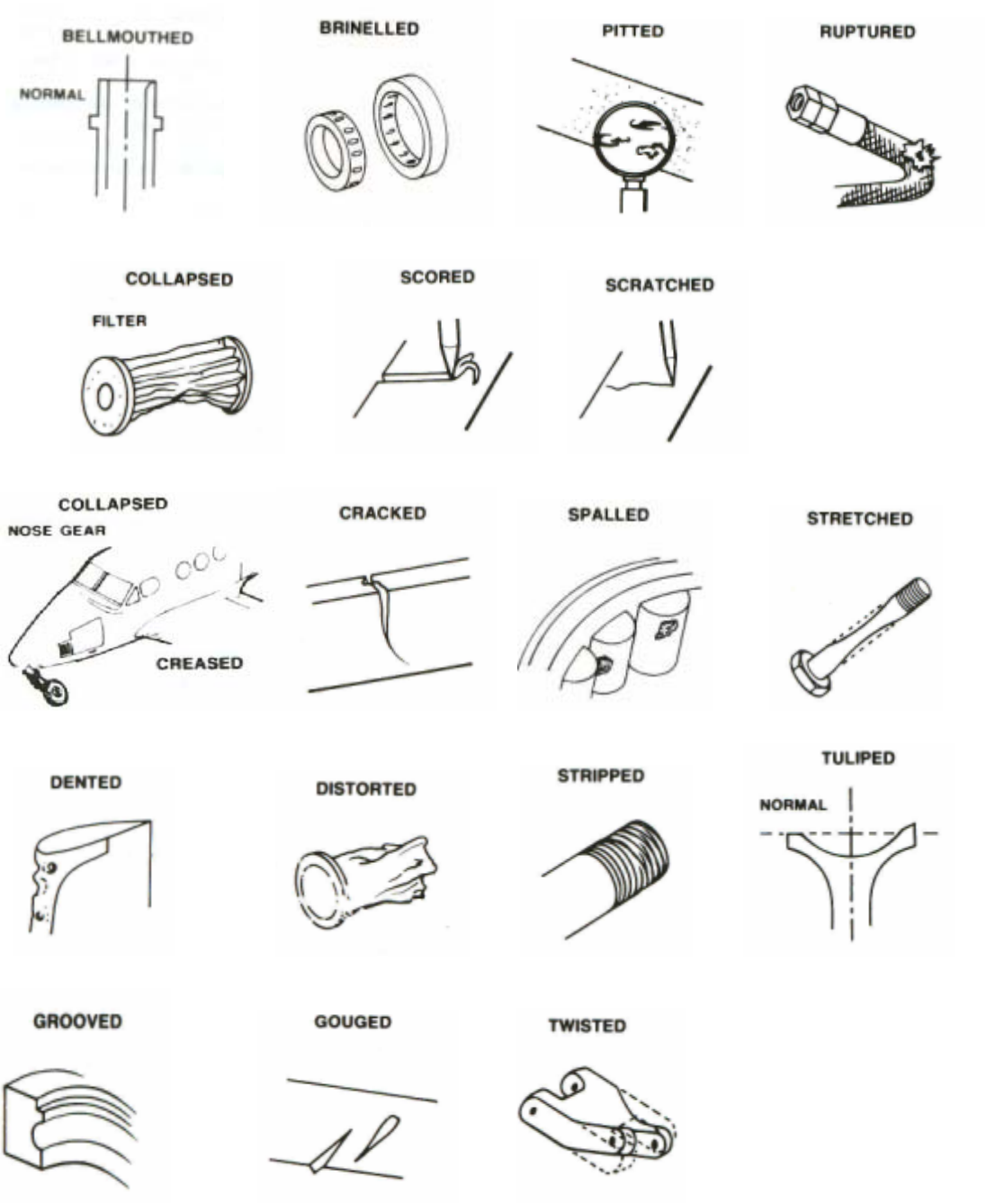
H

Hot-Spot	Subjected to excessive temperature, usually evidenced by change in color and appearance of part. Also called local hot spot.

I

Impact The forceful striking or contact of one thing against another.

Illustrations of Frequently Used Technical Terms



I

Inclusion A particle of foreign matter in the metal, usually associated with magnetic particle inspection.

Indications Cracks, inclusions, fractures, etc. not visible without fluorescent or magnetic penetrants.

Intermittent A coming and going at various times (intervals); not all the time.

Internal Inside; within the surface or structure.

J

Jammed Wedged, forced, stuck; Squeezed into a tight position.

K

Kink A short tight twist or curl caused by doubling or winding of something itself.

L

Lateral Sideways movement or play.

Leakage Escaping fluid or air, usually caused by a crack, hole or worn seal.

Longitudinal The length or lengthwise dimension, usually the longest area.

M

Marked, Marks Visible impression, spot dent on line, scratch, score, gouge, galled, etc. If using, must be clearly described.

Mismatched Improper association of two or more parts.

Mispositioned Improper installation of a part resulting in damage to the installed part or to associated parts.

Moisture Condensed liquid, usually a small quantity of water.

N

Nicked A sharp surface indentation caused by impact of a foreign object. Material displaced is seldom separated.

O

Obstruction A condition of being clogged or blocked; in the way of something.

Oil Contamination See **Contamination**

Open Circuit Incomplete electrical circuit due to separation at or between electrical points.

Out-of-Round Diameters of part not constant.

P

Peripheral The outer surface or edge of a body.

Pitted Small irregular shaped hollows in the surface; usually caused by corrosion, chipping or heavy electrical discharge. (Lightning)

Play Movement of one part in relation to another, free motion. (Limited play between parts is often required)

Plugged Pipe, hoses, tubing, channeling, internal passage, etc. which are totally or partially blocked.

Preload The exact clamping force applied to bearing races or mating parts to eliminate the possibility of play during operation, usually established in bearings by shimming and measuring rotational drag torque.

Propagation To grow, spread out, usually referring to cracks.

Puncture A hole through material, usually caused by complete penetration of a foreign object. Note: FOD is not covered.

R

Radial Play The perpendicular movement of a part outward (at right angles) from the line (shaft, tube, or bolt) about which it rotates, usually a bearing.

Radius The distance from the center of a circle to the outside edge. Often used to discuss a curve in material.

Resistance-high High electrical resistance in an electrical circuit, causing improper component or circuit operation.

Resistance-low Low electrical resistance in an electrical circuit causing improper component or circuit operation.

Restricted Blocked or limited; usually refers to limited flow in hoses or tubing.

Rough Usually applies to operation as opposed to surface finish, that is, a condition of the bearing where during the spin test the rotation is rough.

Rubbed To move with pressure or friction against another part.

Ruptured Extensive breaking apart of material, usually caused by high stresses, differential pressure, locally applied force or any combination of these.

Rust See **Corrosion**

S

Scored Deep scratch or scratches made during part operation by sharp edges of foreign particles.

Scratched Light narrow, shallow mark or marks caused by movement of a sharp object or particle across a surface.

Secured Correctly installed or fastened so as not to loosen.

Seized Parts bound together because of expansion or contraction due to high or low temperature; foreign object jammed in mechanism.

Separation A space or gap caused by two parts moving away from each other.

Sheared Dividing a body by cutting action, that is, division of a body so as to cause its parts to slide relative to each other in a direction parallel to their plane of contact.

Shorted Undesired current path between leads or circuits that normally are at a different potential.

Spalled	Sharply roughened area characterized by progressive chipping away of surface material (Not to be confused with flaking). Usual causes are surface cracks, inclusions or any similar surface injury causing a progressive breaking away of the surface under load.
Snug	A close fit between parts.
Soaked	Excess humidity due to condensation, or water penetration (rain) or icing up of windows.
Springback	The partial return motion of a control handle or lever back from its end stop after release, usually ensures complete actuation of unit being controlled. (sometimes called cushion)
Sticking, Stuck	Stiff-embedded in place. Also pierced, or punctured.
Stress	Force running through an object or material, caused externally, usually tension or shearing.
Stretched	Elongation of a part as a result of exposure to operating conditions (tension type stress) or over torquing.
Stripped	A condition usually associated with threads or insulation. Involves removal of material (threads) by force.
Swollen	A bulge, usually found in hoses and plastic tubing. A puffed-up or expanded area caused by internal pressure.

T

TIR	Total indicator reading. The result of checking (usually with a dial indicator) for an out-of-round condition; usually of a shaft surface and/or shaft rotational axis.
Torn	Separation by pulling apart.
Torsional (windup)	A twisting action, usually caused by holding one end of a part while turning the other.
Torque	Rotational force, usually the amount of measurable force required to rotate a shaft or bearing.
Transverse	Extended or lying crosswise, usually cracks or scratches across material.
Tuliped	Stretched valve due to overheated combustion (valves piston engines) and pressures. Preignition, detonation.

Twisted A change in original shape of a part by a turning motion. Sometimes called distorted.

V

Void An empty space, opening, cavity or gap in metal or plastics.

W

Welded (Relays, switches; use **Arced -** it is a better description)

Worn Material or part consumed as a result of exposure to operation or usage. Please note: Not a warranty squawk. Worn material or parts are not covered by warranty.

Wrinkled Small furrow, ridge or crease on a normally smooth surface. Example: permanent deformation of wing or fuselage skins after hard landing or flight in heavy turbulence.

Notes:

1-2-2. DEFINITIONS OF AIRCRAFT GROUPS, SYSTEMS AND SUB-SYSTEMS

GROUP	DEFINITION
AIRCRAFT	The complete operational unit. Includes dimensions and areas, lifting and shoring, leveling and weighing, towing and taxiing, parking and mooring, required placards, servicing.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
5		TIME LIMITS/ MAINTENANCE CHECKS	Manufacturers' recommended time limits for inspections, maintenance checks and inspections (both scheduled and unscheduled).
	-00	General	
	-10	Time Limits	Those manufacturer recommended time limits for inspections, maintenance and overhaul of the aircraft, its systems and units, and life of parts. For engine manufacturers this will include the flight cycle lives of major rotating components and other items designated critical.
	-20	Scheduled Maintenance Checks	Those manufacturer recommended maintenance checks and inspections of the aircraft, its systems and units dictated by the time limits specified in -10 above. This section shall list in more detail the items which are outlined on the airline job forms (usually by title only), and shall cross-reference the detailed procedures included in the individual Maintenance Practices.
	-30 & -40		Reserved for use in those cases where the number of breakouts provided by the fourth digit of the -20 breakout is not sufficient to cover all of the maintenance checks dictated by subsystem -10 above.

NOTE: Inclusion of the data described in -10 through -40 above, in any manual or manual publication is specifically prohibited unless required by government regulation. Airlines desire the manufacturer's recommended time limits and scheduled maintenance checks but these should be provided in a separate document.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-50	Unscheduled Maintenance checks	Those maintenance checks and inspections on the aircraft, its systems and units which are dictated by special or unusual conditions which are not related to the time limits specified in -10 above. Includes inspections and checks such as hard landing, overweight landing, bird strike, turbulent air, lightning strike, slush ingestion, radioactive contamination, maintenance checks prior to engine-out ferry, etc.
6		DIMENSIONS AND AREAS	Those charts, diagrams, and text which show the area, dimensions, stations, access doors/zoning (Ref. 1-6) and physical locations, of the major structural members of the aircraft. Includes an explanation of the system of zoning and measurement used.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
7		LIFTING & SHORING	This chapter shall include the necessary procedures to lift & shore aircraft in any of the conditions to which it may be subjected. Includes lifting and shoring procedures that may be employed during aircraft maintenance and repair.

	-00	General	
	-10	Jacking	Provides information relative to jack points, adapters, tail supports, balance weights, jacks and jacking procedures utilized during aircraft maintenance and repair.
	-20	Shoring	Those instructions necessary to support the aircraft during maintenance and repair. Includes information on shoring materials and equipment, contour dimensions, shoring locations, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
8		LEVELING & WEIGHING	This chapter shall include the necessary information to properly level the aircraft for any of the various maintenance, overhaul or major repairs which might become necessary during the life of the aircraft. It shall also include those units or components which are specifically dedicated to record, store or compute weight and balance data. Includes those maintenance practices necessary to prepare the aircraft for weighing.
	-00	General	
	-10	Weighing and Balancing	Those units or components dedicated to the specific function of recording, storing or computing weight and balance data.
	-20	Leveling	Provides information relative to those units or components dedicated to the specific function of leveling the aircraft.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
9		TOWING & TAXIING	Those instructions necessary to tow and taxi the aircraft. Charts showing location of attachment points, turning radius, etc., shall be included. Includes those maintenance practices necessary to prepare the aircraft for towing and taxiing.
	-00	General	
	-10	Towing	Those instructions necessary to tow or push the aircraft in normal or other conditions such as towing with engines removed, etc. Shall include equipment and materials required such as towing vehicles, tow bars, towing cables, etc.; procedures to be used such as ground turning techniques, use of interphone and brakes, connection of electrical power, etc.; precautions and limitations such as use of landing gear and control surface locks, minimum turning radius, maximum towing and pushing loads on nose landing gear, etc.
	-20	Taxiing	Those instructions necessary to taxi the aircraft in normal or abnormal conditions such as adverse weather conditions, etc. Shall include procedures to be used such as use of engines, interphone and brakes, ground turning techniques, etc.; precautions and limitations such as jet intake and exhause danger areas, minimum turning radius, friction coefficients for various ground conditions, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION

10		PARKING, MOORING, STORAGE & RETURN TO SERVICE	Those instructions necessary to park, store, moor and prepare the aircraft for service in any of the conditions to which it may be subjected. Charts showing location of landing gear and control surface locks, blanking plugs and covers, mooring points, etc., shall be included. Includes those maintenance practices necessary to prepare the aircraft for parking, mooring, or storage.
	-00	General	
	-10	Parking/Storage	Those instructions necessary to park or store the aircraft in normal or abnormal conditions such as with engines removed, or aircraft damaged for short or long terms. Shall include equipment and materials required such as landing gear and control surface locks, wheel chocks, blanking plugs and covers, cocooning materials, etc; procedures such as periodic engine running, control or drainage of fluid systems, static grounding, etc; precautions and limitations, such as landing gear strut pressures and wheel rotation, control of lifted equipment, etc.
	-20	Mooring	Those instructions necessary to moor or picket the aircraft in normal or abnormal conditions or with engines removed, etc.; for short or long terms in extremes of weather conditions. Shall include equipment and materials required such as wheel chocks, mooring blocks, mooring cables, etc.; procedures such as ballasting, etc.; precautions and limitations such as control in high wind conditions, etc.
	-30	Return to Service	Those instructions necessary to prepare the aircraft for operation following mooring, parking, or a period of storage.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
11		PLACARDS AND MARKINGS	All procurable placards, labels, etc., shall be included in the illustrated Parts Catalog. They shall be illustrated, showing the part number, Legend and Location. The Maintenance Manual shall provide the approximate Location (i.e., FWD-UPPER-RH) and illustrate each placard, label, marking, self-illuminating sign, etc., required for safety information, maintenance significant information or by government regulations. Those required by government regulations shall be so identified.
	-00	General	
	-10	Exterior Color Schemes and Markings	This sub-system/section breakdown reserved for airline use.
	-20	Exterior Placards and Markings	Those placards and markings required for ground servicing instructions, inspections, cautions, warnings, etc.
	-30	Interior Placards	Those placards, markings, self-illuminationg signs, etc. required for interior general and emergency information, instructions, cautions, warnings, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
12		SERVICING	Those instructions for the replenishment of fluids, scheduled and unscheduled servicing applicable to the whole airplane. The information shall be concise and preferably in tabular or chart form.

			Precautions to be observed in servicing a particular tank or reservoir, such as grounding and prevention of fire hazards, shall be clearly stated. Instructions regarding access to any out-of-the-way or unusual places requiring service shall be given. A diagram showing location of regular and emergency servicing points shall be included. "No-step" areas or walkways leading to any tank in a wing or hull, with necessary precautions, shall be indicated.
	-00	General	
	-10	Replenishing	Those instructions necessary for the replenishment of fuel, oil, hydraulic fluid, water, other fluids, tire pressure, etc. Tank and reservoir capacities in U.S., imperial and metric measure, shall be included. ANA or other standard specification number and grade (if applicable) of fuel, oil, fluid, and other material used shall be given. Specifications and grades should be shown grouped on one page to facilitate revisions. For fuel, give expansion volume, total fuel capacity, sump capacity, net fuel capacity (as applicable) for each tank. For oil, give allowance for expansion.
	-20	Scheduled Servicing	Those instructions necessary to carry out servicing that may be scheduled. Includes instructions such as those for periodic lubrication of components, radioactivity decontamination, aircraft external and internal cleaning, disinfection of aircraft, sanitization of drinking water, etc. Shall not include lubrication procedures required for the accomplishment of maintenance practices.
	-30	Unscheduled Servicing	Those instructions necessary to carry out servicing that is normally unscheduled. Includes instructions such as those for ice and snow removal from parked aircraft, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
18		VIBRATION AND NOISE ANALYSIS (HELICOPTER ONLY)	This chapter shall provide the necessary information to enable operators to monitor and diagnose vibration and noise levels in order to identify imbalance, damage or misalignment in helicopter dynamic and structural components.
	-00	GENERAL	-
	-10	VIBRATION ANALYSIS	Those instructions necessary to monitor, measure, diagnose and locate sources of vibration in dynamic and structural components. The instructions shall cover related maintenance procedures such as main rotor tracking, tail rotor balancing, main rotor head absorber tuning/checking, general airframe vibration monitoring, etc.
	-20	NOISE ANALYSIS	Those instructions necessary to monitor, measure, diagnose and locate sources of noise in dynamic and structural components.

GROUP	DEFINITION
AIRFRAME SYSTEMS	All airframe systems except the Power Plant package.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
20		STANDARD PRACTICES-AIRFRAME	Ref. 1-1-3
20	-90	*	

* Reserved for Airline Use

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
21		AIR CONDITIONING	Those units and components which furnish a means of pressurizing, heating, cooling, moisture controlling, filtering and treating the air used to ventilate the areas of the fuselage within the pressure seals. Includes cabin supercharger, equipment cooling, heater, heater fuel system, expansion turbine, valves, scoops, ducts, etc.
	-00	General	
	-10	Compression	That portion of the system and its controls which supplies compressed air. Includes items such as controls and indicating systems related to the compressors, wiring, etc. Does not include the pressure control and indicating system for the cabin pressurization.
	-20	Distribution	That portion of the system used to induct and distribute air. Includes equipment rack cooling systems and items such as blowers, scoops, ducting, inlets, check valves, wiring, etc. Does not include valves which are part of pressurization and temperature control.
	-30	Pressurization Control	That portion of the system used to control the pressure within the fuselage. Includes items such as control valves, relief valves, indicators, switches, amplifiers, wiring, etc.
	-40	Heating	That portion of the system and its controls which supply heated air. Includes items such as heater panels and other units, fuel system and control, igni- tion, indicating systems related to heater operation, wiring, etc. Does not include temperature control and indica- ting systems.
	-50	Cooling	That portion of the system and its controls which supply cooled air. Includes items such as the cooling unit, indicating systems related to the cooler operation, wiring, etc. Does not include temperature control and indicating systems.
	-60	Temperature Control	That portion of the system used to control the temperature of the air. Includes items such as control valves, thermal sensing devices, switches, indicators, amplifiers, wiring, etc.
	-70	Moisture/Air Contaminant Control	That portion of the system used to control moisture in the air, to control ozone concentrations, to filter radioactive debris from conditioned air, and to treat the air with deodorizers, insecticides, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
22		AUTO FLIGHT	Those units and components which furnish a means of automatically controlling the flight of the aircraft. Includes those units and components which control direction, heading, attitude, altitude and speed.
	-00	General	
	-10	Autopilot	That portion of the system that uses radio/radar signals, directional and vertical references, air data (pitotstatic), computed flight path data, or manually induced inputs to the system to automatically control the flight path of the aircraft through adjustment to the pitch/roll/yaw axis or wing lift characteristics and provide visual cues for flight path guidance, i.e.: Integrated Flight Director. This includes power source devices, interlocking devices and amplifying, computing, integrating, controlling, actuating, indicating and warning devices such as computers, servos, control panels, indicators, warning lights, etc.
	-20	Speed-Attitude Correction	That portion of the system that automatically maintains safe flight conditions by correcting for effects of speed and out-of-trim conditions by such means as automatic trim, mach trim or speed stability and mach feel. This includes sensing, computing, actuating, indicating, internal monitoring, and warning devices, etc.
	-30	Auto Throttle	That portion of the system that automatically controls the position of the throttles to properly manage engine power during all phases of flight/attitude. This includes engaging, sensing, computing, amplifying, controlling, actuating and warning devices such as amplifiers, computers, servos, limit switches, clutches, gear boxes, warning lights, etc.
	-40	System Monitor	That which provides separate or external monitoring/remote readout (for maintenance or other purposes) not directly related to the internal system monitoring (for system integrity flight crew warning). This includes sensing, computing, indicating and warning devices, control panels, etc.
	-50	Aerodynamic Load Alleviating	The system or portion of the system that automatically corrects/provides for gust loading/upset, aerodynamic augmentation/alleviation/suppression, ride control, etc. This includes sensing, computing, actuating, indicating internal monitoring, warning devices, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
23		COMMUNICATIONS	Those units and components which furnish a means of communicating from one part of the aircraft to another and between the aircraft and another aircraft or ground stations. Includes voice, data, C-W communicating components, reproducers, all transmitting/receiving equipment, associated antennas, etc.
	-00	General	
	-10	Speech Communications	That portion of the system which utilizes voice modulated electromagnetic waves to transmit and/or receive messages from air to air, or air to ground installations. Includes H.F., V.H.F., U.H.F, etc., inflight telephone, communication transmitting & receiving equipment. Passenger air-to-ground communications now in Chapter 44-30
	-15	SATCOM	That portion of the system which utilizes satellite communication systems (SATCOM).
	-20	Data Transmission and Automatic Calling	That portion of the system which presents information derived from pulse coded transmissions. Includes Teleprinter, Selcal, Calsel, ACARS, etc.
	-30	Passenger Address, Entertainment and Comfort	Available This sub-systemm now in cluded in Chapter 44
	-40	Interphone	Available Interphone now included in Chapters 23-50 (Cockpit) and 44-10 (Cabin)
	-50	Audio Integrating	That portion of the system which controls the output of the communications and navigation receivers into the flight crew headphones and speakers and the output of the flight crew microphones into the communications transmitters. Also includes the flight to ground personnel communications. Includes items such as audio selector control panel, micro-phones, headphones, cockpit loudspeakers, etc.
	-60	Static Discharging	That portion of the system which is used to dissipate static electricity.
	-70	Audio & Video Monitoring	Those installations that record, or monitorcrew conversation or movement, or provide external monitoring, for security or safety purposes. Includes externally mounted cameras, voice and/or video recorders, etc., used for aircraft operations.
	-80	Integrated Automatic Tuning	That portion of the system which maintains integrated control of the operating frequencies of communication and navigation transmitter/receivers after either a manually inserted command or a preprogrammed integrated flight system command. Includes such items as integrated frequency selector panels, digital frequency control computers, integrated frequency display panels, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
24		ELECTRICAL POWER	Those electrical units and components which generate, control and supply AC and/or DC electrical power for other systems, including generators and relays, inverters, batteries, etc., through the secondary busses. Also includes common electrical items such as wiring, switches, connectors, etc.
	-00	General	
	-10	Generator Drive	Mechanical devices that drive the generators at a desired RPM. Includes items such as oil system, connecting devices, indicating and warning systems for the drive, etc.
	-20	AC Generation	That portion of the systems used to generate, regulate, control, and indicate AC electrical power. Includes items such as inverters, AC generators/ alternators, control and regulating components, indicating systems, etc., all wiring to but not including main busses.
	-30	DC Generation	That portion of the systems used to generate, regulate, control and indicate DC electrical power. Includes items such as generators/ alternators, transformers, rectifiers, batteries, control and regulating components, indicating systems, etc., all wiring to but not including main busses.
	-40	External Power	That portion of the system within the aircraft which connects external electrical power to the aircraft's electrical system. Includes items such as receptacles, relays, switches, wiring, warning lights, etc.
	-50	AC Electrical Load Distribution	That portion of the system which provides for connection of AC power to using systems. Includes items such as AC main and secondary busses, main system circuit breakers, power system devices, etc.
	-60	DC Electrical Load Distribution	That portion of the system which provides for connection of DC power to using systems. Includes items such as DC main and secondary busses, main system circuit breakers, power system devices, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
25		EQUIPMENT/FURNISHINGS	Those removable items of equipment and furnishings contained in the flight and passenger compartments. Includes emergency, galley and lavatory equipment. Does not include structures or equipment assigned specifically to other chapters.
	-00	General	
	-10	Flight Compartment	The compartment above the floor and between the forward passenger partition and the forward pressure dome. Includes items such as flight crew seats, tables, pilot check lists and food containers, wardrobes, curtains, manuals, electronic equipment rack, spare bulbs, fuses, etc. Does not include cargo compartments.
	-20	Passenger Compartment	The areas in which the passengers are seated. Includes lounges but not dressing rooms. Includes items such as seats, berths, overhead storage compartments, curtains, wall coverings, carpets, magazine racks, wardrobes, movable partitions, walltype thermometers, spare bulbs, fuses, etc.
	-30	Galley	The areas in which food and beverages are stored and prepared. Includes items such as removable and fixed cabinets, ovens, refrigerators, garbage containers, dish racks, coffee maker and dispensers, containers, electrical outlets, wiring, etc.
	-40	Lavatories	The toilet and dressing room areas containing wash basins, dressing tables, and water closet. Includes items such as mirrors, seats, cabinets, dispensing equipment, electrical outlets, wiring, etc. Wash basins and water closets are included in Chapter 38.
	-50	Additional Compartments	Those additional compartments for the use of passengers and/or crew. Includes such compartments as crew rest compartments, sleeping compartments etc.
	-60	Emergency	Those items of equipment carried for use in emergency procedures. Includes items such as evacuation equipment, life rafts, jackets, emergency locator transmitters, underwater locator devices, first aid kit, incubators, oxygen tents, medical stretchers, landing and signal flares, drag parachutes, evacuation signaling systems, etc. Does not include fire extinguishers, oxygen equipment or masks.
	-70	Available	
	-80	Insulation	Those insulation blankets which are used for heat and sound insulation. Includes flight compartments, passenger compartment and additional compartment insulation, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
26		FIRE PROTECTION	Those fixed and portable units and components which detect and indicate fire or smoke and store and distribute fire extinguishing agent to all protected areas of the aircraft; including bottles, valves, tubing, etc.
	-00	General	
	-10	Detection	That portion of the system which is used to sense and indicate the presence of overheat, smoke, or fire.
	-20	Extinguishing	That portion of those fixed or portable systems which is used to extinguish fire.
	-30	Explosion Suppression	That portion of the system which is used to sense, indicate and extinguish a flame propagating into the fuel vent or scoop to prevent an explosion in the fuel system.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
27		FLIGHT CONTROLS	Those units and components which furnish a means of manually controlling the flight attitude characteristics of the aircraft, including items such as hydraulic boost system, rudder pedals, controls, mounting brackets, etc. Also includes the functioning and maintenance aspects of the flaps, spoilers and other control surfaces, but does not include the structure which is covered in the Structures Chapters. Does not include rotorcraft rotor controls which are covered in the Rotor Chapter 65.
	-00	General	
	-10	Aileron & Tab	That portion of the systems which controls the position and movement of the ailerons/elevons and tabs. Includes items such as the control wheels, cables, boosters, linkages, control surfaces, indicators, etc.
	-20	Rudder & Tab	That portion of the systems which controls the position and movement of the rudder and rudder tabs. Includes items such as the rudder pedals, tab control wheel, cables, boosters, linkages, control surfaces, position indicators, etc.
	-30	Elevator & Tab	That portion of the systems which controls the position and movement of the elevator/elevon and tabs. Includes items such as the control column, stickshaker units, automatic stall recovery devices, tab control wheels, cables, boosters, linkages, control surfaces, position indicators, stall warning systems, etc.
	-40	Horizontal Stabilizer	That portion of the system which controls the position and movement of the horizontal stabilizer/canard. Includes items such as control handle, cables, jackscrews, motors, warning systems, linkages, control surfaces, position indicators, etc.

-50	Flaps	That portion of the systems which controls the position and movement of the trailing edge flaps. Includes items such as control handles, cables, actuators, warning systems, linkages, control surfaces, position indicators, etc.
-60	Spoiler, Drag Devices and Variable Aerodynamic Fairings	That portion of the systems which controls the position and movement of the spoilers, drag devices and variable aerodynamic fairings. Includes fairings. Includes items such as control handles, cables, warning systems, linkages, spoilers, drag devices, position indicators, etc.
-70	Gust Lock & Dampener	That portion of the systems which protects the control surfaces from movement by wind while the aircraft is on the ground. Does not include locking the control by means of flight control boost system.
-80	Lift Augmenting	That portion of the systems which controls the position and movement of variable opening wings slots, leading edge wing flaps, and other similar auxiliary devices used for increasing aerodynamic lift. Includes items such as control handles, cables, actuators, linkages, warning systems, control surfaces, position indicators, etc. Does not include trailing edge flaps.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
28		FUEL	Those units and components which store and deliver fuel to the engine. Includes engine driven fuel pumps for reciprocating engines, includes tanks (bladder), valves, boost pumps, etc., and those components which furnish a means of dumping fuel overboard. Includes integral and tip fuel tank leak detection and sealing. Does not include the structure of integral or tip fuel tanks and the fuel cell backing boards which are covered in the Structures Chapters, and does not include fuel flow rate sensing, transmitting and/or indicating, which are covered in Chapter 73.
	-00	General	
	-10	Storage	That portion of the system which stores fuel. Includes tank sealing, bladder type cells, ventilating system, cell and tank inter-connectors, over wing filler necks and caps, etc. Also includes reservoir feed pumping systems and reservoirs within the tanks which are not part of the distribution system.
	-20	Distribution	That portion of the system which is used to distribute fuel from the filler connector to the storage system and from the storage system to and including the power plant fuel quick disconnect. Includes items such as plumbing, pumps, valves, controls, etc.
	-30	Dump	That portion of the system which is used to dump fuel overboard during flight. Includes items such as plumbing, valves, controls, chutes, etc.
	-40	Indicating	That portion of the system which is used to indicate the quantity, temperature, and pressure of the fuel. Includes pressure warning systems for pumping systems within the tank, etc. Does not include engine fuel flow or pressure.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
29		HYDRAULIC POWER	Those units and components which furnish hydraulic fluid under pressure (includes pumps, regulators, lines, valves, etc.) to a common point (manifold) for redistribution to other defined systems.
	-00	General	
	-10	Main	That portion of the system which is used to store and deliver hydraulic fluid to using systems. Includes items such as tanks, accumulators, valves, pumps, levers, switches, cables, plumbing, wiring, external connectors, etc. Does not include the supply valves to the using systems.
	-20	Auxiliary	That portion of the system which is classified as auxiliary, emergency or standby, and which is used to supplement or take the place of the main hydraulic system. Includes items such as tanks and accumulators which are separate from the main system, hand pumps, auxiliary pumps, valves, plumbing, wiring, etc.
	-30	Indicating	That portion of the system which is used to indicate the quantity, temperature and pressure of the hydraulic fluid. Includes items such as transmitters, indicators, wiring, warning systems, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
30		ICE AND RAIN PROTECTION	Those units and components which provide a means of preventing or disposing of formation of ice and rain on various parts of the aircraft. Includes alcohol pump, valves, tanks, propeller/rotor anti-icing system, wing heaters, water line heaters, pitot heaters, scoop heaters, windshield wipers and the electrical and heated air portion of windshield ice control. Does not include the basic windshield panel. For turbine type power plants using air as the anti-icing medium, engine anti-icing is contained under Air System.
	-00	General	
	-10	Airfoil	That portion of the system which is used to eliminate or prevent the formation of ice on all airfoil surfaces. Includes wings, airfoil sections of the empennage, and pylons.
	-20	Air Intakes	That portion of the system which is used to eliminate or prevent the formation of ice in or around air intakes. Includes power plant cowling anti-icing.
	-30	Pitot and Static	That portion of the system which is used to eliminate or prevent the formation of ice on the pitot and static systems.
	-40	Windows, Windshields and Doors	That portion of the system which is used to eliminate or prevent the formation of ice, frost or rain on the windows, windshields and doors.
	-50	Antennas and Radomes	That portion of the system which is used to eliminate or prevent the formation of ice on antennas and radomes.
	-60	Propellers/Rotors	That portion of the system which is used to eliminate or prevent the formation of ice on propellers or rotors. Includes all components up to but not including rotating assembly.
	-70	Water Lines	That portion of the system which is used to prevent the formation of ice in water supply and drain lines.
	-80	Detection	That portion of the system which is used to detect and indicate the formation of ice.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
31		INDICATING/RECORDING SYSTEMS	Pictorial coverage of all instruments, instrument panels and controls. Procedural coverage of those systems which give visual or aural warning of conditions in unrelated systems. Units which record, store or compute data from unrelated systems. Includes systems/units which integrate indicating instruments into a central display system and instruments not related to any specific system.
	-00	General	
	-10	Instrument & Control Panels	Coverage of all panels fixed or movable with their replaceable components such as instruments, switches, circuit breakers, fuses, etc. Also includes general coverage of instrument panel vibrators and other panel accessories.
	-20	Independent Instruments	Those instruments, units and components which are not related to specific systems. Includes items such as inclinometers, clocks, etc.
	-30	Recorders	Those systems and components used for recording data not related to specific systems. Includes items such as flight recorders, performance or maintenance recorders, VG recorders, etc.
	-40	Central Computers	Those systems and components used for computing data from a number of different sources without a preponderance of functions in any one system. Includes items such as Digital Core Avionic System (DCAS), stored check list, emergency procedures, company regulations, etc., for call up on a display, integrated instrument systems such as engine, airplane power and central warning indicators when combined into a central display.
	-50	Central Warning Systems	Those systems and components which give audible or visual warning of conditions in unrelated systems. Includes items such as master warning or flight warning systems, central instrument warning, or caution and warning systems, tone generators, annunciators, etc.
	-60	Central Display Systems	Those systems and components which give visual display of conditions in unrelated systems.
	-70	Automatic Data Reporting Systems	Those systems and components used for collating and computing data from unrelated systems and transmitting same automatically. Includes ASDAR systems and components.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
32		LANDING GEAR	Those units and components which furnish a means of supporting and steering the aircraft on the ground or water, and make it possible to retract and store the landing gear in flight. Includes tail skid assembly, brakes, wheels, floats, skids, skis, doors, shock struts, tires, linkages, position indicating and warning systems. Also includes the functioning and maintenance aspects of the landing gear doors but does not include the structure which is covered in Chapter 52 DOORS.
	-00	General	
	-10	Main Gear and Doors	That portion of the system which provides the major support for the aircraft while on the ground. Includes items such as shock struts, bogie axles, drag struts, doors, linkages, attach bolts, etc.

	-20	Nose Gear and Doors	That portion of the system which supports the nose of the aircraft while the aircraft is on the ground. Includes items such as shock struts, drag struts, doors, linkages, attach bolts, etc.
	-30	Extension and Retraction	That portion of the system which is used to extend and retract the landing gear and open and close the landing gear doors. Includes items such as actuating mechanisms, bogie trim, bungees, up and down latches, operating controls, valves and motors, cables, wiring, plumbing, etc.
	-40	Wheels and Brakes	That portion of the system which provides for rolling and stopping the aircraft while on the ground and stopping wheel rotation after retraction. Includes items such as bearings, tires, valves, de-boosters, swivel glands, anti-skid devices, pressure indicators, plumbing, etc.
	-50	Steering	That portion of the system which is used to control the direction of movement of the aircraft on the ground. Includes items such as actuating cylinders, controls, bogie swivel unlock, etc.
	-60	Position and Warning	That portion of the system which is used to indicate and warn of the position of the landing gear/doors. Includes items such as switches, relays, lights, indicators, horns, wiring, etc.
	-70	Supplementary Gear	Devices used to stabilize the aircraft while on the ground and prevent damage by ground contact. Includes items such as shock strut, skid block, wheels, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
33	..	LIGHTS	Those units and components (electrically powered) which provide for external and internal illumination such as landing lights, taxi lights, position lights, rotating lights, ice lights, master warning lights, passenger reading and cabin dome lights, etc. Includes light fixtures, switches and wiring. Does not include warning lights for individual systems or self-illuminating signs (see Chapter 11).
	-00	General	
	-10	Flight Compartment	The lighting sub-systems in the compartment above the floor and between the forward passenger partition and the forward pressure dome. Does not include cargo compartment. Includes direct and indirect illumination of work areas, panels, and instruments. Includes master warning light and warning light dimming systems, where not integrated with a central audio or visual system under 31-50.
	-20	Passenger Compartment	The lighting sub-systems in the areas in which the passengers are seated and in buffet/galley, lavatories, lounges and coat rooms. Includes items such as direct and indirect illumination, passenger call system, lighted signs, etc.
	-30	Cargo and Service Compartments	The lighting sub-systems in the compartments for stowage of cargo and the housing of various components of accessories.
	-40	Exterior	The lighting sub-systems used to provide illumination outside of the aircraft. Includes lights such as landing, navigation, position indicating, wing illumination, rotating, courtesy, taxi, etc.
	-50	Emergency Lighting	The separate and independent sub-systemused to provide illumination in case of primary electrical power failure. Includes items such as inertia flashlights, lanterns, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
34		NAVIGATION	Those units and components which provide aircraft navigational information. Includes VOR, pitot, static, ILS, flight director, compasses, indicators, etc.
	-00	General	
	-10	Flight Environment Data	That portion of the system which senses environmental conditions and uses the data to influence navigation. Includes such items as Central Air Data Computers, pitot/static systems, air temperature, rate-of-climb, airspeed, high speed warning, altitude, altitude reporting, altimeter correction system, air disturbance detection system, etc.
	-20	Attitude & Direction	The portion of the system which uses magnetic or inertia forces to sense and display the direction or attitude of the aircraft. This includes sensing, computing, indicating and warning devices such as magnetic compasses, vertical and directional references, magnetic heading systems, attitude director systems, symbol generators, turn and bank, rate of turn, amplifiers, indicators, etc. Includes Flight Director when it is not integral with the auto pilot computation.
	-30	Landing and Taxiing Aids	That portion of the system which provides guidance during approach, landing and taxiing. Includes items such as localizer, glide slope, ILS, markers, paravisual director ground guidance systems, etc.
	-40	Independent Position Determing	That portion of the system which provides information to determine position and is mainly independent of ground installations or orbital satellites. Includes items such as inertial guidance systems, weather radar, doppler, proximity warning, collision avoidance, star tracker, etc. Also includes sextants/octants, etc.
	-50	Dependent Position Determining	That portion of the system which provides information to determine position and is mainly dependent on ground installations or orbital satellites. Includes items such as DME, transponders, radio compass, LORAN, VOR, ADF, OMEGA, GLOBAL POSITIONING, etc.
	-60	Flight Management Computing	That portion of the system which combines navigational data to compute or manage the aircraft's geographical position or theoretical flight path. Includes items such as course computers, flight management computers, performance data computers, and associated control display units, warning annunciators, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
35		OXYGEN	Those units and components which store, regulate, and deliver oxygen to the passengers and crew, including bottles, relief valves, shut-off valves, outlets, regulators, masks, walk-around bottles, etc.
	-00	General	
	-10	Crew	That portion of the system which furnishes oxygen to the crew.
	-20	Passenger	That portion of the system which furnishes oxygen to the passengers.
	-20	Passenger	That portion of the system which furnishes oxygen to the passengers.

	-30	Portable	That portion of the system which has an independent oxygen supply and which can be transported about the airplane.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
36		PNEUMATIC	Those units and components (Ducts and Valves) which deliver large volumes of compressed air from a power source to connecting points for such other systems as air conditioning, pressurization, deicing, etc.
	-00	General	
	-10	Distribution	That portion of the system which is used to distribute high or low pressure air to using systems. Includes items such as ducts, valves, actuators, heat exchangers, controls, etc. Does not include the supply valves to the using systems.
	-20	Indicating	That portion of the system which is used to indicate temperature and pressure of the pneumatic system. Includes temperature and pressure warning systems.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
37		VACUUM	Those units and components used to generate, deliver and regulate negative air pressure, including pumps, regulators, lines, etc., through and including the manifold.
	-00	General	
	-10	Distribution	That portion of the system which is used to distribute negative pressure air to using systems.
	-20	Indicating	That portion of the system which is used to indicate pressure. Includes pressure warning system.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
38		WATER/WASTE	Those fixed units and components which store and deliver for use, fresh water, and those fixed components which store and furnish a means of removal of water and waste. Includes wash basins, toilet assemblies, tanks, valves, etc.
	-00	General	
	-10	Potable	That portion of the system which is used to store and deliver fresh drinking water. Includes wash water system if the potable water is also used for washing.
	-20	Wash	That portion of the system which is used to store and deliver wash water which is not potable.
	-30	Waste Disposal	That portion of the system which is used for disposal of water and waste. Includes items such as wash basins, water closets, flushing systems, etc.
	-40	Air Supply	That portion of the system common to more than one sub-system which is used for pressurizing supply tanks to insure fluid flow.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
41		WATER BALLAST	Those units and components provided for the storage, balancing, control, filling, discharge, and dumping of water ballast. Does not include units or components covered in Chapter 38.
	-00	General	
	-10	Storage	That portion of the system which stores water solely for the purpose of providing airship ballast. Includes removable tanks (bladder cells), interconnecting balance pipes, filler valves, etc.
	-20	Dump	That portion of the system used to dump water ballast during flight. Includes valves, remote/direct, manual/automatic controls, etc.
	-30	Indication	That portion of the system used to indicate quantity, condition and relative distribution of the water ballast.

NOTE:Subsystem/Section Code is selected to match applicable system interface. For example, 45-21-XX would identify all air conditioning monitoring and testing provided by the Central Maintenance System, and would provide directions for using the Central Maintenance System to execute those maintenance functions. Detailed testing not capable of coverage in Chapter 45 would be appropriately cross referenced and would be provided in Chapter 21. Similarly, 45-32-XX would identify landing gear monitoring and testing provided by the Central Maintenance System. 45-45-XX would identify the Central Maintenance System itself.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
44		**CABIN SYSTEMS**	Those units and components which furnish a means of entertaining the passengers and providing communication within the aircraft and between the aircraft cabin and ground stations. Includes voice, data, music and video transmissions. Does not includeSATCOM, HF, VHF, UHF and all transmitting/receiving equipment, antennas, etc. which are covered in Chapters 23 or 46.
	-00	General	
	-10	Cabin Core System	That portion of the system used to accomplish the integrated functional control, operation, testing and monitoring of cabin systems and to increase cabin comfort (such as active noise control). Includes items such as controllers, cabin control panels, handsets, signs, loudspeakers, etc.
	-20	Inflight Entertainment System	That portion of the system used to entertain the passengers with music, video, information,, games, etc. Includes items such as controllers, cabin control panels, audio and video equipment, etc.
	-30	Exterrnal Communication System	That portion of the system used by System passengers and cabin crew to transmit and/or receive data/messages from air to air or from air to ground installations. Includes items such as telephones, telefaxes, modems, AM/FM radio units, etc.
	-40	Cabin Mass Memory System	That portion of the system used to store and process cabin related data, such as systems configuration data, multimedia programs, etc. Includes items such as controllers, terminals, keyboards, disk drives, printers, modems, etc.
	-50	Cabin Monitoring System	That portion of the system used to monitor parts of the cabin area. Includes items such as surveillance cameras, monitors, etc. Does not include external anti-hijack devices or external video monitoring which are covered in Chapter 23.
	-60	Miscellaneous Cabin System	That portion of the system used to support miscellaneous cabin functions.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
45		CENTRAL MAINTENANCE SYSTEM (CMS)	Those units, components and associated system which interfaces with multiple aircraft systems. Contains checkout and fault isolation procedures using a central computer complex and/or standard fault isolation procedures to locate a single system or component malfunction.
	-00	General	
	-5 thru -19	CMS/Aircraft General	Central Maintenance System interfaces with General Aircraft systems and identification of maintenance functions related to Aircraft General.
	-20 thru -49	CMS/Airframe Systems	Central Maintenance System interfaces with Airframe Systems, and identification of maintenance functions related to Airframe Systems.
	-45	Central Maintenance System	That portion of the system which interfaces with other airplane systems, flight line mechanics, and radio communications. Includes computers, storage devices, control and display devices.
	-50 thru -59	CMS/Structures	Central Maintenance System interfaces with Structures, and identification of maintenance functions related to Structures.

-60 thru -69	CMS/Propellers	Central Maintenance System interfaces with Propeller, and identification of maintenance functions related to Propellers.
-70 thru -89	CMS/Power Plant	Central Maintenance System interfaces with Power Plant, and identification of maintenance functions related to Power Plant.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
46		INFORMATION SYSTEMS	Those units and components which furnish a means of storing, updating, and retrieving digital information traditionally provided on paper, microfilm, or microfiche. Includes units that are dedicated to the information storage and retrieval function such as the Electronic Library mass storage and controller. Does not include units or components installed for other uses and shared with other systems, such as flight deck printer or general use display.
	-00	General	
	-10	Airplane General Information Systems	
	-20	Flight Deck Information Systems	That portion of the onboard information system that supports the flight deck systems, flight deck crew and flight operations
	-30	Maintenance Information Systems	That portion of the onboard flight information system that supports all onboard maintenance system functions, maintenance technicians, and any ground based maintenance activity.
	-40	Passenger Cabin Information Systems	That portion of the onboard information system that supports the passenger cabin, cabin operations, and flight attendants.
	-50	Miscellaneous Information Systems	That portion of the onboard information system that supports other functions, as defined by the user, that cannot be related to the flight deck, passenger cabin, or maintenance.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
49		AIRBORNE AUXILIARY POWER	Those airborne power plants (engines) which are installed on the aircraft for the purpose of generating and supplying a single type or combination of auxiliary electric, hydraulic, pneumatic or other power. Includes power and drive section, fuel, ignition and control systems; also wiring, indicators, plumbing, valves, and ducts up to the power unit. Does not include generators, alternators, hydraulic pumps, etc. or their connecting systems which supply and deliver power to their respective aircraft systems.
	-00	General	
	-10	Power Plant	For definitions see Chapter 71.
	-20	Engine	For definitions see Chapter 72.
	-30	Engine Fuel and Control	For definitions see Chapter 73.
	-40	Ignition/Starting	For definitions see Chapters 74 and 80.
	-50	Air	For definitions see Chapter 75.
	-60	Engine Controls	For definitions see Chapter 76.
	-70	Indicating	For definitions see Chapter 77.
	-80	Exhaust	For definitions see Chapter 78.
	-90	Oil	For definitions see Chapter 79.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
50		Cargo and Accessory Compartments	Those compartments for storage of cargo and various components and accessories. Includes those systems used to load/unload cargo and other cargo related systems. Does not include aircraft structure which is in Chapter 53
	-00	General	
	-10	Cargo Compartments	Those compartments for storage of cargo.
	-20	Cargo Loading Systems	Those systems which have components which are or can be mounted on the aircraft and used to load/unload, restrain, guide or service cargo. Includes drive systems, rollers, latches, restraint nets etc.
	-30	Cargo Related Systems	Those systems which are related to loading/unloading of cargo. Includes aircraft levelling, loader alignment systems etc. Does not include Cargo Loading Systems.
	-40	Available	
	-50	Accessory Compartments	Those compartments used for the housing of various components and accessories. Includes wheel wells, tail-hydraulic-electrical/electronic equipment racks, main battery structure etc.
	-60	Insulation	Those insulation blankets which are used for heat and sound insulation. Includes cargo compartments and accessory compartments, insulation, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
51		STANDARD PRACTICES AND STRUCTURES - GENERAL	Standard Practices, General Procedures and typical repairs applicable to more than one chapter and are not specifically covered under Chapters 52 thru 57 Sub-Sys/Sect breakdown.
	-00	General	Airplane major structural breakdown diagram. Primary and secondary structure diagram. Principal area and dimensional data. Restricted area diagram. Zoning diagram. Access door and panel identification. Glossary.
	-10	Investigation, Cleanup and Aerodynamic Smoothness	Definition of damage classifications. Cleanup of dents, cracks, scratches, corrosion, etc. Aerodynamic smoothness requirements for the airplane, and permissible contour variations, gaps, and mis-match data.
	-20	Processes	Special processes for use in the repair of the airplane. Will not include general engineering practices unless specific deviations are required. Unique processes such as welding specifications, etc., relative to a single repair shall be incorporated in the repair and only referenced here.
	-30	Materials	Description of materials (metallic and non-metallic) including extrusions, formed sections, sheet, sealants, adhesives, and special materials used in airplane repair. Where possible, permissible substitutes and sources of supply will be given.
	-40	Fasteners	Description of fastener types, materials, and sizes. Procedures for fastener installation and removal including hole preparation. Fastener strength values and substitution data.
	-50	Support of Airplane for Repair and Alignment Check Procedures	Procedure for supporting the airplane to relieve loads during repairs. Includes locations for supports and contour dimensions for required ground equipment.
	-60	Control-Surface Balancing	Procedures for adjusting the mass balance of control surfaces after repair. Where applicable, individual repairs will contain their own balancing instructions.
	-70	Repairs	Typical repairs suitable for general use, not limited to one ATA Chapter.
	-80	Electrical Bonding	Topics concerning the electrical bonding of aircraft structure as well as electrical bonding of subsystems to aircraft structure.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
52		DOORS	Removable units used for entrance or exit, and for enclosing other structure contained within the fuselage. Includes passenger and crew doors, cargo doors, emergency exits, etc. Electrical and hydraulic systems associated with door control are included as appropriate.
	-00	General	
	-10	Passenger/Crew	Doors used for entrance and exit of the passengers and crew to and from the aircraft. Includes items such as structure, latching mechanisms, locking units, handles, insulation, lining, controls, integral steps, ramps, handrails, attach/attached fittings, etc.

	-20	Emergency Exit	Exit doors used to facilitate evacuation that are not normally used for exit. Includes items such as structure, latching mechanisms, locking units, handles, insulation, lining, controls, attach/attached fittings, etc.
	-30	Cargo	Exterior doors used primarily to gain access to cargo compartments. Includes items such as structure, latching mechanisms, motors, handles, insulation, lining, controls, integral steps, ramps, handrails, attach/attached fittings, etc.
	-40	Service and Miscellaneous	Exterior doors used primarily to gain access for servicing aircraft systems and equipmentand miscellaneous exterior doors used to fulfill system functions. Includes items such as structure, latching mechanisms, handles, insulation, lining, controls, integral steps, handrails, attach/attached fittings, etc.
	-50	Fixed Interior	Doors inside the fuselage installed in fixed partitions. Includes items such as structure, latching mechanisms, handles, lining, attach/attached fittings, etc. Does not include doors installed in movable partitions which are covered in Chapter 25.
	-60	Entrance Stairs	Stairs which operate in conjunction with but are not an integral part of entrance doors. Stairs whose primary structure is a door shall be covered under the appropriate topic. Includes items such as structure, actuating mechanisms and controls, handrails, attach/attached fittings, etc.
	-70	Monitoring and Operation	That portion of the system which is used for the powered operation of the doors and/or to indicate whether the doors are closed and properly latched. Includes items such as as motors, computers, sensors, switches, lights, bells, horns, etc. Does not include landing gear door warning which is covered in Chapter 32.
	-80	Landing Gear	Structure of the doors used to enclose the landing gear compartments. Includes items such as structure, latching mechanisms, handles, insulation, lining, controls, attach/attached fittings, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
53		FUSELAGE	Structural units and associated components and members which make up the compartments for equipment, passengers, crew, cargo, plus the structure of the envelope and gondola of airships. Includes skins, belt frames, stringers, floor beams, floor, pressure dome, scuppers, tail cone, fuselage-to-wing-and-empennage fillets, attach/attached fittings, load curtains, cables, ballonets, etc.
	-00	General	
	-10 thru -90 (As Required)	Fuselage Sections	Skins, main structure, secondary structure, and fairings of the complete fuselage with any structural differences grouped together and highlighted by fuselage section location. The section locations shall be defined by manufacturing joints or other suitable demarcations in sequence from front to rear. Does not include movable partitions covered in Chapter 25 nor the functional and maintenance aspects of variable aerodynamic fairings covered in Chapter 27.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
54		NACELLES/PYLONS	Structural units and associated components and members which furnish a means of mounting and housing the power plant or rotor assembly. Includes skins, longerons, belt frames, stringers, clamshells, scuppers, doors, nacelle fillets, attach/attached fittings, etc. Also includes the structure of power plant cowling inclusive of the structural portion of the inlet whether or not integral with the aircraft. Structural portions of the exhaust system are excluded where they are not integral with the airframe.
	-00	General	
	-10 thru -40 (As Required)	Nacelle Section	Skins, primary structure, secondary structure, fillets, and fairings of a complete nacelle with any structural differences grouped together and highlighted by specific nacelle designator. The section locations shall be defined by manufacturing joints or other suitable demarcations in a logical sequence.
	-50 thru -80 (As Required)	Pylon	Skins, primary structure, secondary structure, fillets, and fairings of a complete pylon with any structure differences grouped together and highlighted by specific pylon designator. The section locations shall be defined by manufacturing joints or other suitable demarcations in a logical sequence.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
55		STABILIZERS	Horizontal and vertical stabilizers include the structure of the elevator and rudder.
	-00	General	
	-10	Horizontal Stabilizer or Canard	The horizontal airfoil of the tail or nose section to which the elevator is attached. Includes items such as spars, ribs, stringers, skins, access covers, tips, attach/attached fittings, etc.
	-20	Elevator	Removable airfoil which is attached to the horizontal stabilizer or canard and used for pitch control. Includes items such as spars, ribs, stringers, skins, access covers, tabs, balance devices, attach/ attached fittings, etc.
	-30	Vertical Stabilizer	Vertical airfoil to which the rudder is attached. Includes items such as spars, ribs, stringers, skins, access covers, tips, attach/attached fittings, etc.
	-40	Rudder	Removable airfoil which is attached to the vertical stabilizer and used for yaw control. Includes items such as spars, ribs, stringers, skins, access covers, tabs, balance devices, attach/attached fittings, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
56		WINDOWS	Fuselage and crew compartment windows inclusive of windshield; also those windows installed in doors.
	-00	General	
	-10	Flight Compartment	Compartment above the floor and between the forward passenger partition and the forward pressure dome. Includes items such as the transparent material and its frame of sliding and fixed windows and windshields, handles, latching mechanisms, etc. Does not include door or inspection/observation windows.
	-20	Passenger Compartment	Area in which the passengers are seated. Includes lounges, lavatories, buffets/galleys and coatrooms. Includes items such as transparent material, its frame, frost shield, etc.
	-30	Door	Doors used for entrance and exit of the passengers, flight crew and service personnel to and from the airplane. Includes items such as transparent material, its frame, etc. Does not include emergency exit windows.
	-40	Inspection and Observation	Windows used for examining compartments and equipment in and about the airplane, and astrodomes used for celestial navigation. Includes items such as transparent material, its frame, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
57		WINGS	Center wing and outer wing structural units and associated components and members which support the aircraft in flight. Includes spars, skin, ribs, stringers, clamshells, scuppers, etc., and integral fuel tank structure of the flaps, slats, ailerons or elevons (complete with tabs), spoilers, and wing folding system.
	-00	General	
	-10	Center Wing	Skins, primary structure, fillets, and fairings of the center wing, and attach/attached fittings.
	-20	Outer Wing	Skins, primary structure, fillets, and fairings of the outer wing, and attach/attached fittings.
	-30	Wing Tip	Skins and structure of the wing tip and attached fittings.
	-40	Leading Edge and Leading Edge Devices	Skins and structure of the wing leading edge and removable leading edge airfoils such as flaps, slats, attach/attached fittings, etc.
	-50	Trailing Edge Trailing Edge Devices	Skins and structure of the wing and trailing edge and removable edge airfoils such as flaps and attach/attached fittings.
	-60	Ailerons and Elevons	Skins and structure of ailerons and tabs including balancing devices and attach/attached fittings.
	-70	Spoilers	Skins and structure of wing-mounted spoilers, airbrakes, lift dumpers, attach/attached fittings, etc.
	-80	(as required)	
	-90	Wing Folding System	System that controls the on-ground movement of any portion of the main wing structure. Includes mechanisms, linkages, actuators, locks, indicating/warning systems, etc.

GROUP	DEFINITION
PROPELLER/ROTOR	Complete propeller/rotor system excluding propeller/rotor anti-icing system.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
60		STANDARD PRACTICES - PROPELLER/ROTOR	1-1-3 Ref: 1-1-3

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
61		PROPELLERS/PROPULSORS	The complete mechanical or electrical propeller, pumps, motors, governor, alternators, and those units and components external to or integral with the engine used to control the propeller blade angle. Includes propeller spinner synchronizers. Also includes propulsor duct assemblies, including aerodynamic fairing of mechanical components, stators, vectoring systems, etc.
	-00	General	
	-10	Propeller Assembly	That portion of the system which rotates except the engine propeller shaft. Includes items such as blades, dome, hub, spinner, slip ring, deicer boot, distributor valve, etc.
	-20	Controlling	That portion of the system which controls the pitch of the propeller blades. Includes items such as governor synchronizers, switches, wiring, cables, levers, ettc. Does not include any parts which rotate with the propeller assembly. Also includes all those units and components provided for the propulsor vector drive system. Includes flight deck control, drive motors, gearboxes, drive shafts, synchronizing shafts, etc.
	-30	Braking	That portion of the system which is used to decrease run-down time or stop propeller rotation during engine power-off conditions. Includes brake mechanisms, levers, pulleys, cables, switches, wiring, plumbing, etc.
	-40	Indicating	That portion of the system used to indicate operation or activation of propeller/propulsor systems. Includes items such as light, switches, wiring etc.
	-50	Propulsor Duct	The complete duct assembly including vector drive attachment, fairings, stators, gearbox covers, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
62		ROTOR(S)	Rotor head assembly(ies) and rotor blades, including the swashplate assembly(ies) and the rotor shaft unit(s) if not an integral part of the gear box(es). Does not include the rotor anti-icing system which is dealt with in chapter 30 "Ice and Rain Protection".
	-00	General	
	-10	Rotor blades	Rotor blade assemblies, including the heating mate (electrical resistors) for anti-icing.

-20	Rotor head(s)	Complete rotor head(s), including blade folding system(s). Includes sleeves, spindles, dampers, rotor head fairing(s) as well as rotor shaft(s) and swashplate(s) if the rotor head and shaft constitute a non dissociable assembly.
-30	Rotor Shaft(s)/Swashplate Assy(ies)	If not included in 20
-40	Indicating	That portion of the system which indicates operation or activation of rotor systems. Includes items such as lights, gauges, switches, wiring, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
63		ROTOR DRIVE(S)	Includes all components transmitting power to the rotor(s) : engine coupling components, drive shaft(s), clutch and free wheel units, gear box(es), its (their) components, systems and securing elements.
	-00	General	
	-10	Engine/Gearbox couplings	Drive shaft(s) between engine(s) and main gear box(es) and, if applicable, clutch and free wheel unit(s).
	-20	Gearbox(es)	Part of the system driving the rotor(s). Includes the mechanical power take-off(s) and accessory drives but does not include the accessories themselves (alternators, hydraulic pumps, etc.). Includes the G.B. lubricating system(s) and the rotor brake(s) if the latter form(s) part of the G.B.(s).
	-30	Mounts, attachments	Suspension bars, vibration damping system providing attachment of the G.B.(s) to the airframe.
	-40	Indicating	That portion of the system which indicates operation or activation of rotor systems. Includes items such as lights, gauges, switches, wiring, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
64		TAIL ROTOR	Assembly that rotates in a plane nearly parallel to the symmetry plane and delivers a thrust opposing to the main rotor torque thus ensuring yaw control. Includes the rotor blades and rotor head. Does not include the rotor anti-icing system which is dealt with in chapter 30 : "Protection against ice and rain".
	-00	General	
	-10*	Rotor blades	Blade assemblies, including the heating mats (electrical resistors) for anti-icing.
	-20*	Rotor head	Tail rotor head
	-30	Available	
	-40	Indicating	That portion of the system which indicates operation or activation of rotor systems. Includes items such as lights, gauges, switches, wiring, etc.

NOTE: For an integral unit, only one section will be used.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
65		TAIL ROTOR DRIVE	Includes all the components transmitting power to the tail rotor : drive shafts, bearings, gearboxes.
	-00	General	
	-10	Shafts	Drive shafts, bearings, flexible couplings.
	-20	Gearboxes	Intermediate gearbox. Tail gearbox.

	-30	Available	
	-40	Indicating	That portion of the system which indicates operation or activation of rotor systems. Includes items such as lights, gauges, switches, wiring, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
66		FOLDING BLADES/PYLON	The whole of the system ensuring automatic or manual folding and spreading of the rotor blades and/or tail pylon.
		NOTE:Such rigging also affects the components described in other chapters.	
	-00	General	
	-10	Rotor blades	Part of the system ensuring rotor blade folding and spreading; includes the mechanical, hydraulic and electrical means permanently fitted on the aircraft.
	-20	Tail pylon	Part of system ensuring tail pylon folding and spreading; includes mechanical, hydraulic and electrical means permanently fitted on the aircraft.
	-30	Controls and Indicating	Part of the system intended for controlling folding/spreading sequences and for indicating the system operation. Includes the control units, caption lights, indicators, wiring, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
67		ROTORS FLIGHT CONTROL	The system which provides means of manually controlling the flight attitude of the helicopter. Includes items such as control linkage and control cables for collective pitch, cyclic pitch, directional control, servo-controls and corresponding system. The trim system and the indicating and monitoring system.
		NOTE:This chapter includes the complete rigging of rotor control including the associated items not described under this system, such as auto-pilot, servo-control unit, automatic trim (ch. 22), blade pitch change rod (ch. 63), swashplate.	
	-00	General	
	-10	Rotor Control	That portion of the system which controls the attitude by the angle of attack of the rotor blades. Includes items such as collective pitch lever, cyclic pitch stick and corresponding linkage and cable controls, coupling and mixing units, and artificial feel unit system. Also includes the control position indicating system.
	-20	Anti-torque Rotor control (Yaw control)	That portion of the controls which control the direction of the helicopter (yaw control). Includes items such as tail rotor control pedals, relevant linkage and cable controls, bellcranks constituting the yaw control channel and the control position indicating system.
	-30	Servo-control System	That portion of the system which from a power source ensures distribution to the rotor servo-control system. Includes items such as pressure relief valves, electro valves, check valves, accumulators and equipment needed for the operation of the servo control system, the servo controls, the systems used for monitoring and indicating the operation of the servo control system.

GROUP	DEFINITION
POWER PLANT	The complete power unit which develops thrust either through the exhaust or through a propeller. Excludes items such as generators, cabin superchargers, etc., which are covered under their respective systems.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
70		STANDARD PRACTICES - ENGINES	1-1-3 Ref. 1-1-3.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
71		POWER PLANT	The overall power package inclusive of engine, air intake, mount, cowling, scoops, cowl flaps.
	-00	General	This topic shall include general information, limits and procedures. In the maintenance manual this section shall cover subjects such as engine changes, run-up, externally-mounted spare power plants, etc. In the overhaul manual, this section shall cover subjects such as power plant build-up, teardown, etc.
	-10	Cowling	Those removable coverings which extend over and around the power plant assembly. Includes the functioning and maintenance aspects of items such as accessory section cowls, cowl flaps, cowling supports, and attach and locking mechanisms, etc. Does not include the structure integral with the airframe which shall be covered in the applicable Structures chapter.
	-20	Mounts	The framework, either of build-up construction or forgings which support the engine and attach it to the nacelle or pylon. Includes items such as engine mounts, vibration dampeners, support links, mounting bolts, etc.
	-30	Fireseals	Those fire-resistant partitions and seals mounted on or about the power package for the purpose of isolating areas subject to fire. Does not include those fire-walls which are included in Chapter 54.
	-40	Attach Fittings	Those fittings and brackets which are used for the support of equipment in and about the power package.
	-50	Electrical Harness	Those electrical cables, conduits, plugs, sockets, etc., which serve several power plant systems, but which are banded together to facilitate removal and installation of the power plant. Does not include the wiring which is specifically covered under another system.
	-60	Air Intakes	That portion of the power plant system which directs and may or may not vary the mass air flow to the engine. Includes items such as nose ring cowls, scoops, compressor fan cowls, buried engine ducts, vortex generators, actuators, control handles, cables, wiring, plumbing, linkages, doors, warning systems, position indicators, etc. Does not include integral structure with the airframe, which shall be included in the applicable Structures chapter.

-70	Engine Drains	Those components and manifold assemblies which are used to drain off excess fluids from the power plant and its accessories. Includes drainlines, manifolds, tanks, flame arrestors, vents, and their supporting brackets, etc. Also includes components that are an integral part of, or fitted to the power plant cowling.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
72		ENGINE	Those units and components which are: Used to induce and convert fuel-air mixture into power. Includes, for the turbine engine, air inlet, compressor, diffuser, combustion chambers, turbine and exhaust; and for the reciprocating engine, blower and clutch, clutch control valve, cylinders, cylinder baffles, intake pipes, crankshaft assembly, etc. Used to transmit power to the propeller shaft, if any, and accessory drives. Includes reduction gearing, gear trains, extension shaft and torque-meter. Within the profile of the basic engine, used to supplement the functioning of other defined systems external to the engine. Includes items such as accessory drive, mechanical portion of the spark advance mechanism, oil transfer tubes from the propeller governor pad to the propeller shaft, BMEP section, etc. Used to control and direct the flow of lubrication through the engine from the inlet fitting to the outlet fitting. Includes engine pumps (pressure and scavenger) pressure relief valves, screens, oil lines (internal and external), etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
72		ENGINE TURBINE/TURBO PROP DUCTED FAN/UNDUCTED FAN	
	-00	General	This topic is intended to cover general information, limits and procedures. In the engine overhaul manual this section would include such subjects as tear down, cleaning, inspection, assembly, testing, etc.
	-10	Reduction Gear, Shaft Section (Turbo-Prop and/or Front Mounted Gear Driven Propulsor)	The section of the engine which contains the propeller shafts and reduction gears. Includes items such as drives for hose mounted accessories, etc. If applicable, the section of the engine which uses mechanical force, through a gear-driven system, to drive front mounted propulsors which provide the majority of the energy generated. Includes items such as Propulsor Blades, Actuation Systems, Reduction Gears, Drive-Shafts, etc.
	-20	Air Inlet Section	The section of the engine through which the air enters the compressor section. Includes items such as guide vanes, shrouds, cases, etc.
	-30	Compressor Section	The section of the engine in which the the air is compressed. Includes items such as cases, vanes, shrouds, rotors, diffusers, etc. Also includes the maintenance and overhaul of stator blades but not the operation of variable stator blades which is covered under Chapter 75 - 30. Does not include compressor bleed system.
	-40	Combustion Section	The section of the engine in which the air and fuel are combined and burned. Includes items such as burner cans, cases, etc.
	-50	Turbine Section	The section of the engine containing the turbines. Includes items such as turbine nozzles, turbine rotors, cases, etc.
	-60	Accessory Drives	The mechanical power take-offs to drive accessories. Includes items such as engine-mounted gear boxes, gears, seals, pumps, etc. Does not include remotely installed gear boxes which are covered in Chapter 83.

	-70	By-pass Section	The section of the engine which by-passes a portion of the normal engine airflow (either ram or compressed air) for the prime purpose of adding to engine thrust or reducing specific fuel consumption.
	-80	Propulsor Section (Rear Mounted)	The section of the engine which contains a propulsor(s) and provides the majority of the energy generated. The propulsor may be turbine-driven or gear-driven. Includes such items as propulsor turbines, propulsor blades, blade actuation, and frames (rotating and/or stationary).

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
72		ENGINE RECIPROCATING	
	-00	General	This topic is intended to cover general information, limits, and procedures. In the engine overhaul manual this section would include such subjects as tear down, cleaning, inspection, assembly, testing, etc.
	-10	Front Section	The section of the engine which contains the propeller shafts and reduction gears. Includes items such as drives for nose mounted accessories, etc.
	-20	Power Section	The section of the engine which contains the crankshaft, master and link rod assemblies, cams, cam drive gears, tappet guides, rollers, carriers, etc.
	-30	Cylinder Section	The section of the engine which contains the cylinders, valves, pistons, push rods, intake pipes, baffles, etc. Also includes rocker arm assembly, valve springs, etc.
	-40	Supercharger Section	The section of the engine which contains cases, shroud plates, PRT coupling and gearing, impeller and drives, accessory drives, bushings, etc.
	-50	Lubrication	Those units and components which are used to distribute oil throughout the engine. Includes front and rear pressure and scavenger pumps, sumps, strainers, valves, etc. Also includes those oil lines not included in Chapter 79. Does not include those items which form integral passages within the engine.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
73		ENGINE FUEL AND CONTROL	For turbine engines, those units and components and associated mechanical systems or electrical circuits which furnish or control fuel to the engine beyond the main fuel quick disconnect; and thrust augmentor, fuel flow rate sensing, transmitting and/or indicating units whether the units are before or beyond the quick disconnect. Includes coordinator or equivalent, engine driven fuel pump and filter assembly, main and thrust augmentor fuel controls, electronic temperature datum control, temperature datum valve, fuel manifold, fuel nozzles, fuel enrichment system, speed sensitive switch, relay box assembly, solenoid drip valve, burner drain valve, etc. For reciprocating engines, those units and components which deliver metered fuel and air to the engine. The fuel portion includes the carburetor/master control from the inlet side to the discharge nozzle(s), injection pumps, carburetor, injection nozzles and fuel primer. The air portion includes units from the scoop inlet to the vapor vent return, and the impeller chamber.
	-00	General	
	-10	Distribution	That portion of the system from the main quick disconnect to the engine, which distributes fuel to the engine burner section and the thrust augmentor. Includes items such as plumbing, pumps, temperature regulators, valves, filters, manifold, nozzles, etc. Does not include the main or thrust augmentor fuel control.
	-20	Controlling	The main fuel control which meters fuel to the engine and to the thrust augmentor. Includes items such as hydromechanical or electronic fuel control, levers, actuators, cables, pulleys, linkages, sensors, valves, etc. which are components of the fuel control units.
	-30	Indicating	That portion of the system which is used to indicate the flow rate, temperature and pressure of the fuel. Includes items such as transmitters, indicators, wiring, etc. Does not include indication, if indication is accomplished as part of an integrated engine instrument system (ref. 77-40).

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
74		IGNITION	Those units and components which generate, control, furnish, or distribute an electrical current to ignite the fuel air mixture in the cylinders of reciprocating engines or in the combustion chambers or thrust augmentors of turbine engines. Includes induction vibrators, magnetos, switches, lead filters, distributors, harnesses, plugs, ignition relays, exciters, and the electrical portion of spark advance.
	-00	General	
	-10	Electrical Power Supply	That portion of the system which generates electrical current for the purpose of igniting the fuel mixture in the combustion chambers and thrust augmentors. Includes items such as magnetos, distributors, booster coils, exciters, transformers, storage capacitors and compositors, etc.

-20	Distribution	That portion of the system which conducts high or low voltage electricity from the electrical power supply to the spark plugs, or igniters. Includes wiring between magneto and distributor in those systems where they are separate units. Includes items such as ignition harness, high tension leads, coils as used in "low tension" systems, spark plugs, igniters, etc.
-30	Switching	That portion of the system which provides a means of rendering the electrical power supply inoperative. Includes items such as ignition switches, wiring, connectors, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
75		AIR	For turbine engines, those external units and components and integral basic engine parts which go together to conduct air to various portions of the engine and to the extension shaft and torquemeter, assembly, if any. Includes compressor bleed systems used to control flow of air through the engine, cooling air systems and heated air systems for engine anti-icing. Does not include aircraft anti-icing, engine starting systems, nor exhaust supplementary air systems.
	-00	General	
	-10	Engine Anti-Icing	That portion of the system which is used to eliminate and prevent the formation of ice by bleed air in all parts of the engine, excluding power plant cowling which is covered under Chapter 30. Includes items such as valves, plumbing, wiring, regulators, etc. Electrical anti-icing is covered in Chapter 30.
	-20	Cooling	That portion of the system which is used to ventilate the engine and accessories. Includes items such as valves, plumbing, wiring, jet pumps, vortex spoilers, etc.
	-30	Compressor Control	That portion of the system which is used to control the flow of air through the engine. Includes items such as governors, valves, actuators, linkages, etc. Also includes the operation of variable stator blades, but not the maintenance and overhaul, which shall be covered under 72-30.
	-40	Indicating	That portion of the system which is used to indicate temperature, pressure, control positions, etc. of the air systems. Includes items such as transmitters, indicators, wiring, etc

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
76		ENGINE CONTROLS	Those controls which govern operation of the engine. Includes units and components which are interconnected for emergency shutdown. For turbo-prop engines, includes linkages and controls to the coordinator or equivalent to the propeller governor, fuel control unit or other units being controlled. For reciprocating engines, includes controls for blowers. Does not include units or components which are specifically included in other chapters.
	-00	General	
	-10	Power Control	That portion of the system which furnishes a means of controlling the main fuel control or coordinator. Includes controls to the propeller regulator on turboprop engines. Includes items such as linkages, cables, levers, pulleys, switches, wiring, etc. Does not include the units themselves.
	-20	Emergency Shutdown	That portion of the system which furnishes a means of controlling the flow of fluids to and from the engine during emergency procedures. Includes items such as levers, cables, pulleys, linkages, switches, wiring, etc. Does not include the units themselves.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
77		ENGINE INDICATING	Those units, components and associated systems which indicate engine operation. Includes indicators, transmitters, analyzers, etc. For turbo- prop engines includes phase detectors. Does not include systems or items which are specifically included in other chapters except when indication is accomplished as part of an integrated engine instrument system (ref. 77-40).
	-00	General	
	-10	Power	That portion of the system which directly or indirectly indicates power or thrust. Includes items such as BMEP, pressure-ratio, RPM, etc.
	-20	Temperature	That portion of the system which indicates temperatures in the engine. Includes items such as cylinder head, exhaust (turbine inlet), etc.
	-30	Analyzers	That portion of the system which is used to analyze engine performance or condition by means of instruments or devices such as oscilloscopes, etc. Includes items such as generators, wiring, amplifiers, oscilloscopes, etc.
	-40	Integrated Engine Instrument Systems	That portion of the system which is an integrated concept receives several/all engine operating parameters and transmits this to a central processor for crew presentation. Includes items such as display units, transmitters, receivers, computers, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
78		EXHAUST	Those units and components which direct the engine exhaust gases overboard. For turbine engines, includes units external to the basic engine such as thrust reverser and noise suppressor. For reciprocating engines, includes augmentors, stacks, clamps, etc. Excludes exhaust-driven turbines.
	-00	General	
	-10	Collector/Nozzle	That portion of the system which collects the exhaust gases from the cylinders or turbines and conducts them overboard. Includes items such as collector rings, exhaust and thrust augmentor ducts, variable nozzles, actuators, plumbing, linkages, wiring, position indicators, warning systems, etc. Does not include power recovery turbines, turbo-superchargers, etc., not noise suppressors or thrust reversers where they are not an integral part of the nozzle system.
	-20	Noise Suppressor	That portion of the system which reduces the noise generated by the exhaust gases. Includes items such as pipes, baffles, shields, actuators, plumbing linkages, wiring, position indicators, warning systems, etc. Use -10 where integral part of nozzle system.
	-30	Thrust Reverser	That portion of the system which is used to change the direction of the exhaust gases for reverse thrust. Includes items such as clamshells, linkages, levers, actuators, plumbing, wiring, indicators, warning systems, etc. Use -10 where integral part of nozzle system.
	-40	Supplementary Air	That portion of the system which varies and controls supplementary air flow of the exhaust system. Includes items such as tertiary air doors, actuators, linkages, springs, plumbing, wiring, position indicators, warning systems, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
79		OIL	Those units and components external to the engine concerned with storing and delivering lubricating oil to and from the engine. Covers all units and components from the lubricating oil engine outlet to the inlet, including the inlet and outlet fittings, tank, radiator, by-pass valve, etc., and auxiliary oil systems.
	-00	General	
	-10	Storage	That portion of the system used for storage of oil. Includes items such as tanks, filling systems, internal hoppers, baffles, tank sump and drain, etc. Does not include tanks which are an integral portion of the engine.
	-20	Distribution	That portion of the system which is used to conduct oil from and to the engine. Includes items such as plumbing, valves, temperature regulator, control systems, etc.
	-30	Indicating	That portion of the system which is used to indicate the quantity, temperature and pressure of the oil. Includes items such as transmitters, indicators, wiring, warning systems, etc. Does not include indication if indication is accomplished as part of an integrated engine instrument system (ref. 77-40).

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
80		STARTING	Those units, components and associated systems used for starting the engine. Includes electrical, inertia air or other starter systems. Does not include ignition systems which are covered in Chapter 74, IGNITION.
	-00	General	
	-10	Cranking	That portion of the system which is used to perform the cranking portion of the starting operation. Includes items such as plumbing, valves, wiring, starters, switches, relays, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
81		TURBINES	For reciprocating engines only. Includes power recovery turbine assembly and turbo-supercharger unit when external to the engine.
	-00	General	
	-10	Power Recovery	The turbines which extract energy from the exhaust gases and are coupled to the crankshaft.
	-20	Turbo-Supercharger	The turbines which extract energy from the exhaust gases and drive an air compressor.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
82		WATER INJECTION	Those units and components which furnish, meter and inject water or water mixtures into the induction system, includes tanksm pumps, regulators, etc.
	-00	General	
	-10	Storage	That portion of the system which is used for the storage of water or water mixtures. Includes tank sealing, attachment of bladder type cells, ventilating system, cell and tank interconnectors, filling systems, etc.
	-20	Distribution	That portion of the system which is used to conduct water or water mixtures from the tanks or cells to the engine. Includes items such as plumbing, crossfeed system, pumps, valves, controls, etc.
	-30	Dumping and Purging	That portion of the system which is used to dump injection water and to purge the system. Includes items such as plumbing, valves, controls, etc.
	-40	Indicating	That portion of the system which is used to indicate the quantity, temperature and pressure of the water mixtures. Includes items such as transmitters, indicators, wiring, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION

83		ACCESSORY GEAR-BOXES	Those units and components which are remotely installed and connected to the engine by a drive shaft and which drive multiple types of accessories. Does not include those accessory drives which are bolted to and are immediately adjacent to the engine. The latter item shall be covered under Chapter 72, ENGINE.
	-00	General	
	-10	Drive Shaft Section	That portion of the system which is used to conduct power from the engine to the gearbox. Includes items such as drive shaft, adapters, seals, etc.
	-20	Gearbox Section	The case which contains the gear trains and shafts. Includes items such as gears, shafts, seals, oil pumps, coolers, etc.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
84		Propulsion Augmentation	Those units and components that, independent of the primary propulsion system, furnish additional thrust of short duration. Includes solid or liquid propellents, controls, indicators, etc.
	-00	General	
	-10	Jet Assist Takeoff	Those units or components dedicated to jet assist takeoff (JATO) systems.

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
91		CHARTS	Miscellaneous charts not applicable to any particular system, such as spare wire charts, junction box charts, disconnect plug charts, conduit and wire routing charts, rigid tube charts, flexible hose charts and control cables

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
97		WIRING REPORTING	Chapter for reporting aircraft wiring issues (e.g. aging, cracking, etc.). Generic wiring issues in wires/bundles in aircraft zones must be reported under the relevant general reference together with system ATA reference (e.g. 97-01-00 for lower fuselage issues). Standard item issues (splices, etc.) and/or practices must be reported under 97-20-00 together with system ATA reference. Wiring issues in systems must be reported with the following system ATA references (e.g. 97-21-10 for air conditioning compression).
	-00-00	General	
	-01-00	Zone 100 Fuselage Lower	
	-02-00	Zone 200 Fuselage Top	
	-03-00	Zone 300 Stabilizers	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-04-00	Zone 400 Nacelles-Pylons	
	-05-00	Zone 500 Left Wing	
	-06-00	Zone 600 Right Wing	
	-07-00	Zone 700 Landing Gear Compartment	
	-08-00	Zone 800 Doors	
	-09-00	Zone 900 Lavatories & Galleys	
	-20-00	Electrical Standard Items/Practices	
	-21-00	Air Conditioning - General	
	-21-10	Compression	
	-21-20	Distribution	
	-21-30	Pressurization Control	
	-21-40	Heating	
	-21-50	Cooling	
	-21-60	Temperature Control	
	-21-70	Moisture/Air Contaminant Control	
	-22-00	Auto Flight - General	
	-22-10	Autopilot	
	-22-20	Speed - Attitude Correction	
	-22-30	Auto Throttle	
	-22-40	System Monitors	
	-22-50	Aerodynamic Load Alleviating	
	-23-00	Communications - General	
	-23-10	Speech Communications	
	-23-15	SATCOM	
	-23-20	Data Transmission and Automatic Calling	
	-23-30	Passenger Address, Entertainment and Comfort	
	-23-40	Interphone	
	-23-50	Audio Integrating	
	-23-60	Static Discharging	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-23-70	Audio and Video Monitoring	
	-23-80	Integrated Automatic Tuning	
	-24-00	Electrical Power - General	
	-24-10	Generator Drive	
	-24-20	AC Generation	
	-24-30	DC Generation	
	-24-40	External Power	
	-24-50	AC Electrical Load Distribution	
	-24-60	DC Electrical Load Distribution	
	-25-00	Equipment/Furnishings - General	
	-25-10	Flight Compartment	
	-25-20	Passenger Compartment	
	-25-30	Galley	
	-25-40	Lavatories	
	-25-60	Emergency	
	-25-80	Insulation	
	-26-00	Fire Protection - General	
	-26-10	Detection	
	-26-20	Extinguishing	
	-26-30	Explosion Suppression	
	-27-00	Flight Controls - General	
	-27-10	Aileron & Tab	
	-27-20	Rudder & Tab	
	-27-30	Elevator & Tab	
	-27-40	Horizontal Stabilizer	
	-27-50	Flaps	
	-27-60	Spoiler, Drag Devices and Variable Aerodynamic Fairings	
	-27-70	Gust Lock & Dampener	
	-27-80	Lift Augmenting	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-28-00	Fuel - General	
	-28-10	Storage	
	-28-20	Distribution	
	-28-30	Dump	
	-28-40	Indicating	
	-29-00	Hydraulic Power - General	
	-29-10	Main	
	-29-20	Auxiliary	
	-29-30	Indicating	
	-30-00	Ice and Rain Protection - General	
	-30-10	Airfoil	
	-30-20	Air Intakes	
	-30-30	Pitot and Static	
	-30-40	Windows, Windshields and Doors	
	-30-50	Antennas And Radomes	
	-30-60	Propellers/Rotors	
	-30-70	Water Lines	
	-30-80	Detection	
	-31-00	Indicating/Recording Systems - General	
	-31-10	Instrument and Control Panels	
	-31-20	Independent Instruments	
	-31-30	Recorders	
	-31-40	Central Computers	
	-31-50	Central Warning Systems	
	-31-60	Central Display Systems	
	-31-70	Automatic Data Reporting Systems	
	-32-00	Landing Gear- General	
	-32-10	Main Gear and Doors	
	-32-20	Nose Gear and Doors	
	-32-30	Extension and Retraction	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-32-40	Wheels and Brakes	
	-32-50	Steering	
	-32-60	Position And Warning	
	-32-70	Supplementary Gear	
	-33-00	Lights - General	
	-33-10	Flight Compartment	
	-33-20	Passenger Compartment	
	-33-30	Cargo and Service Compartments	
	-33-40	Exterior	
	-33-50	Emergency Lighting	
	-34-00	Navigation - General	
	-34-10	Flight Environment Data	
	-34-20	Attitude & Direction	
	-34-30	Landing and Taxiing Aids	
	-34-40	Independent Position Determining	
	-34-50	Dependent Position Determining	
	-34-60	Flight Management Computing	
	-35-00	Oxygen - General	
	-35-10	Crew	
	-35-20	Passenger	
	-35-30	Portable	
	-36-00	Pneumatic - General	
	-36-10	Distribution	
	-36-20	Indicating	
	-37-00	Vacuum - General	
	-37-10	Distribution	
	-37-20	Indicating	
	-38-00	Water/Waste - General	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-38-10	Potable	
	-38-20	Wash	
	-38-30	Waste Disposal	
	-38-40	Air Supply	
	-41-00	Water Ballast - General	
	-41-10	Storage	
	-41-20	Dump	
	-41-30	Indication	
	-44-00	Cabin Systems - General	
	-44-10	Cabin Core System	
	-44-20	In-flight Entertainment System	
	-44-30	External Communication System	
	-44-40	Cabin Mass Memory System	
	-44-50	Cabin Monitoring System	
	-44-60	Miscellaneous Cabin System	
	-45-00	Central Maintenance System (CMS) - General	
	-45-05	CMS/Aircraft General	
	-45-20	CMS/Airframe Systems	
	-45-45	Central Maintenance System	
	-45-50	CMS/Structures	
	-45-60	CMS/Propellers	
	-45-70	CMS/Power Plant	
	-46-00	Information Systems - General	
	-46-10	Airplane General Information Systems	
	-46-20	Flight Deck Information Systems	
	-46-30	Maintenance Information Systems	
	-46-40	Passenger Cabin Information Systems	
	-46-50	Miscellaneous Information Systems	
	-49-00	Airborne Auxiliary Power - General	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-49-10	Power Plant	
	-49-20	Engine	
	-49-30	Engine Fuel And Control	
	-49-40	Ignition And Starting	
	-49-50	Air	
	-49-60	Engine Controls	
	-49-70	Indicating	
	-49-80	Exhaust	
	-49-90	Oil	
	-50-00	Cargo And Accessory Compartments - General	
	-50-10	Cargo Compartments	
	-50-20	Cargo Loading Systems	
	-50-30	Cargo Related Systems	
	-50-50	Accessory Compartments	
	-50-60	Insulation	
	-52-00	Doors - General	
	-52-10	Passenger/Crew	
	-52-20	Emergency Exit	
	-52-30	Cargo	
	-52-40	Service	
	-52-50	Fixed Interior	
	-52-60	Entrance Stairs	
	-52-70	Door Warning	
	-52-80	Landing Gear	
	-53-00	Fuselage - General	
	-54-00	Nacelles/Pylons - General	
	-54-10	Nacelle Section	
	-54-50	Pylon	
	-55-00	Stabilizers - General	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-55-10	Horizontal Stabilizer or Canard	
	-55-20	Elevator	
	-55-30	Vertical Stabilizer	
	-55-40	Rudder	
	-56-00	Windows - General	
	-56-10	Flight Compartment	
	-56-20	Passenger Compartment	
	-56-30	Door	
	-56-40	Inspection and Observation	
	-57-00	Wings - General	
	-57-10	Center Wing	
	-57-20	Outer Wing	
	-57-30	Wing Tip	
	-57-40	Leading Edge and Leading Edge Devices	
	-57-50	Trailing Edge and Trailing Edge Devices	
	-57-60	Ailerons	
	-57-70	Spoilers	
	-57-90	Wing Folding System	
	-61-00	Propellers/Propulsors - General	
	-61-10	Propeller Assembly	
	-61-20	Controlling	
	-61-30	Braking	
	-61-40	Indicating	
	-61-50	Propulsor Duct	
	-62-00	Rotors	
	-63-00	Rotor Drives	
	-64-00	Tail Rotor	
	-65-00	Tail Rotor Drive	
	-66-00	Folding Blades/Pylon	
	-67-00	Rotors Flight Control	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-71-00	Power Plant - General	
	-71-10	Cowling	
	-71-20	Mounts	
	-71-30	Fire seals	
	-71-40	Attach Fittings	
	-71-50	Electrical Harness	
	-71-60	Air Intakes	
	-71-70	Engine Drains	
	-72-00	Engine Turbine/Turbo Prop Ducted Fan/Unducted Fan	
	-72-10	Reduction Gear, Shaft Section (Turbo-Prop and/or Front Mounted Gear Driven Propulsor)	
	-72-20	Air Inlet Section	
	-72-30	Compressor Section	
	-72-40	Combustion Section	
	-72-50	Turbine Section	
	-72-60	Accessory Drives	
	-72-70	By-pass Section	
	-72-80	Propulsor Section (Rear Mounted)	
	-73-00	Engine Fuel And Control - General	
	-73-10	Distribution	
	-73-20	Controlling	
	-73-30	Indicating	
	-74-00	Ignition - General	
	-74-10	Electrical Power Supply	
	-74-20	Distribution	
	-74-30	Switching	
	-75-00	Air - General	
	-75-10	Engine Anti-Icing	
	-75-20	Cooling	
	-75-30	Compressor Control	

SYS/CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
	-75-40	Indicating	
	-76-00	Engine Controls - General	
	-76-10	Power Control	
	-76-20	Emergency Shutdown	
	-77-00	Engine Indicating - General	
	-77-10	Power	
	-77-20	Temperature	
	-77-30	Analyzers	
	-77-40	Integrated Engine Instrument Systems	
	-78-00	Exhaust - General	
	-78-10	Collector/Nozzle	
	-78-20	Noise Suppressor	
	-78-30	Thrust Reverser	
	-78-40	Supplementary Air	
	-79-00	Oil - General	
	-79-10	Storage	
	-79-20	Distribution	
	-79-30	Indicating	
	-80-00	Starting - General	
	-80-10	Cranking	

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
115	*	Flight Simulator Systems	Systems required for simulator operations

*For subsystem/section assignments and descriptions, see International Air Transport Association (IATA) document, *"Simulator Documentation Requirements"*,IATA, 2000 Peel Street, Montreal, Quebec, Canada, H3A 2R4: phone:(514) 985-6330

SYS/ CHAP	SUB-SYS/ SECTION	TITLE	DEFINITION
116	*	Flight Simulator Cuing Systems	Simulator systems that provide perceptual cues to the crew in training.

*For subsystem/section assignments and descriptions, see International Air Transport Association (IATA) document, *"Simulator Documentation Requirements"*,IATA, 2000 Peel Street, Montreal, Quebec, Canada, H3A 2R4: phone:(514) 985-6330

Support Plus

Support Plus Contact List

Support Plus – Contracts/Information
Derek Taylor @ 316-676-0448 or supportplus@hawkerbeechcraft.com
Cherie Parker @ 316-676-0448 or supportplus@hawkerbeechcraft.com

Support Plus – Claim Settlement
Carla Walls @ 316-676-3297 or carla_walls@hawkerbeechcraft.com

Support Plus – Claim Entry or System Errors
Elizabeth Buessing @ 316-676-2713 or hbc_warranty@hawkerbeechcraft.com

WEB - related questions, such as “cannot log into the network or need to set up a new person for access” – Shelly Riedel @ 316-676-3685 or @ 1 888 727 4344, option 3, or email michelle_riedel@hawkerbeechcraft.com

Revised April 2012

Support Plus

Coverage (Parts and Labor)
What is Covered?

1. Scheduled inspections and maintenance.

2. Components and related consumables to support any scheduled or unscheduled component removals, but limited to the aircraft's original configuration as delivered into service by HBC.

3. Overhaul/time limited items.

4. HBC recommended and mandatory service bulletins to include kits, components and labor when performed at an HBC ASC and only when there was no coverage offered by the service bulletin.

5. Normal wear items such as brakes, tires, brushes, o-rings, seals, sealants, filters, etc.

6. Airframe systems (environmental, flight controls, electrical, hydraulic, etc.)

7. Bulb replacements.

8. Required adjustments, lubrication or rigging.

9. Flat rate labor charges when accomplished by HBC or any appropriately rated ASC for scheduled/unscheduled maintenance requirements covered by the plan. Troubleshooting labor, if required, is limited to 15% of the published flat rate.

10. Warranty coverage, if in effect, takes precedence over Support Plus coverage.

Support Plus

What coverage is excluded from the program?
(Includes but is not limited to)

1. Supplier/vendor optional, recommended or mandatory service bulletins.
2. HBC optional service bulletins
3. Engine maintenance, such as compressor washes, unless specifically called out in the HBC maintenance manual
4. Consumables/Servicing – items such as fuel, lubrication oil, hydraulic oil, water or waste systems, oxygen, nitrogen or any other maintenance activity similar in nature
5. Pre or post flight inspections
6. Aircraft cleaning or appearance items (shampooing, polishing, daily turn around, upholstery wear and tear, broken or cracked trim, interior or exterior scratches, ect)
7. Propeller maintenance, with the exception of dress propeller/blend nicks, unless the customer has elected to add propeller coverage to the plan
8. Fault Not Found
9. Environmental corrosion/erosion
10. Interior/Exterior finish. Paint, etc.
11. Parts/Labor for operator convenience
12. Labor performed at a non HBC ASC (unless AOG)
13. Third party modifications and workmanship
14. Discretionary removals or maintenance
15. Any charges incurred as a result of abuse, accident, negligence, foreign object damage, environmentally induced turbulence (lightning, hurricane, rain, hail, wind and tornado), and event covered by an insurance policy, acts of war and/or civil disturbance, incidents/causes beyond HBC's control
16. Use of parts not supplied by HBC, or modifications to the aircraft not issued by HBC

17. Labor overtime and/or premium charges, labor beyond allowable flat rate and/or reasonable number of hours
18. Updating or upgrading avionics equipment
19. Machine charges – shop equipment
20. Missing parts or parts lost or misplaced after the delivery of the aircraft
21. Hangar fees, tooling fees or any such related airport charges
22. Taxes, duties, tariffs
23. Living or transportation expenses for crew, maintenance personnel or passengers
24. Failure of the operator to perform proper maintenance; or use contrary to HBC current operating and maintenance instructions or recommendations

Support Plus and Avionics

Support Plus began offering Avionics coverage **starting in 2004 and after**; however the **Baron and Bonanza are excluded**. Baron and Bonanza Support Plus contracts do not include Avionics coverage regardless of when the contract was initiated. Barons and Bonanzas have only the Avionics Supplier's standard warranty coverage that existed as a part of the original retail sale, and only directly through those Suppliers.

Support Plus contracts initiated **prior to 2003** do not include Avionics coverage.
Only the Avionics Supplier's standard warranty coverage that existed as a part of the original retail sale applies to these airplanes, and only directly through those Supplier's.

The Avionics Supplier's warranty coverage, if applicable, always takes precedence over Support Plus coverage.

The process, regarding Support Plus contracts initiated in **2004 and after** that do include Avionics coverage, remains the same as if the aircraft had Avionics Supplier's standard warranty coverage. Parts are purchased directly from the Avionics Supplier's exchanged pool and claims are then filed directly to that Supplier. If there is denied Supplier coverage (with the exception of Collins, see below) then the claim is submitted to HBC for consideration with the Supplier's outside invoice for the part and the Supplier claim and settlement copy. HBC must ensure that there is not any coverage available through the Supplier before charging a customer's Support Plus account. A part may still have original Supplier retail warranty, or may have qualified for Spares coverage through the applicable Supplier.

Collins Avionics is handled differently. Support Plus contracts having selected Avionics coverage make payments to Collins for their CASP program (Collins Avionics Service Plans). Avionics issues for aircraft on the CASP program should be handled directly with Collins. Collins part claims should not be filed to HBC.
Collins CASP contact: Peggy Bearbower (Phone: 319-295-6416 Fax: 319-295-6646)

For Hawker Aircraft with a Honeywell Avionics package the HAPP (Honeywell Avionics Protection Plan) plan applies.
Contact Honeywell directly with any questions. (Phone: 800-872-7739)

Hawker Beechcraft Corporation Support Plus

SAMPLE

AGREEMENT

FOR

<<HAWKER BEECHCRAFT OWNER>>

TABLE OF CONTENTS

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Hawker Beechcraft Corporation Support Plus

AGREEMENT

This AGREEMENT No. **<<CONTRACT NO.>>** is entered into effective as of the **<<Effective Date>>,** by and between

HAWKER BEECHCRAFT CORPORATION

a company incorporated under the laws of the State of Kansas, U.S.A., with its principal place of business at 10511 E. Central Wichita, KS 67206 (hereinafter called “HBC”).

- AND -

<<BEECHCRAFT OWNER>>

a company organized pursuant to the laws of **<<Legal Jurisdiction>>** with its principal place of business at **<<Address01>>, <<Address02>>, <<Address03>> <<Address04**(hereinafter called “the Owner").

WHEREAS HBC manufactures and sells various models of quality aircraft under the trade names and trademarks of “Hawker” and “Beech” ;

WHEREAS the Owner intends to purchase and/or operate Hawker Beechcraft Aircraft;

WHEREAS HBC offers to Owners of Hawker Beechcraft Aircraft the ***Support PLUS*** Maintenance Plan, also otherwise known as “**Support Plus” or “the Plan”,** which provides selectable options for comprehensive maintenance support of

- labor for scheduled inspections, maintenance and component removals,
- parts for scheduled inspections, maintenance and component removals,
- labor for unscheduled inspections, maintenance and component removals,
- parts for unscheduled inspections, maintenance and component removals, and
- service bulletin coverage

for the Hawker Beechcraft Aircraft, avionics equipment and other parts, components and systems which are installed on the Aircraft in consideration of the monthly payment of a service charge during the term of the Support Plus Plan;

WHEREAS the Owner desires to avail itself of the benefits of the Support Plus Plan;

NOW, THEREFORE, in consideration of the mutual terms and conditions herein contained, HBC and the Owner agree as follows:

ARTICLE I CONTACT INFORMATION

SECTION 1 – CONTACTS, NOTICES and BILLING

1.1 Each party agrees to notify the other party of any change to the contact information referenced herein. The Owner further agrees to notify HBC of any change in registration of the Aircraft or of any pending sale or actual aircraft title transfer using Appendix E, attached hereto.

1.2 Until changed by written notice, given by either party to the other, the contact addresses and numbers of the parties for the purposes of this Agreement will be as follows:

In the case of HBC:

HAWKER BEECHCRAFT CORPORATION
10511 East Central
Wichita, Kansas 67206
USA
by telefacsimile to: **316.671.3060**

For the attention of:
Manager, Support Plus Programs
Department 854

and in the case of the Owner:

<<OWNER>>
<<Address11>>
<<Address12>>
<<ADDRESS14>>

by telephone to: **<<Opsphone>>**
by telefacsimile to: **<<OpsFax>>**
by e-mail to: **<<Opse-mail>>**

For the attention of:

<<OpsContact>>
<<OpsContactTitle>>

1.3 Any formal notice or communication required or permitted under this Agreement will be in writing and deemed sufficiently given if said notice or communication is personally delivered, sent by registered or certified mail (return receipt requested), or sent by means of e-mail or tested telefacsimile to the party to whom the notice is to be given. Any notice or communication which is delivered in person or sent by means of e-mail or tested telefacsimile will be deemed to be served effective as of the date the notice or communication is delivered or sent, as applicable. Any notice or communication which is sent by registered or certified mail (return receipt requested) will be deemed to be served seven (7) days after the date it is postmarked to the addressee, postage prepaid. Notices so sent will be deemed to be received upon actual receipt by the receiving party.

1.4 Until changed by written notice, given by either party to the other, the billing addresses and numbers of the parties for the purposes of this Agreement will be as follows:

<<BILLING PARTY>>
<<Address11>>
<<Address12>>
<<ADDRESS14>>

by telephone to:	**<<BPphone>>**
by telefacsimile to:	**<<BPFax>>**
by e-mail to:	**<<BPemail>>**

For the attention of:

<<BPContact>>
<<BPContactTitle>>

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ARTICLE II PROGRAM TERMS AND HOURLY RATES

SECTION 1 – ELIGIBLE AIRCRAFT AND AIRCRAFT ENROLLMENT

1.1 HBC will provide the Owner with a Support Plus Maintenance Plan provided the Aircraft is no more than (10) years old at the time of enrollment.

1.2 HBC will provide the Owner with a Support Plus Maintenance Plan which will include options selected by the Owner that provide comprehensive parts and labor coverage for scheduled and unscheduled maintenance, including but not limited to, inspections, maintenance, troubleshooting and component replacement which is necessary to maintain the continued airworthiness of the Aircraft.

1.3 HBC and the Owner have entered into agreement as of the effective date of this Agreement and the Owner agrees to the following:

1.3.1 Aircraft Serial Number
The **<<AircraftModel>>** Aircraft bearing serial number **<<AIRCRAFTSERIALNO>>** is operated by the Owner and is the Aircraft to which the Plan applies.

1.3.2 Aircraft Starting Hours and Landings
Owner payments in accordance with Section 4 will start at **<<StartHours>>** hours total time and **<<StartLandings>>** landings.

1.3.3 Aircraft Geographical Maintenance Location
The Owner's primary area of maintenance will be **Within the Americas.**

SECTION 2 - TERM OF THE AGREEMENT

2.1 The term of this Agreement will commence on the effective date set forth at the beginning of this Agreement and will expire on the **<<60 MONTHS FROM THE EFFECTIVE DATE>>** unless terminated earlier as provided for under this Agreement.

SECTION 3 - GUARANTEED HOURLY RATE BASIS

3.1 The hourly rate guarantee is based on the Owner maintaining the Aircraft in the geographical location defined in Section 1.3.3 above and meeting the following Aircraft Utilization Assumptions and Conditions:

3.1.1 Flight hours are defined for the purpose of this Agreement as the actual number of hours flown by the Aircraft;

3.1.2 The Aircraft will operate a minimum of **240** flight hours per year, with an average of **1.0** flight hours per landing;

3.1.3 For each period of twelve (12) consecutive calendar months after the effective date of this Agreement, the Owner will pay to HBC a minimum service charge which will be based upon a minimum of **20.0** flight hours per month.

3.1.4 If the Aircraft exceeds 600 flight hours in any twelve (12) month period from the effective date, or an anniversary of the effective date, the hourly rate will be increased by 25 percent for all hours flown in excess of 600 hours in the afore mentioned twelve (12) month period.

3.1.5 If the Aircraft average flight hours to landings is less than 1.0 flight hour per landing in any twelve (12) month period from the effective date, or an anniversary of the effective date, HBC will invoice the Owner an Excess Landing Charge for each hour flown in the prior 12 month period. The hourly rate for the excess landing charges are as follows:

FLIGHT HOURS PER LANDING	EXCESS LANDING CHARGE PER HOUR (200 & 350)
1.0	$0.00
0.95	$2.55
0.90	$5.41
0.85	$8.58
0.80	$12.15
0.75	$16.21
0.70	$20.84
0.65	$26.18
0.60	$32.41
0.55	$39.79
0.50	$48.63
<0.50	As Calculated by HBC

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SECTION 4 - GUARANTEED HOURLY RATE

4.1 Subject to the conditions set forth below, HBC will guarantee the related cost of maintenance of the Aircraft, as selected by the Owner under the Plan, in consideration of the Owner paying the following amounts:

4.1.1 The hourly usage rate to be used to compute the monthly service charge pursuant to Article V Section 1 of the Agreement will be subject to the following conditions:

4.1.2 The Owner hereby agrees that from the effective date of this Agreement until expiration of the current calendar year, the base guaranteed hourly usage rate set forth below will be used by the Owner for purposes of computing the monthly service charge pursuant to Article V Section 1 of the Agreement (hereafter "Guaranteed Hourly Rate"):

Guaranteed Hourly Rate	In Warranty In Service Years 1-2	Out of Warranty In Service Years 1-2	In Service Years 3-5
US $			
Airframe	TBD	TBD	TBD
Propellers	N/A	N/A	N/A
Total Per Flight Hour	TBD	TBD	TBD

Note: 1. In Service Years shown above are calculated from the original warranty start date.

4.1.3 The Owner is responsible for payment of all additional flight hours, over and above any pre-paid flight hours, at the applicable rate for the balance of the agreement term.

4.1.4 All figures are in 2010 United States Dollars and are subject to adjustment in accordance with Section 5 below, as applicable.

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SECTION 5 - GUARANTEED HOURLY RATE ADJUSTMENTS

5.1 Change to Aircraft Configuration

5.1.1 The base Guaranteed Hourly Rate per hour defined in Section 4 above, will be subject to adjustments as follows:

5.1.2 HBC may, from the first day following any change described below which occurs during the effectivity period, adjust the base Guaranteed Hourly Rate per hour to include costs associated with installation and/or maintenance with respect to the following items:

5.1.2.1 HBC optional equipment or modifications selected by the Owner after execution of this Agreement and incorporated in the Aircraft under a HBC optional service bulletin or under HBC's direction;

5.1.2.2 Any FAA or equivalent airworthiness authority mandated generic aircraft modifications, inspections, or procedures including, but not limited to, test procedures affecting the Aircraft, but which is not specifically directed to the Hawker Beechcraft model in question.

5.1.2.3 Any change in the Aircraft Geographical Maintenance Location defined in Article II, subsection 1.3.3 above, as determined by HBC, may result in a permanent increase to the Guaranteed Hourly Rate equal to the rate differential currently in effect for that region of the world.

5.2 Economic Change Indices and Calculations

5.2.1 In addition to the adjustment to the base Guaranteed Hourly Rate pursuant to Section 5.1 above, if any, the base Guaranteed Hourly Rate will be subject to positive adjustment each calendar year following the current calendar year in accordance with the provisions outlined below. Commencing on January 1, 2011, the Guaranteed Hourly Rate per hour will be adjusted by the percentage of positive change, if any, calculated as follows:

5.2.1.1 The Guaranteed Hourly Rate Adjustment will be determined by reference to United States Government indices set forth below to account for economic fluctuation of labor and material costs in the aircraft industry.

5.2.1.2 The period during which the Guaranteed Hourly Rate Adjustment will be calculated will commence in the base month of September 2009 and will terminate in and include September of the year preceding the year in question (hereafter "Base Period").

5.2.1.3 Guaranteed Hourly Rate in the calendar year following the Base Period will be fixed at a price which is equal to the initial rate(s) referenced in Section 4 above (hereafter "Base Price") plus any adjustment, if applicable, related to Section 5.1 above plus the Guaranteed Hourly Rate Adjustment.

5.2.2 In the event the United States Government has not released indices to enable calculation of the economic fluctuation for any month preceding or including the delivery month, then said calculation will be determined by using the latest available indices released by the United States Government and adding them to the monthly arithmetic average escalation for the unknown period. The monthly arithmetic average escalation will be calculated by using the six month period immediately preceding the last indices released by United States Government.

5.2.3 The calculations described above in this Section 5.2 will be based 70% upon the index described below in Subsection 5.2.3.1 (“Labor Index”) and 30% upon the index described below in Subsection 5.2.3.2 (“Parts Index”).

5.2.3.1 Labor Index: "Employment Cost Index for wages and salaries, for private industry workers, by occupational group and industry, under the Occupational group and industry series entitled "Aircraft Manufacturing” (BLS Series ID ciu2023211000000I) in the NAICS basis publication entitled "ECI Current-Dollar Historical Listings" as published by the U.S. Department of Labor, Bureau of Labor Statistics (hereafter "ECI"); and

5.2.3.2 Parts Index: "Producer Price Indexes for the net output of selected industries and their products, not seasonally adjusted” under the Industry and product grouping entitled “Aerospace Product and Parts Mfg” (BLS (Series ID PCU3364—3364--) in the monthly periodical entitled "PPI Detailed Report" as published by the U.S. Department of Labor, Bureau of Labor Statistics (hereafter "PPI").

5.2.4 Guaranteed Hourly Rate Adjustment will be made to the Base Price for any escalation in the aforementioned labor and material indices occurring during the Base Period, according to the following formula:

$$A = \left(.70\ \frac{S - S_o}{S_o} + .30\ \frac{W - W_o}{W_o}\right) \quad X \quad \text{Base Price}$$

Where:

A	=	The total amount of Guaranteed Hourly Rate Adjustment by which the Base Price will be increased because of economic escalation.
S	=	ECI published for September of the preceding calendar year for which the new Guaranteed Hourly Rate is being calculated.
S_o	=	ECI published for the base month of September 2009.
W	=	PPI published for September of the preceding calendar year for which the new Guaranteed Hourly Rate is being calculated.
W_o	=	PPI published for the base month of September 2009.

5.2.5 In the event the U.S. Department of Labor: (i) discontinues publication of any index cited herein during the Base Period; or (ii) fails to resume publication, during the Base Period, of any index for which publication has been suspended for (24) months or more; or (iii) materially alters the basis of calculating any index cited herein during the Base Period, then in any such event, HBC will select a comparable alternate index, or indices, for adjusting the portion of the Base Price to which the replaced index applied.

5.3 Economic Adjustment Effectivity

5.3.1 Commencing on January 1, 2011 and continuing thereafter, annually on January 1st of each successive year during the term of this Agreement, the Guaranteed Hourly Rate per hour will be fixed at a price equal to the then current Guaranteed Hourly Rate as calculated in Section 4.1 above plus the Guaranteed Hourly Rate Adjustments as calculated in Section 5.2 above.

5.3.2 HBC will determine the adjustment, if any, to the hourly usage rate during the month of October of the current calendar year.

5.3.3 HBC will notify in writing the Owner of any applicable adjustment to the hourly usage rate(s) for the subsequent calendar year on or before December 1 of the current calendar year.

5.3.4 Aircraft enrolled into the Plan with pre-paid flight hours will not be subject to annual adjustment. However, the Owner will be responsible for reporting flight hours and landings on a monthly basis and

for payment of all additional flight hours, over and above the pre-paid flight hours, at the applicable adjusted rate for the balance of the agreement term.

SECTION 6 - AIRCRAFT ENROLLMENT AND COMPONENT CONDITION

6.1 At the sole discretion of HBC, the Owner will not, under any circumstances whatsoever, be entitled to any of the benefits of the Plan unless and until the following enrollment conditions as indicated **[✓]** below are met to the satisfaction of HBC:

6.1.1 **[✓]** For aircraft enrolled into the Plan upon initial delivery into service, or upon the purchase of the Aircraft from HBC resale, HBC agrees to waive compliance by the Owner with the provisions of this Section 6.1.1 and 6.1.2.

[ ] For aircraft enrolled into the Plan after initial delivery into service, the Owner, at its own cost, makes the Aircraft available to HBC at a mutually acceptable date and HBS location, to allow HBC in the presence of any representative of the Owner, to perform, at the expense of the Owner, an initial inspection and flight test of the Aircraft to determine the maintenance status of the Aircraft, and the condition and use of any and all components on the Aircraft covered under the Plan.

6.1.2 **[ ]** The Owner, at its own cost, corrects any and all deficiencies identified by HBC in any component on the Aircraft covered under the Plan to the satisfaction of HBC.

6.2 **[ ]** The Owner, at its own cost or expense, will comply with all HBC mandatory service bulletins issued prior to the effective date of this Agreement as well as all HBC recommended service bulletins issued prior to the effective date of this Agreement having a HBC specified compliance deadline. The Owner will comply with all the HBC service bulletins referred in this Section 6.2 prior to being entitled to any of the benefits of the Plan, or within the compliance deadline specified in any applicable service bulletin, unless such period or deadline is extended in writing by HBC. If the Owner fails to perform its obligations under this Section 6, HBC, at its sole and complete discretion, will have the right either to suspend any of the benefits of the Plan to which the Owner is entitled until the Owner fulfills its obligations hereunder or to terminate the Agreement in accordance with the provisions of Article V Section 2 of this Agreement.

6.3 **[ ]** In addition, the Owner will make a one-time payment to HBC for reserves of future maintenance that will occur during the term of this Agreement and for use on all time and wear limited components covered pursuant to the Plan accumulated prior to the enrollment inspection. This payment will be taken into account in any calculation of a Support Plus Bonus under Article II Section 8 of the Agreement.

[✓] For aircraft enrolled into the Plan upon initial delivery into service, or upon the purchase of the Aircraft from HBC resale, HBC agrees to waive compliance by the Owner with the provisions of this Section 6.4.

6.4 The Owner will pay the invoice of HBC in accordance with the provisions of Article V Section 1 of the Agreement.

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SECTION 7 – TRANSFER OF AGREEMENT

7.1 The Owner hereby understands and agrees as indicated **[✓]** below that:

[✓] For aircraft enrolled into the Plan, this Agreement together with the rights and/or obligations of the Owner hereunder may be assigned or transferred, in whole by the Owner provided that HBC has given its prior written consent to such assignment. HBC reserves the right to offer such transfer of the Agreement subject to subsequent owner or Owner creditworthiness and HBC's usual and customary background check and denied parties screening. In event of such a transfer, the Agreement will expire at the original expiration date set forth in Article II Section 2.1. The Owner will pay to HBC any prorated minimum flight hour payments as may be applicable up to the date of assignment.

7.2 The Owner agrees to notify HBC of any change to the Aircraft registration number in accordance with Article I Section 1.1 of the Agreement or of any pending sale or actual aircraft title transfer using Appendix E,, attached hereto.

SECTION 8 – SUPPORT Plus BONUS

8.1 At the end of the term provided for under Article II Section 2.1 of this Agreement or, upon termination of this Agreement at the request of the Owner pursuant to Article V Section 2, HBC will credit the Owner's account, a Support Plus Bonus, if any, equal to sixty-five percent (65%) of the difference between the total sum of all the monthly service charges and minimum flight hour charges (less an administration fee of $16.00 per flight hour), plus Support Plus enrollment charges and fees, if applicable, ,paid to HBC directly by the Owner pursuant to this Agreement and the total retail price of all the benefits provided by HBC to the Owner under the Plan. The credit will be credited to the Owner's HBC account for payment of future Support Plus Agreements or purchases from HBC, Hawker Beechcraft Parts and Distribution, ("HBP&D"), or HBS.

8.2 HBC will have sole responsibility and authority for the Support Plus Bonus calculation. To allow time for all transactions to process, HBC will start the calculation no earlier than ninety (90) days following the end of the Agreement term or termination and will provide the Owner a summary of the calculation.

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ARTICLE III COVERAGE UNDER THE PLAN

SECTION 1 – COVERED UNDER THE PLAN

The Plan will provide only the following coverage, including those as selected by the Owner and indicated [✓] below, if applicable:

1.1 [✓] Components and Consumables Coverage

1.1.1 The exchange of components and the supply of related parts and/or consumables as further defined below associated with the Aircraft, and its propellers, as selected under the plan, and other parts, components and systems which are installed on the Aircraft with respect to the Aircraft in the original configuration in which it was delivered into service by HBC to the first purchaser of the Aircraft, and as subsequently modified by HBC service bulletins, but prior to and/or excluding modifications or installations by Supplemental Type Certification (STC.) or other similar actions.

1.1.2 Avionics parts and components, and/or services will be administered and provided directly to the Owner by the respective manufacturer; however, the payment for such parts and/or services is included in the Plan.

1.1.3 All components covered pursuant to the Plan required for scheduled component removals and scheduled maintenance requirements as defined in Hawker Beechcraft Aircraft Maintenance Manual, and for unscheduled component removals.

1.1.4 All consumables covered pursuant to the Plan required for the components referred to in Section 1.1.3 above.

1.1.5 Kits or components as defined by the service bulletin required to install all HBC mandatory service bulletins covered pursuant to the Plan and issued after the effective date of this Agreement.

1.1.6 Kits or components as defined by the service bulletin required to install all HBC recommended service bulletins covered pursuant to the Plan issued after the effective date of this Agreement.

1.1.7 Replacement components covered pursuant to the Plan for HBC mandatory and recommended service bulletins installed on the Aircraft prior to the effective date of this Agreement.

1.1.8 Replacement components covered pursuant to the Plan for any of those optional service bulletins issued by HBC that are purchased and installed on the Aircraft at the Owner's expense.

1.1.9 Charges for routine freight (AAA) shipments from a HBC warehouse or a warehouse of HBC's wholly owned spare parts subsidiary, HBP&D, directly to the Owner or directly to the aircraft location, upon receipt of a valid claim under the Plan, associated with the exchange of components and the supply of related parts and/or consumables covered pursuant to the Plan.

1.2 [✓] Comprehensive Scheduled and Unscheduled Maintenance Labor Coverage

1.2.1 Flat-rate charges for labor to accomplish work such as gaining access to, inspecting, checking, or reassembly accomplished by HBC or any appropriately rated ASC facilities, as the case may be, for all scheduled and unscheduled inspection requirements covered pursuant to the Plan.

1.2.2 Flat-rate charges for labor to accomplish work such as gaining access to, inspecting, checking, troubleshooting, rigging, removing, repairing, refurbishing or overhauling, or replacing any component and related consumables accomplished by HBC or any appropriately rated ASC facility, as the case may be, for all scheduled and/or unscheduled maintenance requirements covered pursuant to the Plan.

1.2.3 Flat-rate charges for limited labor for troubleshooting accomplished by HBC or any appropriately rated ASC facility, as the case may be, for all unscheduled maintenance requirements covered pursuant to the Plan. Such troubleshooting will be limited to an additional fifteen percent (15%) of the published flat-rate labor allowance or one (1) labor hour, whichever is greater, used to remove and replace the item claimed under the Plan unless otherwise directed by HBC.

1.2.4 Flat-rate charges for limited labor for removal and replacement of wheels, tires and light bulbs. Reimbursement for such labor will be at the rate of $30 per hour or such higher rate as is established by HBC as its standard operator support labor rate and HBC's flat rates in effect at that time.

1.2.5 Flat-rate charges for limited labor performed by a local repair facility to accomplish certain work when the Aircraft is Aircraft On Ground ("AOG")..

1.2.6 Labor as defined by the service bulletin required to install all HBC mandatory and recommended service bulletins covered pursuant to the Plan issued after the effective date of this Agreement.

1.2.7 Labor required to replace such components covered pursuant to the Plan for HBC mandatory and recommended service bulletins installed on the Aircraft prior to the effective date of this Agreement.

1.2.8 Labor required to replace such components covered pursuant to the Plan for any of those optional service bulletins issued by HBC that are purchased and installed on the Aircraft at the Owner's expense.

1.3 [N/A] Propeller Coverage

1.3.1 Propellers and related consumables covered pursuant to the Plan required for scheduled propeller removals, if applicable.

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SECTION 2 – EXCLUDED FROM COVERAGE UNDER THE PLAN

2.1 The Plan will not provide any coverage whatsoever for the following items:

2.1.1 Any charges for engine components and/or labor resulting from work such as, but not limited to, gaining access to, inspecting, checking, troubleshooting, rigging, engine compressor washing removing, repairing, refurbishing or overhauling, or replacing any engine component and related consumables.

2.1.2 Any charges for propellers, as applicable, or related components unless applicable coverage is selected by the Owner pursuant to this plan.

2.1.3 Any charges incurred resulting from modification, installation and/or maintenance with respect to any optional equipment or modifications incorporated in the Aircraft, equipment, outfitting or avionics modifications or installations by STC. not installed by HBC or under HBC's direction, or other similar actions incorporated in the Aircraft by the Owner.

2.1.4 All charges for any and all labor performed by the Owner, and/or all charges for any and all labor, if selected under the Plan, performed by, or on behalf of, the Owner which are: (i) labor overtime and/or premium charges, or (ii) beyond allowed flat-rate labor charges and/or a reasonable number of hours, or (iii) labor charges beyond a reasonable value as covered pursuant to the Plan and authorized and/or directed by HBC for the maintenance task performed, or (iv) discretionary inspection or removal at the direction of the Owner, or (v) preparation of the Aircraft for maintenance, cleaning, handling or towing, or (vi) routine labor as defined pursuant to the Plan.

2.1.5 All charges incurred in rendering services pursuant to the Plan at the express request of the Owner at locations other than a HBC or any ASC facility for all types of tooling fees, hangar fees or any related airport fees, or travel-related expenses including, but not limited to, travel, living and lodging expenses related to AOG repairs. Such expenses will be the responsibility of the Owner and will be paid by the Owner, or if paid by HBC, in its own discretion, reimbursed by the Owner to HBC in accordance with the payment provisions of this Agreement. The limitation set forth above does not apply to travel-related expenses incurred in connection with normal customer support services which are provided by HBC to all of its customers without charge.

2.1.6 All charges for all types of consumable or expendable used by the Owner in performing servicing of the Aircraft, engines including, without limitation fuel, lubrication oil, hydraulic oil, de-ice or anti-ice fluids, water or waste systems, oxygen, nitrogen, general inspection and condition, cleaning and preflight or post flight inspections and any other maintenance activity similar in nature.

2.1.7 All charges for all types of repairs or services not performed in accordance with the then current requirements of FAA ADs, HBC mandatory or recommended Service Bulletins, and FAA-Approved Manuals, and any other HBC and HBC-vendor's written instructions pertaining to inspection, maintenance or operation including, but not limited to, repairs, service or inspections which are not recommended or required by the manufacturer of the Aircraft, its engines or vendors of other parts, components or systems installed on the Aircraft.

2.1.8 Any charges incurred for inspections, or the replacement and/or recertification of a component that remains serviceable, but is returned due to periodic recertification requirements of any appropriate Airworthiness Authorities or resulting from additional requirements beyond Federal Aviation Administration or equivalent Airworthiness Authority operational requirements.

2.1.9 All charges for all types of maintenance and/or repair of equipment not installed on the Aircraft by HBC or under the direction of HBC, or any Customer Furnished Equipment (CFE) including, but not limited to, first aid kits, life raft survival kits and/or MedAire International kits.

2.1.10 All charges for all types of maintenance and/or repairs resulting from exceeding any Aircraft and/or engine operating limitation unless the exceedence is caused by a confirmed Aircraft component malfunction.

2.1.11 All charges for all types of additional maintenance resulting from exceeding any Aircraft inspection time limitation or performed outside of the inspection tolerance.

2.1.12 Any charges incurred resulting from any damages to a component arising from or attributable directly or indirectly to repairs, service and/or inspections and subsequent testing and/or recertification of equipment due to (1) abuse, (2) accident, (3) negligence, (4) foreign object damage or contamination, (5) subsequent or consequential damage, (6) environmentally induced corrosion or erosion, (7) force majeure such as, but not limited to, environmentally induced turbulence, hurricanes, lightning, rain, hail, wind and tornado, (8) theft, (9) acts of war and/or civil disturbance, (10) an event covered by an insurance policy, (11) labor strikes (12) failure to comply with FAA ADs, HBC mandatory or recommended Service Bulletins to the extent incorporation is required under the Plan, and/or FAA-Approved Manuals, and/or any other HBC-vendor's written instructions pertaining to inspection, maintenance and/or operations or any other causes whatsoever whether similar to those hereinbefore mentioned or of a different nature beyond the reasonable control and without the fault or negligence of the Owner.

2.1.13 Any charges incurred resulting from any damages to a component arising from or attributable directly or indirectly to any abuse by the Owner or any third party, whether or not under the control of the Owner.

2.1.14 Any costs arising from or attributable directly or indirectly to the Owner's customized modifications and installations, and/or modifications and installations.

2.1.15 Any costs, unless directed by HBC, for labor, if applicable under the Plan, performed with the intent to repair, rectify or troubleshoot any unconfirmed condition or component discrepancy which results in a Fault not Found conclusion.

2.1.16 Any costs, unless directed by HBC, incurred for any component returned by the Owner to HBC, when Fault not Found determination is rendered upon investigation by HBC or any vendor designated by HBC.

2.1.17 Any costs incurred for restocking and/or recertification for any component requested and returned by the Owner to HBC because the component was not required and/or installed.

2.1.18 All costs for a component arising from use of a new component when exchange components were available or repair of the component was feasible, except in the event an AOG situation exists.

2.1.19 Any attaching parts including, without limitation, standard aircraft hardware which can be used more than once and is generally available from sources other than HBC.

2.1.20 Any discretionary removal of a component.

2.1.21 Except as otherwise provided in Section 1.1.8 above, any optional service bulletins issued by HBC or any service bulletins issued by anyone other than HBC.

2.1.22 Any service bulletin issued prior to enrollment and service bulletins previously offered at no charge to the Owner for which the Owner has exceeded the deadline specified by HBC and/or its vendors for ordering or installing the related components or kits.

2.1.23 The provisioning of spare parts by HBC at the Owner's facility or base of operation.

2.1.24 The supply or replacement of any protective coverings, loose equipment, tooling or the purchase or rental of any ground support equipment.

2.1.25 Any flight test expenses and any fuel for any reason whatsoever.

2.1.26 Theft or misplaced components.

2.1.27 Any costs associated with non approved parts.

2.1.28 Any charges for replacement aircraft or aircraft charter for any losses or damages for or arising out of any loss of use of any aircraft covered by the Plan.

2.1.29 Any Fixed Base Owner's or other service provider’s fees including, but not limited to, ramp fees, hangar fees or any related airport fees.

2.1.30 Any costs specifically excluded pursuant to the provisions of this Agreement or to be specifically paid by the Owner in addition to the monthly service charge to be paid pursuant to the provisions of this Agreement including, without limitation, costs for transportation, insurance, packing, storage, taxes, etc.

2.1.31 Notwithstanding the provisions of Section 1.1.9 above, any charges for expedited shipping or costs in excess of charges for routine freight shipments associated with the exchange of components and the supply of related parts and/or consumables covered pursuant to the Plan from a HBC or HBP&D warehouse to the Owner, or any and all charges for the shipment of such items from the Owner to a HBC or HBP&D warehouse.

2.1.32 Any charges for maintenance and/or repairs to interior/exterior furnishings and appearance items such as paint, upholstery and trim, or cleaning, washing and polishing or daily turn around service items such as, but not limited to, cleaning, stocking and servicing of the Aircraft.

2.2 Subject to the provisions of Section 2.1 above, HBC may, in its sole and absolute discretion, on an exceptional basis, provide coverage for any part not covered by the Plan pursuant to the provisions of this Agreement, provided that the Owner understands and agrees that HBC may provide such exceptional coverage without any commitment, obligation or liability for similar other coverage in the future.

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ARTICLE IV PROCEDURES UNDER THE PLAN

SECTION 1 - AIRCRAFT OPERATION, LABOR AND COMPONENT EXCHANGE

1.1 Aircraft Operation

1.1.1 During the term of this Agreement, the Owner will operate and maintain the Aircraft in accordance with the Hawker Beechcraft Corporation Airplane Flight Manual, operating manuals, the applicable maintenance and repair manuals, applicable mandatory and recommended service bulletins, and any other written instructions issued by HBC and its vendors as amended from time to time. The Owner will also comply with all the applicable requirements of appropriate Airworthiness Authorities, and/or with generally accepted practices currently followed in the general aviation industry.

1.1.2 The Owner agrees to notify HBC of any letters of investigation or notices of violation received by it from, or any self-disclosure made by it to the Airworthiness Authority in relation to maintenance services provided under this Agreement. Such notification will describe the nature of the violation and the corrective action being taken by the Owner.

1.1.3 Avionics services for the benefit of the Owner will be administered and provided directly to the Owner by the respective avionics manufacturer; however, the cost of such services is included in the Plan.

1.1.4 The Owner hereby warrants that, at all times, components exchanged under the Plan have been and/or will be utilized on the Aircraft only on the strict condition that the Aircraft has been, is and will be operated for business aircraft-type operations only.

1.1.5 With the exception of labor referenced in Article IV Section 1.7 of this Agreement, if applicable, all types of scheduled and unscheduled maintenance performed on the Owner's Aircraft pursuant to this Agreement must be accomplished to the fullest extent possible at HBC or appropriately rated ASC facilities. All claims under the Plan for maintenance and support services will be filed with HBC to the detailed task level.

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1.2 Labor Charges under the Plan

1.2.1 Charges associated with labor, as selected under the Plan, performed at HBC or appropriately rated ASC facilities to inspect, service, repair or troubleshoot any confirmed condition or component discrepancy will be the responsibility of HBC, only to the extent of the HBC flat-rate labor allowance as defined under the Plan, or authorized and/or directed by HBC for the maintenance task performed.

1.2.2 Charges for labor, if selected under the Plan, associated with troubleshooting accomplished by HBC or any appropriately rated ASC facility for unscheduled maintenance requirements covered pursuant to the Plan will be the responsibility of HBC, only to the extent of an additional fifteen percent (15%) of the published flat-rate labor allowance or one (1) labor hour, whichever is greater, used to repair or troubleshoot any confirmed condition or component discrepancy claimed under the Plan, unless otherwise directed by HBC.

1.2.3 In the event labor required for troubleshooting will exceed the fifteen percent (15%) of the published flat-rate labor allowance or one (1) labor hour, whichever is greater, used to repair or rectify the confirmed condition or component discrepancy claimed under the Plan, the Owner or the ASC, as applicable, will inform HBC and HBC will be given the opportunity to concur or propose an alternate remedy for such troubleshooting. Charges for such additional troubleshooting labor will be the responsibility of HBC, only to the extent authorized and/or directed by HBC for the maintenance task performed.

1.2.4 The Owner or the ASC, as applicable, will be responsible for any costs over and above the flat-rate labor allowance amounts that would have been charged by or to HBC in the event the Owner or ASC fails to obtain authorization from HBC prior to performing such additional troubleshooting. Unless authorized and/or directed by HBC, (i) charges for such additional troubleshooting labor accomplished by the ASC in excess of the flat-rate troubleshooting labor allowance will be the responsibility of the ASC, and such charges will not be billed to the Owner, or to HBC under the Plan; and, (ii) charges for such additional troubleshooting labor accomplished for the benefit of the Owner under Article IV Section 1.7 in excess of the flat-rate troubleshooting labor allowance will be the responsibility of the Owner.

1.3 Scheduled Component Removal

1.3.1 HBC will exchange a component and related consumables with the Owner for any component with a designated service life provided that the Owner notifies HBC or an appropriately rated ASC facility, as selected by the Owner, thirty (30) days in advance of the date for any scheduled component removal. The Owner or the ASC, as applicable, will be responsible for removing and returning any unserviceable component to HBC or any vendor or repair or overhaul facility as directed by HBC within fifteen (15) days after the receipt of a serviceable component and related consumables by the Owner.

1.3.2 If any component with a designated service life is removed from service more than fifty (50) hours or fifty (50) cycles or 1 (one) month, as applicable, prior to achieving its designated service life, HBC will send an invoice to the Owner for an amount equal to the overhaul cost per hour, cycle or month, as applicable, for the unused portion of the designated service life.

1.4 Unscheduled Component Removal

1.4.1 HBC will exchange any component and related consumables with the Owner to support any unscheduled component removal in accordance with the following conditions:

1.4.2 HBC, at its discretion, may require the Owner or the appropriately rated ASC facility to obtain prior written authorization of a HBC representative for any unscheduled component removal with a retail price in excess of $ **15,000**. HBC may, in its own discretion, send a representative to the aircraft location, at the expense of HBC to verify the condition of any unserviceable component and the cause of its failure and, if required, to authorize the removal of such component. If the Aircraft is AOG due to an unscheduled component removal, HBC will reply to the Owner's request within 24 hours of receipt of an order for the replacement component.

1.4.3 Any component and related consumables exchanged by HBC for any unscheduled component removal will be forwarded with reasonable efforts by HBC to the aircraft location within 48 hours of receipt of an order for the replacement component.

1.4.4 Notwithstanding the provisions of Section 1.3.1 above, HBC at its option and for purely economic reasons, may require the Owner to refurbish on site any unserviceable component. In such event, HBC will supply those parts and consumables required for such component refurbishment.

1.5 Mandatory or Recommended Service Bulletins

1.5.1 HBC will provide, upon acceptance of a valid claim, coverage for all kits or components required for HBC mandatory or recommended service bulletins, provided that the Owner incorporates such service bulletins within the specified compliance deadline stated in the said service bulletins, if applicable, unless such period or deadline is extended in writing by HBC.

1.5.2 HBC will retain the right to impose a time limitation for coverage of labor or any component and/or kit to be provided under the Plan pursuant to Article III Section 1.1.5 or 1.1.6 of this Agreement. Notwithstanding any other provision to the contrary in this Agreement, upon expiration of any time limitation determined by HBC for compliance by the Owner with any mandatory or recommended service bulletin, the Owner will be responsible for all charges to be paid for installation and/or to acquire any component and related consumables and/or kit for such service bulletin.

1.5.3 HBC will perform or, as the case may be, cause its vendors to perform all component inspections and/or modifications specified in and in accordance with HBC mandatory or recommended service bulletins, during shop visits for unserviceable components, when such inspections and/or modifications are recommended by HBC. Notwithstanding the foregoing, HBC, at its option, may require compliance by the Owner with vendors' mandatory, alert or recommended service bulletins, and will provide coverage for any related component and/or kit to the Owner for such service bulletins. HBC in its own absolute discretion, but before any component exceeds the period of time assigned by vendors in their mandatory, alert or recommended service bulletins for compliance by the Owner, may assign a date to the Owner for the replacement of such component under the Plan.

1.6 Component Exchanged Under The Plan

1.6.1 Excluding Collins and Honeywell avionics, as applicable, all parts and components, whether used by HBC, a maintenance facility or the Owner, will have been acquired from HBC. If not acquired from HBC, HBP&D or an appropriately rated ASC facility, a financial credit will not be provided in lieu of a replacement part.

1.6.2 Excluding Collins and Honeywell avionics, as applicable, all component repairs and overhauls performed under the Plan will be the responsibility of HBC or HBP&D whether used by HBC, a maintenance facility or the Owner.

1.6.3 For any unscheduled component removal with respect to any unserviceable component with a designated service life, HBC in its sole discretion, may provide a serviceable component which is not new, but of known time since last overhaul with at least fifty percent (50%) of its designated service life remaining.

1.6.4 Any component exchanged by HBC or HBP&D with the Owner under the Plan will be for the replacement of any component installed on the Aircraft. Any component covered under the Plan will be an original component supplied by HBC or a component subsequently procured from HBC or HBP&D as a spare or replacement component.

1.6.5 The Owner will, at its own cost or expense, supply all the labor and/or material for any painting or decorative requirements of the Owner with respect to any component exchanged by HBC or HBP&D with the Owner under this Agreement resulting from any optional equipment or modifications incorporated in the Aircraft by the Owner.

1.6.6 HBC, at its own discretion, will have the right to discontinue the support of any component whose configuration has been superseded by a later configuration. In such event, HBC will provide a superseding component in lieu of the earlier configuration component. The Owner will, at its own cost or expense, ensure the superseded component's compatibility when it is not provided for by service bulletin coverage under the Plan.

1.6.7 HBC, at its own discretion, may provide a serviceable component as a no charge rental component to the Owner to replace an unserviceable component pending its repair or overhaul by HBC or any vendor designated by HBC. The Plan will provide coverage for labor and the supply of related parts and/or consumables necessary to install the serviceable no charge rental component and to reinstall the repaired or overhauled component in the Aircraft. The Owner will remove and return the serviceable no charge rental component to HBC within fifteen (15) days after the return to the Owner of the repaired or overhauled component.

1.6.8 The Owner agrees that, for any unserviceable component or consumables removed from the Aircraft by the Owner for which HBC or HBP&D has exchanged a serviceable component or consumables to the Owner under the Plan pursuant to the provisions of this Agreement, (i) if specifically requested by HBC, any unserviceable component or consumables removed by the Owner will be returned to HBC or any vendor or repair or overhaul facility designated by HBC within fifteen (15) days of removal, or (ii) if requested by HBC, the Owner will properly store any removed unserviceable component or consumables at the Owner's expense until HBC issues instructions for its disposal, or (iii) unless the Owner is specifically requested by HBC to do otherwise, unserviceable components or consumables not requested to be returned to HBC or HBP&D, as the case may be, must be held by the Owner for thirty (30) days from settlement date of the claim submitted under the Plan. If HBC has not requested the part to be returned, the Owner may scrap the part in such a manner as to render the part totally unusable.

1.6.9 The Owner will pay the full retail price of any unserviceable component or consumable not returned to HBC or any vendor or repair or overhaul facility designated by HBC within fifteen (15) days if specifically requested by HBC, or not disposed of as instructed by HBC.

1.7 AOG Repair by Local Repair Facility

1.7.1 HBC and the Owner recognize that, from time to time, it may become necessary for certain work to be performed at mutually agreeable non-HBC authorized facilities when the Aircraft is not operational due to mechanical difficulties or requires non-complex unscheduled maintenance. HBC will be informed in such event, and be given the opportunity to concur or propose an alternate remedy for an AOG situation or non-complex unscheduled maintenance requirement.

1.7.2 If labor coverage is selected under the Plan, HBC may, at its own discretion, authorize the Owner who so requests to have any unscheduled maintenance labor performed by a non-HBC Authorized local repair facility selected by the Owner, provided that the Owner establishes to the satisfaction of HBC that such local repair facility is fully licensed and approved by any appropriate Airworthiness Authority, and that the work does not require special tooling and/or expertise not in the possession of the local repair facility. The Owner will not have the right to have such repair performed before obtaining prior written authorization from HBC.

1.7.3 The Owner will, at its own cost, have such repairs done by the local repair facility authorized by HBC. The Owner will be solely responsible, to the complete exoneration of HBC for monitoring and ensuring that the repair work is correctly and satisfactorily performed by the local repair facility. The Owner will obtain a copy of the local repair facility work order, shop order, repair order, or any other similar documentation which will report events such as, but not limited to, abuse or damage to any component, modifications, repairs and maintenance as prescribed by HBC instructions and/or those of any appropriate Airworthiness Authorities. This form will be signed by an authorized representative of the local repair facility. In addition, such repair information will be accompanied by a properly completed historical component record on the form set forth in Appendix B which forms an integral part of this Agreement.

1.7.4 All maintenance at such local repair facilities must be reported to HBC within ten (10) working days from occurrence. The Owner will provide proof of its payment made to the local repair facility together with the local repair facility work order, shop order, repair order, or any other similar documentation pursuant to the provisions of Section 1.6 above within thirty (30) calendar days from the date of having such repairs accomplished. All Owner invoices for work performed at local repair facilities submitted more than sixty (60) days after the completion of the maintenance event will not be eligible for payment by HBC. All such reports and invoices must be detailed regarding the maintenance task level for parts and labor.

1.7.5 Provided that it has received all required documentation, upon acceptance of a valid claim HBC will issue to the Owner a credit for the amount of such repair labor charges. Costs associated with such labor at non-HBC authorized local facilities will be the responsibility of HBC, only to the extent that HBC would have been responsible had the work been accomplished at an appropriately rated ASC facility. The Owner will be responsible for any costs over and above the amount that would have been charged by or to HBC for like or similar work at an appropriately rated ASC facility. Such credits may be used by the Owner for future purchases of goods or services for the Aircraft from HBC.

1.7.6 The Owner hereby forever releases and discharges HBC from any obligation, liability, claim, action, or proceedings with respect to any repair work performed by a local repair facility pursuant to the foregoing provisions of this Section 1.7. Accordingly, the Owner hereby agrees to pursue any claim that it may have with respect to any repair work performed by a local repair facility solely and exclusively against such local repair facility to the complete exoneration of HBC.

1.8 Discretionary Removal

1.8.1 In the case of discretionary removal of any component, HBC will send an invoice to the Owner for an amount equal to the full retail price of the component normally charged to an aircraft owner prorated to the difference between the wear limit, tolerance or allowance specified in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions, including, without limitation, applicable Maintenance Manual or Service Bulletin, and the actual wear accumulated on such component. The Owner will pay HBC's invoice in accordance with the provisions of Article V Section 1 of this Agreement.

1.9 Discretionary Inspection

1.9.1 In the case of discretionary inspection, the Owner will be responsible for an amount equal to the full retail price of the flat rated inspection prorated to the difference between the inspection frequency required and time remaining to the required inspection period.

1.10 Fault Not Found

1.10.1 In cases of labor, if selected under the Plan, performed with the intent to repair, rectify or troubleshoot any unconfirmed condition or component discrepancy, or removal of any component returned by the Owner to HBC, occurring without the direction of HBC, which results in a Fault not Found conclusion, HBC will send an invoice to the Owner for an amount equal to the actual labor costs and/or the full retail price of the component normally charged to an aircraft owner, prorated to the difference between the wear limit, tolerance or allowance specified in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions, including, without limitation, applicable Maintenance Manual or Service Bulletin, and the actual wear accumulated on such component. The Owner will pay HBC's invoice in accordance with the provisions of Article V Section 1 of this Agreement.

1.10.2 If supporting information for a related claim is requested by HBC, the Owner agrees to respond within fifteen (15) days from the date of such request. HBC reserves the right for an additional sixty (60) days from the date of requesting supporting information to conduct an investigation by HBC or any vendor designated by HBC to settle such claim under the Plan. If the Owner has not received notification from HBC that "Fault not Found" was determined upon investigation by HBC or any vendor designated by HBC within ninety (90) days from the date of HBC's receipt of the returned component, any resulting "Fault not Found" charges to the Owner related to such claim will be waived by HBC.

1.11 Component Subject to Abuse

1.11.1 Upon determination by HBC or any vendor or repair or overhaul facility designated by HBC that any unserviceable component of the Owner has been subjected to abuse, such unserviceable component will not be eligible for an exchange under the Plan pursuant to the provisions of this Agreement. Notwithstanding any other provision in this Agreement to the contrary, in such a case, HBC will send an invoice to the Owner for an amount equal to the full retail price for any serviceable component to be supplied by HBC to the Owner, less any core credit for the unserviceable component, if applicable. The Owner will pay HBC's invoice in accordance with the provisions of Article V Section 1 of this Agreement.

1.12 Component Condition and History

1.12.1 Any unserviceable component returned to HBC or any vendor or repair or overhaul facility designated by HBC will be accompanied by a properly completed historical component record on the form set forth in Appendix B which forms an integral part of this Agreement. The card copy of this form will be attached to the unserviceable component and will at all times be kept with the unserviceable component removed by the Owner.

1.13 Aircraft Log Book

1.13.1 The Owner will properly record in the Aircraft log book all aircraft flight hours, cycles, landings, or calendar times as reasonably required by HBC for purposes of this Agreement and/or by any appropriate Airworthiness Authority. In addition, the Owner will report operating events, including abuse or damage to the Aircraft or any component, modifications, repairs and maintenance as prescribed by HBC instructions and/or those required by any appropriate Airworthiness Authority in the Aircraft log book. This information will be furnished to HBC from time to time upon reasonable request. The Owner further agrees to grant to the representative(s) of HBC access to the Aircraft and/or any component, and also to the Aircraft, auxiliary power unit and engine operation records upon the reasonable request of HBC. The Owner warrants to HBC that at all times, all information recorded in these logbooks or otherwise reported to HBC will be true and correct.

1.14 Failure to Provide Information

1.14.1 If the Owner fails to record and/or to provide to HBC any information required pursuant to the provisions of Sections 1.12 and 1.13 above to determine the Aircraft maintenance status or the maintenance and/or modification status of any unserviceable component, HBC will have the right to require that such unserviceable component be overhauled at the Owner's expense.

1.14.2 HBC will not reimburse the Owner for costs related to a claim if supporting information requested by HBC is not received from the Owner within fifteen (15) days from the date of such request and the claim is rejected due to the Owner's failure to provide such information in a timely manner.

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ARTICLE V STANDARD TERMS AND CONDITIONS

SECTION 1 - PAYMENT TERMS

1.1 From the effective date of this Agreement, and for each period of twelve (12) consecutive calendar months after the effective date of this Agreement, the Owner will pay to HBC the greater of actual aircraft flight time or a minimum service charge based upon an annual minimum of **240** flight hours. Reporting of monthly flight hours and landings and payment of monthly service charges will be provided as follows:

1.1.1 At the end of each calendar month, the Owner will report total aircraft utilization within six (6) calendar days by using the HBC on-line Report Flight Hour form located at ***http://www.hawkerbeechcraft.com/*** under Service and Support/Support Programs. In the event the access to the on-line report form is unavailable, monthly aircraft utilization may be submitted to HBC using the Support+ Monthly Status Reporting Card, a copy of which is attached hereto as Appendix C; and,

1.1.2 In the event no aircraft flight time is logged during any calendar month, the Owner will report total utilization for each calendar month in the normal reporting manner specified in Section 1.1.1 above.

1.1.3 Upon receipt of an invoice from HBC, all payments will be made in full by the Owner to an account designated by HBC. Terms of payment are net thirty (30) days from the date of the invoice for accounts in good credit standing with HBC and its subsidiaries. Such funds must be received by HBC within thirty (30) days of the date set forth on the invoice.

1.2 If payment to HBC specified in Section 1.1.3 above for the preceding month is not received by HBC within thirty days of the date set forth on the invoice interest will be charged at an interest rate of one and one-half percent (1 ½ %) per month on any unpaid balance.

1.3 In the absence of the on line or printed Support+ Monthly Status Reporting Card, HBC will invoice the Owner an amount based on the minimum required flight hours multiplied by the Guaranteed Hourly Rate.

1.4 **Without limiting any of the foregoing provisions, should the Owner fail to supply the monthly utilization on line or printed Support+ Monthly Status Reporting Card or in the event that the Owner is in arrears in paying any invoice issued by HBC or HBP&D for any goods or services provided to the Owner by HBC or HBP&D for the Aircraft outside the boundaries of this Agreement, any benefits to be provided under the Plan or Agreement will, at the option of HBC, either i) be suspended for as long as payment from the Owner is not received by HBC or ii) be paid in full cash on delivery (C.O.D.) by the Owner. In addition, but without prejudice and under reserve of any other rights or recourses that HBC may legally have, HBC will have the right to terminate this Agreement in accordance with the provisions set forth in Article V Section 2. If the Owner fails to make payment to HBC in accordance with any of the provisions set forth in this Agreement, the Owner hereby agrees to be liable and to pay for all reasonable attorney's fees, expenses and costs incurred by HBC in seeking recovery of any amount which the Owner has failed to pay to HBC in accordance with the provisions of this Agreement.**

1.5 All amounts quoted and/or payable under or pursuant to this Agreement will be in the legal currency of the United States of America.

SECTION 2 - TERMINATION

2.1 At the request of the Owner, this Agreement may be terminated at any time before the expiration of the term of this Agreement provided

2.1.1 that either all applicable monthly service charges, flight hour charges, fees and Support Plus enrollment charges and fees, if applicable, paid by or for the benefit of the Owner to HBC on the termination date will not be less than the total retail price of all the benefits provided by HBC to the Owner or in the event that there is a deficit the, the Owner will pay any such deficit to HBC on such termination date, and

2.1.2 any other amounts charged by HBC to the Owner pursuant to this Agreement will be paid by the Owner on such termination date.

2.2 HBC may, at any time, terminate this Agreement immediately on the day on which HBC sends a written notice of termination to the Owner in the event that:

2.2.1 the Owner has failed to perform any of its obligations under this Agreement and has not cured or remedied such failure to the reasonable satisfaction of HBC within a period of thirty (30) consecutive calendar days (five (5) days for nonpayment) after having been previously notified in writing by HBC to do so within such grace period; or

2.2.2 the Aircraft has been substantially damaged beyond economic repair; or

2.2.3 the Owner has filed a voluntary petition in bankruptcy; or

2.2.4 proceedings in bankruptcy have been instituted against the Owner and have not been dismissed within a period of thirty (30) calendar days thereafter; or

2.2.5 a Court of competent jurisdiction has taken and retained jurisdiction over the assets of the Owner for a period of at least thirty (30) calendar days; or

2.2.6 a receiver has been appointed with respect to the property of the Owner by a Court of competent jurisdiction and has not been discharged within a period of thirty (30) calendar days thereafter; or

2.2.7 the Owner has become insolvent or has suspended business; or

2.2.8 the Owner has made an assignment for the benefit of its creditors; or

2.2.9 the Owner no longer operates the Aircraft.

In the event of any termination of this Agreement pursuant to the provisions of this Section 2.2, the Owner will remain liable to the date of termination to pay to HBC any deficit between the total sum of all the monthly service charges and minimum flight hour charges (less administrative fees), plus Support Plus enrollment charges and fees, if applicable, paid to HBC by or for the benefit of the Owner pursuant to this Agreement and the total retail price of all the benefits provided by HBC to the Owner under the Plan. In the event of such termination of this Agreement pursuant to the provisions of this Section 2.2, the Owner will remain liable for any applicable manufacturer's maintenance service program applicable to each engine installed in the Aircraft. In such event, the Owner will remain liable to pay the applicable manufacturer's maintenance service program monthly service charges or to terminate such maintenance service program under the maintenance service agreement's termination provisions.

SECTION 3 - TITLE AND RISK OF LOSS

3.1 HBC and the Owner warrants to each other that, for any component that is exchanged under the Plan, each party has, upon delivery of the component pursuant to Article IV Sections 1.3 or 1.4, as applicable, title to it free and clear of any and all mortgages, liens, charges, encumbrances or security interests whatsoever.

3.2 When a component exchanged under the Plan is shipped directly from HBC to the Owner, title to and risk of loss of or damage to a "direct shipped " component exchanged under the Plan by HBC to the Owner will be transferred from HBC to the Owner upon delivery of the component EXW (Incoterms 2000) at HBC's Warehouse. Each party will, when required, deliver to the other all documents that are necessary to transfer title and to establish the actual release of all mortgages, liens, charges, encumbrances or security interests whatsoever.

3.3 Title to and risk of loss of or damage to any component exchanged under the Plan by the Owner to HBC will be transferred from the Owner to HBC upon delivery of the component EXW (Incoterms 2000) at HBC's Warehouse. Each party will, when required, deliver to the other all documents that are necessary to transfer title and to establish the actual release of all mortgages, liens, charges, encumbrances or security interests whatsoever.

SECTION 4 - CHARGES AND TAXES

4.1 Excluding charges for routine freight provided in Article III Section 1.1.9 above, any and all handling, packing, crating, transportation, taxes, insurance or storage costs and any and all other costs incurred by HBC for purposes of the Plan are not included in the Guaranteed Hourly Rate and will be paid by the Owner, or if paid by HBC such charges will be reimbursed by the Owner to HBC, in accordance with the provisions of Article V Section 1 of this Agreement.

4.2 The Owner or ASC will, at its own cost or expense, adequately pack and crate for shipment any and all components to be returned to HBC under the Plan.

4.3 The Owner will be responsible to obtain, at its own cost, all permits, licenses, clearances or documents for the import or export of any component exchanged under the Plan.

4.4 Any and all monthly service charges and any and all other amounts to be paid or refunded by the Owner to HBC pursuant to this Agreement will not include any sales, use, personal property, excise, consumption, goods and services, value added or any similar or any other taxes, duties, or assessments, including interest and penalties thereon, which may be levied, assessed or imposed by any governmental authority or agency on or as a result of this Agreement or the Plan or the Aircraft itself or any transaction under the Plan, or any other matters or things covered the Plan, to the extent imposed by law on HBC, or the Owner, as the case may be. The Owner will pay any such tax, duty or assessment, including interest and penalties thereon. HBC will notify the Owner of any such tax, duty or assessment, including interest and penalties thereon, that any governmental authority or agency is seeking to collect from HBC and the Owner agrees to promptly, but in no event later than ten (10) calendar days after receiving such notice, pay same directly to said governmental authority or agency, or to reimburse HBC for said tax, duty or assessment, including interest and penalties thereon, or to assume the defense against imposition thereof at its sole cost and expense, and to hold HBC harmless from such imposition. If the Owner does not make timely payment directly to said governmental authority or agency or timely defense, HBC may, at its own discretion, pay the asserted tax, duty or assessment, including interest and penalties thereon, and the Owner will thereupon reimburse HBC for any such payment and all reasonable costs and expenses incurred by HBC in accordance with the provisions of Article V Section 1 of this Agreement.

SECTION 5 - EXCUSABLE DELAY AND NONPERFORMANCE

5.1 The parties to the Agreement will be excused for failures and delays in performance of their respective obligations under this Agreement when the failure or delay is due to force majeure, including but not limited to, any enemy or war, whether declared or undeclared; civil commotion, insurrection, riot, embargo; or any legislation, act, order, directive, proclamation or regulation of any governmental or other duly constituted authority; or by labor strike, lock-out, walk-out, slow-down, or other labor trouble or industrial disturbance; acts of God or fire, explosion, earthquake, lightning, flood, drought, windstorm or other action of the elements, or other catastrophe or accident, epidemic or quarantine restrictions; or lack or shortage or delay in delivery of supplies, materials, accessories, equipment, tools or parts, delay or failure of subcontractors or suppliers for any reason whatsoever including mechanical breakdown, delay or failure of carriers; or other cause beyond the reasonable control of the affected party. This provision will not, however, release such party from using reasonable efforts to avoid or remove such causes, nor will it excuse or release such party from the payment of the compensation accrued under the terms of this Agreement prior to any of the above mentioned failures or delays in performance. Any party claiming such an excuse or delay for nonperformance will give prompt notice of the event or events to the other party.

5.2 In the event of any delay on the part of HBC in the performance of any of its obligations under the Plan pursuant to the provisions of this Agreement due, indirectly or directly, to force majeure, or any other cause whatsoever, whether similar to those mentioned herein or of a different nature but beyond the control or without the negligence of HBC, HBC will not be responsible for any such delay and the time fixed or required for the performance of any obligation or responsibility in this Agreement will, at the option of HBC be extended for a period equal to the period during which any such cause and effects thereof persist.

SECTION 6 - WARRANTY

6.1 Nothing in this Agreement will be construed to add, vary, modify, restrict, diminish, delete or cancel the warranty provided by HBC for the Aircraft under the Hawker Beechcraft Corporation aircraft Purchase Agreement, if the Owner is entitled to the benefit of such warranty on the effective date of this Agreement.

6.2 Nothing in this Agreement will be construed to add, vary, modify, restrict, diminish, delete or cancel the warranty provided by HBP&D under the HBP&D Part Limited Warranty for parts and components acquired from HBP&D, whether used by HBC, a maintenance facility or the Owner, if the Owner is entitled to the benefit of such warranty during the term of this Agreement.

6.3 If the Aircraft or a component is entitled to the benefit of both this Agreement and a warranty referenced in Section 6.1 and 6.2 above or a warranty provided by a component manufacturer, as applicable, the applicable warranty provisions will control and satisfy any obligations before this agreement is effective.

6.4 The Owner acknowledges and agrees that all repairs and maintenance work under this Agreement will not be performed by HBC. The maintenance provider will provide all warranties relating to maintenance and repair work performed and HBC will not be liable for nor extend any warranty for the services performed by the maintenance provider.

6.5 THE OWNER HEREBY WAIVES ALL WARRANTIES, OBLIGATIONS, OR LIABILITIES, EXPRESSED OR IMPLIED ARISING BY LAW, IN CONTRACT OR IN TORT, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS OR OTHERWISE OR ANY IMPLIED CONDITION, AND ANY OTHER OBLIGATION OR LIABILITY ON THE PART OF HBC TO ANYONE OF ANY NATURE WHATSOEVER BY REASON OF THE OBLIGATIONS CREATED PURSUANT TO THIS AGREEMENT.

6.6 The obligations and liabilities of HBC contained in this Article V Section 6 have been expressed, discussed, understood and agreed to between the Owner and HBC.

SECTION 7 - LIMITATION OF LIABILITY

7.1 HBC WILL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL, MULTIPLE AND/OR PUNITIVE DAMAGES OF ANY KIND OR NATURE UNDER ANY CIRCUMSTANCES WHATSOEVER AND HOWSOEVER CAUSED, NOR FOR ANY LOSSES OR DAMAGES FOR OR ARISING OUT OF ANY LACK OR LOSS OF USE OF ANY AIRCRAFT OR ANY COMPONENT AND RELATED CONSUMABLES EXCHANGED OR NO CHARGE RENTAL COMPONENTS PROVIDED UNDER THE PLAN OR THIS AGREEMENT FOR ANY REASON WHATSOEVER.

SECTION 8 - SUPPORT SERVICES UNDER THE PLAN

8.1 The Owner hereby understands and agrees that:

8.1.1 support services provided under the Plan pursuant to the provisions of this Agreement may, with respect to the Aircraft, be performed, at any time and from time to time, by HBC or appropriately rated ASC facilities as HBC may in its own discretion decide and appoint; and,

8.1.2 where an ASC facility is appointed by HBC pursuant to the provisions of an Authorized Service Center Agreement, then the ASC will only have the power to exercise those rights or perform those obligations which the terms and conditions of the Agreement specifically provided to be exercised or performed by HBC.

SECTION 9 - WAIVER

9.1 The failure of either party at any time to require performance by the other party of any provision of this Agreement will not affect the right to require such performance at any time thereafter, and the waiver by either party of a breach of any provision of such Agreement will not constitute a waiver of any succeeding breach of the same.

SECTION 10 - APPLICABLE LAW AND DISPUTES

10.1 It is expressly understood and agreed that this Agreement will be interpreted according to and governed by the laws of the State of Kansas, U.S.A. as to all matters hereunder.

10.2 The parties agree that the United Nations Convention on Contracts for the International Sale of Goods will not apply to this Agreement.

10.3 In the event of a dispute, at least one senior officer of each party will, prior to initiation of any legal proceedings, discuss the basis and nature of the dispute and identify the desired remedy(ies), and seek to resolve the dispute. Should such discussions not be successful in resolving the dispute within thirty (30) calendar days, the parties may, subject to mutual agreement, engage a mediator or other third party to aide the parties in resolving the dispute within the succeeding thirty (30) calendar days. Should both of these means to resolve the dispute fail, then, and only then, may litigation be pursued by either party. Any proceeding conducted in accordance with this Section 10 will be governed by the laws of the State of Kansas, without giving effect to its internal principles of conflict of laws.

10.4 EACH OF THE PARTIES HEREBY KNOWINGLY, VOLUNTARILY AND INTENTIONALLY AGREES THAT ANY ACTIONS OF PROCEEDINGS ARISING DIRECTLY OR INDIRECTLY IN CONNECTION WITH, OUT OF, RELATED TO OR FROM THIS AGREEMENT SHALL BE LITIGATED EXCLUSIVELY IN FEDERAL COURT HAVING SITUS WITHIN THE UNITED STATES OF AMERICA, STATE OF KANSAS. EACH OF THE PARTIES HEREBY IRREVOCABLY CONSENTS AND SUBMITS TO THE EXCLUSIVE JURISDICTION AND VENUE OF THE FEDERAL COURT LOCATED IN WICHITA, KANSAS.

SECTION 11 - APPENDICES

11.1 All appendices attached hereto are by this reference made a part of this Agreement. All appendices will automatically become void and be without further force or effect upon termination or expiration of this Agreement.

SECTION 12 - HEADINGS

The headings of the sections in this Agreement are inserted for convenience of reference only, are not part of this Agreement, and will not in any way affect the interpretation of this Agreement.

SECTION 13 - ENTIRE AGREEMENT

13.1 This Agreement and the matters referred to herein constitute the entire agreement between HBC and the Owner and will supersede and cancel all prior negotiations, representations, alleged warranties, statements, letters, acceptances, contracts, agreements, and communications, whether oral or written, between HBC and the Owner concerning all matters covered herein. No agreement or understanding varying the terms and conditions of this Agreement will have any affect unless it is in writing and signed on behalf of each party by its duly authorized representative. In the event of any inconsistency between this Agreement and any of the Appendices, the provisions of this Agreement will prevail.

IN WITNESS WHEREOF, the Owner and HBC have agreed to and accepted the terms and conditions set forth in this Agreement and the Appendices attached hereto, and caused the same to be approved and executed by their duly authorized representatives.

Signed by
for and on behalf of
HAWKER BEECHCRAFT CORPORATION

}By .....

}Name .....

}Title .....

"HBC"

<u>NOTE:</u> IN SIGNING THIS AGREEMENT THE OWNER ACKNOWLEDGES AND AGREES THAT: (A) THIS AGREEMENT WILL AUTOMATICALLY EXPIRE ON THE <u><<60 MONTHS AFTER THE EFFECTIVE DATE>></u> AS SPECIFIED ABOVE IN ARTICLE II SECTION 2.1; (B) THE OWNER'S SUPPORT PLUS PLAN IS NOT PERMANENT AND MAY BE REVOKED OR TERMINATED PRIOR TO THE AFORESAID DATE FOR ANY OF THE REASONS SPECIFIED IN ARTICLE V SECTION 2, AND (C) THIS AGREEMENT DOES NOT CREATE OR VEST ANY LEGAL RIGHTS FOR OR IN THE OWNER WHICH ARE RENEWABLE, CONTINUOUS, LASTING, PERMANENT OR IRREVOCABLE IN NATURE OR SCOPE.

Signed by
for and on behalf of
<<HBC OWNER>>

}By .....

}Name .....

}Title .....

"the Owner"

APPENDIX A

SECTION 1 - DEFINITIONS

The following words or expressions, when used in this Agreement or in connection with the Plan, will have the meaning given to them below:

1.1 ABUSE

(a) The failure by the Owner to perform the proper maintenance, repair, or modification of the Aircraft, engine, propeller or any component as required by any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions including, without limitation, HBC maintenance, repair and overhaul manuals, and any appropriate Airworthiness Authorities' requirements and/or airworthiness directives; or

(b) any use, operation, testing or storage of the Aircraft, engine, propeller or any component not in accordance with accepted aircraft operation, maintenance practice or applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions; or

(c) any neglect, misuse, degradation, negligence or wrongful act or omission, unauthorized repair or modification adversely affecting the Aircraft, engine, propeller or any component; or

(d) any accident, impact or foreign object damage or contamination resulting in damage, fatigue or unusual wear to the Aircraft, engine, propeller or any component; or

(e) any operation of the Aircraft, engine, propeller or component, for any reason whatsoever, beyond the limits set forth in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions; or

(f) any improper techniques or methods of performing labor such as the failure to follow applicable requirements of appropriate HBC manuals or any appropriate Airworthiness Authority document and/or generally accepted practices currently followed in the general aviation industry, or

(g) any removal, tampering, obliteration or destroying of HBC's, or its vendor's, identification mark, name or serial number from any part or component.

1.2 AIRCRAFT

means the Hawker Beechcraft aircraft bearing the serial number as defined in Appendices to this Agreement operated by the Owner to which the Plan applies.

1.3 AIRCRAFT GEOGRAPHICAL MAINTENANCE LOCATION

means the worldwide geographical location from which Support Plus claims for inspections, heavy maintenance, parts and service originate.

1.4 AIRCRAFT PURCHASE AGREEMENT

means the Purchase Agreement between HBC and the original purchaser of the Aircraft operated by the Owner to which the Plan or this Agreement applies.

1.5 AIRWORTHINESS AUTHORITY

means the Federal Aviation Administration of the United States of America (or any successor thereof) or the equivalent regulatory authority with jurisdiction applicable to the Owner.

1.6 AIRCRAFT ON GROUND (AOG)

means the highest priority designation to process a requirement for a spare part(s) and/or maintenance action where the Aircraft is unable to continue or be returned to service until appropriate action is taken without the possibility that the item can remain inoperable and/or unserviceable within the terms of the Minimum Equipment List (MEL), if applicable.

1.7 ATTACHING PART

means any part used to attach a component to the Aircraft which can be used more than once including, without limitation, standard aircraft hardware that is generally available from sources other than HBC, but excluding a part which, by design, is specific to the Aircraft.

1.8 AUTHORIZED SERVICE CENTER OR ASC

means certain duly qualified service facilities appointed to perform support services, as appropriately rated by HBC, on behalf of HBC for the convenience of the Owner.

1.9 COMPONENT

means any self-contained part or any combination of parts, sub-assemblies or units which performs a distinctive function in any operating system installed or incorporated in the Aircraft and covered by the Plan pursuant to the provisions of this Agreement.

1.10 CONSUMABLES

means any item which, by design, is specific to HBC aircraft for any component installation or servicing and which can be used only once, but excluding readily available standard maintenance consumables, fluids and compounds, or standard aircraft hardware.

1.11 DESIGNATED SERVICE LIFE

means the serviceable life (hours/cycles/calendar time) of any component defined by maximum permitted life, service life restrictions or temporary life restrictions as listed in any applicable publications or instructions. Any component will be removed from service immediately after having achieved its designated service life in order to be overhauled, refurbished or replaced, as may be applicable. For purposes of this definition, "service life restrictions" means the point(s) in time specified by HBC and/or any of its vendors when any component will be refurbished or replaced; and "temporary life restrictions" means the point(s) in time specified by any appropriate Airworthiness Authority when any component will be overhauled, refurbished or replaced, as may be applicable.

1.12 DISCRETIONARY INSPECTION

means any premature inspection of the Aircraft or its components, at the Owner's discretion or convenience, prior to achieving the applicable inspection interval or tolerance as specified in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions including, without limitation, HBC Aircraft Maintenance Manual and/or that is not in compliance with all appropriate Airworthiness Authorities' requirements and/or airworthiness directives.

1.13 DISCRETIONARY REMOVAL

means any premature removal of a component, at the Owner's discretion or convenience, prior to achieving the applicable designated service life, wear limit, tolerance or allowance specified in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions including, without limitation, HBC Aircraft Maintenance Manual.

1.14 EAGLE SERVICE PLAN (ESP®)

means a Service Program offered and administered by Pratt & Whitney Canada Inc. for the exchange or supply of materials or labor related to the Pratt & Whitney engines installed on the Aircraft in consideration of the monthly payment of a service charge as per the terms and conditions of the ESP contract.

1.15 FAULT NOT FOUND

means labor performed with the intent to repair, rectify or troubleshoot any condition or component, or the removal of any component which is returned to HBC and/or to any vendor or repair or overhaul facility designated by HBC which, after investigation by HBC is found to be serviceable, resulting in no change or no findings confirmed due to the condition and/or component(s) which is or are within serviceable limits as per the appropriate manuals.

1.16 FLAT-RATE CHARGES

means charges for labor hour reimbursement where HBC, in its sole and absolute discretion, has established a flat-rate labor allowance that, after taking into consideration the normal requirements for accomplishing a maintenance task on the Aircraft, consists of a nominal quantity of labor hours for accomplishing such work, including labor for gaining access to, inspecting, checking, troubleshooting, removing, repairing, refurbishing or overhauling, or replacing any component and related consumables for each scheduled and/or unscheduled maintenance task covered pursuant to the Plan. Costs associated with such work by HBC or an appropriately rated ASC facility will be the responsibility of HBC, only to the extent of the HBC flat-rate labor allowance referenced above multiplied by the applicable facility's labor rate as defined under the Plan. HBC will not be responsible for any costs over and above the flat-rate labor allowance amount that would have been charged by or to HBC for like or similar work at an appropriately rated ASC facility.

1.17 GUARANTEED HOURLY RATE

means the flight hour rate established at the effective date of the agreement and includes an administration fee of $16.00 per flight hour that will not be refundable in the event of termination or expiration of this Agreement

1.18 LABOR

means the maintenance labor hours of work expended directly on the Aircraft or removed components to complete the maintenance task.

1.19 LABOR RATE

means labor charges for standard non-overtime labor hours at the facility's current posted shop rate or labor rate agreed upon by HBC for the purposes of the Plan, whichever is lower, and excluding any overtime premium and/or call-out charges.

1.20 MAINTENANCE SERVICE PLAN (MSP®)

means a Service Program offered and administered by Honeywell International for the exchange or supply of materials or labor related to the Honeywell Inc. engines or auxiliary power unit, as applicable, installed on the Owner's aircraft in consideration of the monthly payment of a service charge as per the terms and conditions of the MSP contract.

1.21 OVERHAUL

means to make any component serviceable by disassembling, inspecting, replacing, or repairing failed, damaged or worn parts of such a component including, where necessary, compliance with applicable service bulletins, if required for certification, to achieve operating or design tolerances. An overhauled component will be certified to have zero time for purpose of designated service life, unless otherwise specified.

1.22 PLAN

means the Support Plus Maintenance Plan, also otherwise known as "**Support Plus"**, offered to the Owner for the Aircraft and administered by the terms and conditions of this Agreement.

1.23 HBP&D

means Hawker Beechcraft Parts and Distribution, HBC's wholly owned subsidiary responsible for the inventory and distribution of parts, components, tooling and ground support equipment, publications and other technical data obtained from HBC.

1.24 REFURBISH OR REFURBISHMENT

means to restore or recertify any component using written procedures to allow such a component to continue to be or remain serviceable.

1.25 REPAIR

means to make any component serviceable by disassembling, inspecting, replacing, or repairing failed or damaged parts of such a component including, where necessary, compliance with applicable service bulletins, if required for certification.

1.26 ROUTINE FREIGHT

means ground and/or non-expedited shipments by common carriage associated with the exchange of components and the supply of related parts and/or consumables covered pursuant to the Plan from a HBC or HBP&D warehouse directly to the Owner or directly to the aircraft location. Such routine freight is coded by HBC as “AAA”.

1.27 ROUTINE LABOR

means labor performed by the Owner for the servicing of the Aircraft or engines including, without limitation, fuel, lubrication oil, hydraulic oil, de-ice or anti-ice fluids water/ waste, oxygen, tires, general inspection and condition, cleaning and preflight or post flight inspections and any other maintenance activity similar in nature.

1.28 SCHEDULED COMPONENT REMOVAL

means the removal of any component occurring as a result of such a component having achieved its designated service life or being within a grace period of fifty (50) hours or fifty (50) cycles or one (1) month, as applicable, from achieving its designated service life.

1.29 SCHEDULED INSPECTION

means any inspection performed at intervals defined in the current applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions as revised from time to time including, without limitation, HBC Aircraft Maintenance Manual and/or that is in compliance with all appropriate Airworthiness Authorities' requirements and/or airworthiness directives to maintain an item in a serviceable condition by systematic inspection, detection, functional and/or operational checks to ensure a satisfactory operating condition as defined by the limits, tolerances or allowances.

1.30 SERVICEABLE COMPONENT OR SERVICEABLE

means any component that is in a satisfactory operating condition as defined by the limits, tolerances or allowances set forth in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions, and/or that is in compliance with all appropriate Airworthiness Authorities' requirements and/or airworthiness directives.

1.31 TOTAL ASSURANCE PLAN (TAP®)

means a Service Program offered and administered by Williams International for the exchange or supply of materials or labor related to the Williams International engines installed on the Aircraft in consideration of the monthly payment of a service charge as per the terms and conditions of the TAP contract.

1.32 UNSCHEDULED COMPONENT REMOVAL

means the removal of any component occurring as a result of the determination, by HBC and/or any vendor designated by HBC following investigation, of the existence of a malfunction and/or discrepancy.

1.33 UNSCHEDULED INSPECTION

means any inspection to ensure a satisfactory operating condition as defined by the limits, tolerances or allowances set forth in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions, with an inspection interval not specified by an inspection interval in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions including, without limitation, HBC Aircraft Maintenance Manual and/or that is in compliance with all appropriate Airworthiness Authorities' requirements and/or airworthiness directives.

1.34 UNSCHEDULED MAINTENANCE

means any maintenance performed to restore any component to a serviceable condition occurring as a result of a confirmed malfunction and/or discrepancy.

1.35 UNSERVICEABLE COMPONENT OR UNSERVICEABLE
means any component that is not in a serviceable condition as defined by the limits, tolerances or allowances set forth in any applicable manuals, bulletins, guidelines, specifications, publications and/or written instructions, and/or that is not in compliance with all appropriate Airworthiness Authorities' requirements and/or airworthiness directives.

Unless specifically defined above, terms of art or technical terms or expressions used in this Agreement or in connection with the Plan will have the meaning ascribed to them in the Air Transport Association's ATA Common Support Data Directory or the commonly accepted meaning used for them in the general aviation industry.

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APPENDIX B

Beechcraft

Parts Information Tag

852-31847
Issued xx/xx

CUSTOMER NO: **1** R.A. NO: **2** DATE: **3**

REF/CLAIM NO: **4**

OWNER: **5** AIRCRAFT S/N: **6**

PART NO: **7** PART S/N: **8**

PART DESCRIPTION: **9** PART HOURS: **10** PART QUAN: **11**

CYCLES SINCE NEW: **12** SINCE OVERHAUL: **13**

DESCRIPTION OF CONDITION: CONDITION CODE: **14**

15

AIRWORTHINESS AUTHORITY:	SIGNATURE:
FAA/CAA/JAA/OTHER **16**	**17**

INSTRUCTIONS FOR PARTS INFORMATION TAG

1.	HBC Customer Number	Enter the number furnished by the HBP&D / Service Center.
2.	R.A. Number	No longer applicable. New Part Returns require the bar-coded form to be returned with the part to Grapevine, TX, per the green and white shipping label.
3.	Date	Enter the date that the part was removed.
4.	Ref / Claim Number	Enter the claim number that was used when entering the claim on the Web, or the claim number assigned on your paper claim if not using the Web.
5.	Owner	Enter the name of the aircraft Owner.
6.	Aircraft Serial Number	Enter the aircraft serial number.
7.	Part Number	Enter the part number.
8.	Part Serial Number	Enter the part serial number.
9.	Part Description	Enter the description of the part.
10.	Part Hours	Enter the number of hours on the part.
11.	Part Quantity	Enter the number of parts.
12.	Cycles Since New	Enter the number of cycles since new.
13.	Since Overhaul	Enter the number of cycles since overhaul.
14.	Condition/ATA Code	Enter the condition ATA code (optional)..
15.	Description of Condition	Enter the description of condition.
16.	Airworthiness Authority	Enter the airworthiness authority that has responsibility for the repair facility. FAA, CAA, JAA, etc.
17.	Signature	Signature of the technician who removed the part(s).

PARTS INFORMATION TAG (SAMPLE)

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APPENDIX C

Support+ Monthly Status Reporting Card

A/C Serial No. _____ Date of Report _____

Company _____ Phone Number _____

Reporting Month/Year _____ Reported By _____

E-mail _____ Fax _____

Aircraft Utilization:	Total Hours		Total Landings
A. At end of reporting month		F. At end of reporting month	
B. At end of previous month	-	G. At end of previous month	-
C. Total Hours for reporting month (Item A minus B)		H. Total Landings for reporting month (Item F minus G)	

* Complete this Monthly Status Card forward to:

Hawker Beechcraft Corporation
FAX: +1.316.671.3060
Phone: +1.316.676.6995
Attention: Support Plus Billing

This report may also be e-mailed to: supportplus@hawkerbeechcraft.com

This report may also be accessed and submitted on line at:
http://hawkerbeechcraft.com/service_support/support_prog/support_plus/flighthour_report.aspx

* This must be received within 6 calendar days of the end of each month even if no hours flown.

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APPENDIX D

SERVICE BULLETINS REQUIRED FOR ENROLLMENT

1. In accordance with Article II Section 6.2 of this Agreement, at the sole and complete discretion of HBC, the Owner agrees, at its own cost or expense, to incorporate the latest revision of (i) all HBC Mandatory Service Bulletins, (ii) all Recommended Service Bulletins having a specified compliance requirement prior to exceeding the compliance requirement for these types of Service Bulletins issued prior to the effective date of this Agreement as applicable to the Aircraft (iii) all Recommended Service Bulletins in the attached list prior to being entitled to any of the benefits of the Plan. Proof of compliance will be required to determine Service Bulletin incorporation. The Plan will not provided coverage for any service bulletin issued prior to enrollment and service bulletins previously offered at no charge to the Owner for which the Owner has exceeded the deadline specified by HBC and/or its vendors for ordering or installing the related components or kits.

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Hawker Beechcraft

APPENDIX E

Support+ Notification of Aircraft Sale or Registration Number change

A/C Serial No. _____ Reported By _____

Date of Notification _____ Phone Number _____

Agreement No. _____ Fax Number _____

Name on Agreement Email _____

Sold ☐ In process of sale ☐ Registration Number Change ☐

Date of Sale/Registration Number Change: _____
Hours at Sale/Registration Number Change: _____
Landings at Sale/Registration Number Change: _____

Registration Number Change from _____ to _____

Prospective/New Owner Name: _____

Address: _____

_____

_____

Phone Number: _____

Fax Number: _____

Contact Name: _____

Email Address: _____

Comments: _____

* Complete this Notification and forward to:

Hawker Beechcraft Corporation
FAX: +1.316.671.3060
Phone: +1.316.676.0448
Attention: Support Plus

This notification may also be e-mailed to: supportplus@hawkerbeechcraft.com

Service Bulletins

Warranty/Part Returns Contact List

Standard Warranty & Spare Part Warranty
Karren Gasche @ 316-676-8644 or karren_gasche@hawkerbeechcraft.com
Kay Brewster @ 316-676-7034 or kay_brewster@hawkerbeechcraft.com
Marilyn Morton @ 316-676-7282 or marilyn_morton@hawkerbeechcraft.com
Or call 800 429 5372, select 7, then ask for your Claims Administrator.

Service Bulletins –
Kathy Neukirch @ 316-676-7193 or Kathy_neukirch@hawkerbeechcraft.com

Support Plus – Domestic
Carla Walls @ 316-676-3297 or carla_walls@hawkerbeechcraft.com

International –
Jorge Tomas @ 316-676-7280 or Jorge_tomas@hawkerbeechcraft.com
Ravy Son @ 316-676-3049 or ravy_son@hawkerbeechcraft.com

Special Programs –
Donna Stewart @ 316-676-1413 or donna_stewart@hawkerbeechcraft.com

W1 Rejected Out-of-box – Parts rejected prior to first flight (can be installed, not flown)
Diana Miller @ 316-676-5815 or diana_miller@hawkerbeechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@hawkerbeechcraft.com

New Part Returns –
Diana Miller @ 316-676-5815 or diana_miller@hawkerbeechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@hawkerbeechcraft.com
Please note: these are shipped to Grapevine, TX only and can be restocked. New Part Returns cannot have been installed)

Cores –
Diana Miller @ 316-676-5815 or diana_miller@hawkerbeechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@hawkerbeechcraft.com

HBC WEB –
Shelly Riedel @ 316-676-3685 or @ 1 888 727 4344, option 3, or email michelle_riedel@hawkerbeechcraft.com

Claim Entry System Errors –
Liz Buessing @ 316-676-2713 or Elizabeth_buessing@hawkerbeechcraft.com and provide your customer number and your claim number.

Revised November 14, 2011

NEWS YOU CAN USE

Doc: 852-04-001, Revision 24

January 8, 2004

To: All Customers and Authorized Service Centers

Subject: Hawker Beechcraft Corporation (HBC) Service Documents

(Service Bulletins, Safety Communiqués, News letters, faxes, etc.)

NOTICE:
Expired HBC Service Documents WILL NOT be covered by HBC without written consent/approval by HBC Warranty PRIOR to the expiration of the Service Document. This newsletter is issued to clarify coverage of Service Documents.

If the plane has Support Plus or Supplemental Maintenance, follow the criteria listed below for HBC coverage on HBC Service Documents:

- **Support Plus:**
  Support Plus MUST be active, not expired. Support Plus covers HBC Safety Communiqués, Airworthiness Directives (AD's), Mandatory and Recommended HBC Service Bulletins when there is no warranty coverage offered in the HBC Service Document.

- **Supplemental Maintenance:**
  - Supplemental Maintenance MUST be active, not expired.
  - Supplemental Maintenance (FM8) covers HBC Mandatory Service Bulletins, HBC Safety Communiqués and AD's (except engines) when there is no warranty coverage offered in the HBC Service Document.

Remember, if the HBC Service Document offers warranty coverage and the warranty coverage has expired, NEITHER Support Plus nor Supplemental Maintenance will cover the work. It is the
responsibility of the owner and service provider to monitor timely compliance within the guidelines of the HBC Service Document.

If you have any questions regarding this News You Can Use, contact :
Barb Marcotte
316.676.3488
barb_marcotte@hawkerbeechcraft.com.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

AD's via the Internet:
http://www1.airweb.faa.gov/REGULATORY_AND _GUIDANCE_LIBRARY/RGAD.NSF/MAINFRAMENETSCAPE4X?OpenFrameSet

Please note the Service Bulletins (SB) are no this Website for 90 days only. At the conclusion of the 90 days the SB's can be found on the CD which is purchased by your facility.

Service Bulletins via the Internet:
WWW.hawkerbeechcraft.com

1. Global Service/Support
2. Left column last item is Technical Publications, select.
3. Right side, 3rd item is OSI Library, select.
4. 1st time at site register – free of charge. Request with red* must be completed.
5. Set up a password, confirm and submit.
6. After 1st time registry your previously selected password will be requested. Enter user name and password, select sign on.
7. Select open OSI Library.
8. Select Product line, either Beechcraft or Hawker at top on the left.
9. Under the Pub Number field enter the SB# only as XX-XXXX. (Please note at the bottom the Publication types are all checked. One or all can be selected.
10. On the right column you should find Search Results. The SB number should be selected by double clicking.
11. The SB should now be opened. This can be printed also.

Please call 800.429.5372 or email HBC_warranty@hawkerbeechcraft.com/ for questions or assistance. For error messages encountered during claim entry, read the SB and verify that the aircraft is within the effectivity, warranty coverage is applicable and the correct part numbers are applied. If error messages are still encountered, please call to verify that the SB is properly set up in our system.

You may see the following two errors:

1. "SB not valid for the aircraft/aircraft model." This occurs when the Aircraft Serial Number is not valid for the SB. If you're Aircraft Serial Number is listed in the effectivity, we may need to set it up for you.

2. "Part installed is not valid for SB and aircraft combination." This occurs when the part being requested on the claim is not valid or listed on the SB. Verify the part removed and installed on the SB instructions first, then call if you still need help.

Filing Service Bulletin Claims

The Service Bulletin (SB) number contains 6 numbers. The first 2 number are the ATA code affected, the last 4 numbers will be sequential numbers assigned by HBC Technical Publications. Example 32-3581.

Important data to check on the Bulletin:

1. Aircraft Serial Number or Spares Effectivity
    a. If condition of SB exists, but the aircraft serial number is not listed in the effectivity, call Technical Support for verification

2. Check the Warranty Statement – Section M
    a. Material Only
    b. Manpower Only
    c. Materials and Manpower
    d. Proration of part and/or labor
    e. None

3. How to determine what part and/or labor will be covered.
    a. Manpower – Part 1, Section F
        - This section will give you the total labor hours necessary to comply with the SB. Example – 1 person, 6 hours
    b. Material Information – Part 2, Section A
        - This section will list all parts necessary to comply with the SB and the parts the SB will cover, if applicable.

4. Filing claims against an <u>Active</u> Service Bulletin
    a. W3 – Labor and Misc. parts only (part under $500.00)
    b. W4 – Parts and Labor (parts over $500.00) Requires valid HBP&D Purchase Order number
        - If you encounter problems entering an SB claim, contact your claims administrator
        - If Repair Design Order (RDO) was issued per the SB and as required by HBC, please provide the RDO number and invoice number in your claim narrative.

5. Claims for aircraft titled to Hawker Beechcraft with HBIA Coverage should be filed against the active SB. If the SB has expired, please file either a W5 (labor/parts under $500.00) or W2 type claim (labor and parts over $500.00) and reference the SB in the claim narrative.

Hawker Beechcraft

March 26, 2007

TO: All Raytheon Aircraft Company/Hawker Beechcraft Corporation Customers

SUBJECT: Changes to the Technical Publications Web Site

As you may know, Raytheon Aircraft Company (RAC) is now Hawker Beechcraft Corporation (HBC). With this exciting new change of ownership, we are pleased to announce some major changes and enhancements to our technical publications web site.

The Beechcraft and Hawker Service Bulletin Libraries (P/N's REPS-BSBL and REPS-HSBL) are now called the HBC Online Service Information (OSI) libraries. Because of overwhelming customer requests, we have included safety communiqués and model communiqués to the OSI (P/N's OSI-H and OSI-B). The CD versions of the communiqués (CDSAFECOMM and CDMODCOMM) will continue at this time until further notice. Also included on the OSI are indexes for the service bulletins and communiqués and also, by popular demand, a more robust email notification selection. Rather than selecting Executive, Turboprop, Airliner and/or Jets, you can now select a specific model (i.e., Bonanza G36 rather than Executive and Hawker 850XP rather than Jets). Also, again by popular demand, is the enhanced spreadsheet report which now contains effectivity.

The Technical Publications web site is divided into three main sections: Service/Safety, Pilots and Maintenance/IPC. All pages include a search of available publications by part number, manual and/or model.

The Raytheon Electronic Publication System (REPS) is now called the Interactive Maintenance Library (IML). Support for the Interactive Maintenance Library is available on the Maintenance/Parts link. The libraries include the same features and manuals as REPS.

Another improvement is the single sign-on feature. This feature allows one log-in to access the Technical Publications site, Rapid and Supplier Integration Tools. You may also sign up for the Service Information E-mail Notification through your User Profile. If you were registered on the RAC technical publications web site for e-mail notification, **you will need to re-register on the HBC site to continue this notification.** Rapid registered users may use their existing username and password. Address information must be filled out to access technical information.

The pilots' page includes links to the Online Service Information (OSI) library, E-mail Notification Service, Crash, Fire & Rescue Cards, Service Information Indexes, Safety Communiqué No. 279 and video link and the Safety of Flight Information (SOFI) form.

The maintenance page includes links to the Interactive Maintenance Library support site, Online Manuals, Log of Temporary Revisions blank form and the Premier Spoiler Rigging Aid download file.

Also included are the electronic Kit Catalog, general subscription information, including change of address forms, and FAQ's.

We hope you find our new web site useful and will strive to continuously improve it. Check it out at pubs.hawkerbeechcraft.com. As always, feedback and comments are welcome by e-mailing tmdc@hawkerbeechcraft.com.

Technical Manual Distribution Center
800.796.2665 (inside US) 316.676.8238 (outside US)

New Parts & Cores

Hawker Beechcraft

NEW PART RETURN REQUIREMENTS

For your benefit we have enclosed our return policy. If it becomes necessary for you to return a component purchased from HBP&D, we will be able to respond to your claim more efficiently if you follow these guidelines:

- Requests to return components must be made within 30 days from date of shipment.
- Reports of shortage in shipment must be made within 10 days from invoice date.
- Normal handling charges are 15% ($50.00 minimum / $500.00 maximum) on stock items. Recertification charges may also be applied to the return of specific parts. All costs, including freight, will be credited in the case of a HBP&D error.
- All returns must have prior approval to return* and should be returned with all freight and custom charges prepaid. Items with prior approval will be processed in a timelier manner.
- Original documentation, which includes all CAA/FAA airworthiness documentation furnished with the original shipment, must accompany the part.
- Please reuse the original packing material/methods when possible.
- Literature items are not acceptable for return.
- Claims to the carrier should be submitted upon receipt for obvious shortage or carton damage. If it becomes necessary to submit your claim to HBP&D, a copy of your claim and/or correspondence with the carrier must be submitted.
- Statically sealed items must be returned unopened.

The following orange and black label, P/N: 902-009/1209 should be used when returning a new part return. Labels can be ordered through the Technical Material Distribution Center at +1.800.796.2665.

NEW PARTS
FOR CREDIT

FROM:

SHIP TO:

Hawker Beechcraft Parts & Dist.
Heritage Business Park
801 Industrial Boulevard
Suite 100
Grapevine, TX 76051

For return approval, please contact any HBP&D Customer Service Representative at +1.888.727.4344 or fax to +316.676.3471

Hawker Beechcraft

CORE RETURN REQUIREMENTS

In order for us to supply our next customer with an exchange item of equal quality with the documentation acceptable to regulatory authorities, we would appreciate your attention to the following core return requirements:

- Please provide a copy of the packing sheet or invoice number on which the part was purchased.
- Cores should be carefully repackaged to preclude shipping damage. Reuse the original packing material/methods where possible.
- Cores must be returned with service data documented by a licensed mechanic or authorized repair station. Use the Parts Information Tag (Form No. 852-31487) supplied herewith for the purpose. (Parts Information Tag must be filled out completely.)
- Installing agencies and repair station certification holders may identify return cores with their own approved repairable parts tag in lieu of Form No. 852-31487 provided that the same information is supplied.
- HBP&D reserves the right to return cores at customer expense and not issue core credit for cores that are BER (Beyond Economic Repair), incomplete data tags, disassembled, not like for like part number, or if the core returned exceeds normal run out condition and is going to incur charges over and above the standard overhaul.
- Cores must be returned to HBP&D within 30 days for Domestic orders/ 45 days for International orders from the date of shipment. Address labels are available through HBP&D. Please contact a HBP&D rotables representative at +1.888.727.4344.

Failure to comply with the above requirements may delay or forfeit core credit issuance.

Thank you for purchasing quality exchange parts from HBP&D.

EXCHANGE PART

FROM:

SHIP TO:

HAWKER BEECHCRAFT PARTS & DIST
370 N. WEBB ROAD
EAST DOCK
BUILDING 66
WICHITA, KS 67206

Send Direct to West Dock: Bldg. 66

P/N 902-010/1209

PROCEDURES FOR RETURNING WARRANTY PARTS TO HBC

1. If instructed by HBC or the Warranty Website to return a part, the complete part must be returned to HBC with any covers, cases, lenses, etc. All parts must be properly packed, including Electrostatic Discharge (ESD) protection, to prevent en-route shipping damage. All instruments that are cageable must be caged. All ports, lines and connectors should be appropriately capped.

2. The Warranty Notification number sheet printed from the Warranty Website upon completion of the claim must be included in the carton with the part(s). Also, a filled out Parts Information Tag (PIT), P/N 852-31847 (current revision), or your in-house version, including part hours is required and must be attached to the part. Landing gear parts and Actuators require part hours, cycles, landings and the squawk.

3. Place the Warranty Claim Shipping Label (P/N 852-31190, current revision) on the outside of the box. This ensures that the part will be delivered to the proper warranty warehouse area, and will help speed processing your claim. More than one warranty part may be packed in the same carton only if a complete listing of all parts is included in the shipment with each carton. Please do not hold up the return of warranty parts to consolidate shipments as all parts must be returned within 30 days of claim filing for domestic, and within 45 days for international ASCs. The part(s) must be shipped prepaid to HBC. All taxes, import duties, special handling freight costs and other fees are not covered by HBC warranty/special programs.

WARRANTY CLAIM

FROM:

SHIP TO: **Hawker Beechcraft Parts & Distribution**
370 N. WEBB ROAD
EAST DOCK, BLDG. 66
WICHITA, KS 67206

DELIVER TO: WEST DOCK: BLDG 66

P/N 902-008/1209

NEWS YOU CAN USE

Doc 852-03-0035
December 3, 2001

To: All Hawker Beechcraft Service Centers

Subject: Obligations of Hawker Beechcraft Service Centers - Service Center Policy Manual Section 10 New Part Return Claims

This letter serves to update and expand existing Hawker Beechcraft policies for submission and follow up on all New Part Return claims submitted for reimbursement.

NEW PART RETURNS

30 Day filing time:

- All claims must be filed with HBC no later than 30 days from the date of Invoice.
- The subject part must be received at HBC no later than 30 days from the date of approval.
  International ASC's must return their requested parts within 45 days from the date of notification to return.

10 Day filing time for shortages:

All shortages must be filed with HBC no later than 10 days from Invoice date.

Incomplete Claims:

If for some reason additional information is required to settle your claim, a request will be made specifying what information is needed. This information must be provided within fourteen (14) calendar days of the request. A second request will not be made. If no response is provided, the claim will be denied due to inadequate information.

Spares Order Cancellation Procedure:

See Spares Advisory Bulletin ADVB-03-01 issued August 28, 2001.

Proof of Deliveries:

Parts being returned to incorrect addresses or without prior approval will not be paid until part is located.

Damaged Freight:

Shipments should never be refused. The paying party is responsible for the damaged shipment. If the part shipped collect, the customer is responible to file to the freight carrier. If the part is shipped prepaid, the claim should be filed to RAPID.

NOTE: These rules will be enforced beginning February 1, 2002. That should give all centers sufficient time to reconcile their accounts and submit for any work that would fall beyond the scope as outlined above.

Carroll_Shivers@hawkerbeechcraft.com

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Doc: 852-2002, Rev. 1 July 1, 2008
Date: Original issue Jan. 3, 2002

To: Hawker Beechcraft Corporation Authorized Service Centers and Customers

Subject: NEWS YOU CAN USE – W1 (Rejected) Warranty VS New Part Return claim (2 pages)

This letter serves to update and expand existing HBC policies for submission and follow-up on all New Part Return claims submitted for reimbursement.

W1 (REJECTED) WARRANTY CLAIM VS. NEW PART RETURN CLAIM

W1 (REJECTED) OUT-OF-BOX WARRANTY CLAIM:

Note: W1 Rejected parts have no flight hours

Mis-Identified Part (for example, part is stamped with a left hand part number, but it is actually a right-hand part.)

Mis-Manufactured parts (please carefully identify)

NEW PART RETURN CLAIM

Note: New Part Returns cannot have been installed on aircraft

[Z02] Shortages in shipment (must report in **10** days)

[Z03] Kit shortages – Hawker Beechcraft

[Z04] Catalog Errors

[Z05] Ordered in Error

[Z06] Packaging Insufficient by RAPID

[Z07] Expired shelf life items

[Z09] Wrong part shipped (for example, ordered a gasket, but received a bolt.)

[Z14] Damaged in Transit - Freight damage must be filed within 10 days

Z21 and Z25 are continued on page 2

[Z21] Price Adjustment

[Z25] Improper paperwork (for example, serial number on part and paperwork do not match)

NOTE: These guidelines are issued in an effort to reduce refiles.

Thank you for your attention,

Hawker Beechcraft Corporation
Warranty Programs

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_Warranty@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

NEWS YOU CAN USE

Doc 852-03-0007 Revision/Policy Manual Revision: R14

Date: February 3, 2010

To: All Hawker Beechcraft Service Centers

Subject: Obligations of Hawker Beechcraft Service Centers - Service Center Policy Manual Section 10 New Part Return Claims

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This letter serves to notify you of the new part numbers for ordering part returns labels from Hawker Beechcraft Corporation.

Warranty/ Core Returns -Warehouse

Hawker Beechcraft Parts Div.

370 N. Webb Rd.
East Dock, Bldg. 66
Wichita, KS 67206

Labels:

Blue Exchange Core: P/N 902-010/1209
Red Warranty: P/N 902-008/1209

New Part Returns -Warehouse

Hawker Beechcraft Parts Div.

Heritage Business Park
801 Industrial Blvd. Suite 100
Grapevine, TX 76051

Label:

Orange New Part returns: P/N 902-009/1209

Labels can be ordered through the Technical Material Distribution Center:

Domestic 1.800.796.2665
International +1.316.676.8238.

To order online by the part number go to http://pubs.hawkerbeechcraft.com. Or send an e-mail to tmdc@hawkerbeechcraft.com

Just a reminder: Please be certain that the proper paperwork is attached to each part returned to Hawker Beechcraft. It is critically important to our receiving process that proper paperwork is with each part and that each part is clearly marked as a New Part return, OR as an Exchange Core OR as Warranty. Please help us speed the credit process by clearly marking each part.

Please note: Parts received without proper paperwork will be returned collect 14 days after the date of written request for information if HBC has not received the data requested. Thank you.

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail HBC_Warranty@hawkerbeechcraft.com.

Misc.

Warranty/Part Returns Contact List

Standard Warranty & Spare Part Warranty
Karren Gasche @ 316-676-8644 or karren_gasche@hawkerbeechcraft.com
Kay Brewster @ 316-676-7034 or kay_brewster@hawkerbeechcraft.com
Marilyn Morton @ 316-676-7282 or marilyn_morton@hawkerbeechcraft.com
Or call 800 429 5372, select 7, then ask for your Claims Administrator.

Service Bulletins –
Kathy Neukirch @ 316-676-7193 or Kathy_neukirch@hawkerbeechcraft.com

Support Plus – Domestic
Carla Walls @ 316-676-3297 or carla_walls@hawkerbeechcraft.com

International –
Jorge Tomas @ 316-676-7280 or Jorge_tomas@hawkerbeechcraft.com
Ravy Son @ 316-676-3049 or ravy_son@hawkerbeechcraft.com

Special Programs –
Donna Stewart @ 316-676-1413 or donna_stewart@hawkerbeechcraft.com

W1 Rejected Out-of-box – Parts rejected prior to first flight (can be installed, not flown)
Diana Miller @ 316-676-5815 or diana_miller@hawkerbeechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@hawkerbeechcraft.com

New Part Returns –
Diana Miller @ 316-676-5815 or diana_miller@hawkerbeechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@hawkerbeechcraft.com
Please note: these are shipped to Grapevine, TX only and can be restocked. New Part Returns cannot have been installed)

Cores –
Diana Miller @ 316-676-5815 or diana_miller@hawkerbeechcraft.com
Carol Venegas @ 316-676-2458 or carol_venegas@hawkerbeechcraft.com

HBC WEB –
Shelly Riedel @ 316-676-3685 or @ 1 888 727 4344, option 3, or email michelle_riedel@hawkerbeechcraft.com

Claim Entry System Errors –
Liz Buessing @ 316-676-2713 or Elizabeth_buessing@hawkerbeechcraft.com and provide your customer number and your claim number.

Revised November 14, 2011

Goodwill Claims:

Expenses that are not covered by HBC Warranty and Maintenance Programs may be submitted for Goodwill consideration if the expense has been pre-approved in writing by HBC Management.

These claims could be for labor, parts, expenses or services such as overtime, fuel, travel, out of network support, etc. and should be filed via our Warranty Website using the claim format best fitting the scenario.

The claim narrative must state the original squawk/snag that led to the work or service being done, and must reference the full name of the person approving the expenses. The claim must include any other pertinent data or approval reference numbers. A copy of all written correspondence noting the approval plus all related invoices must be emailed or faxed to HBC Warranty including the applicable HBC claim number before the claim can be reviewed for the consideration/approval process.

Please note these claims do require additional paperwork and final approval sign off so your settlement may take additional time.

Non-Warrantable Bulbs - file only if Support +/Supp Mx

(**********See ***Note information in list below) Rev 4, December 2010***

Ice Light bulbs	**WA4174-24, GE4505**
Cabin Light bulbs	**25100-1-24**
Wheel Well & Rear Bay Light bulbs	**GE303, GE3011**
Landing and Taxi Light bulbs	**4596, 4580, 36-3021-1, GE4594, GE4505, GE4587, 4587**
Navigational Lights (*see section below for 01-0771015-04), Standby Compass bulbs	**1683, A510-28V, MS25309-7512, 6839, 203529-2, W1290-28, A7512-12, A7512-24, A508-28, 628, 01-077034-04, A8623-24, L1338**
Recognition Light bulbs	**LP1982SP, 40-0003, 314557-1, 39033018-1, 130-381001-1**
Interior Reading Light bulbs	**25100-1-24, 3565-01, 303**
Post and Annunciator Light bulbs	**327, 387**
Deice Light bulbs	**A7079B24, 71744**
Rotation Beacon bulbs	**1939, A7079B24, 1924, 1939X**
Logo Light bulbs	**DA-27**
Tail Floodlight	**1982SP, 80-10-0200, 678, DA-27**
Entrance Light bulbs	**400-03, 313, 313 BULB, MS25231-313**
Emergency Light bulbs, Interior & Exterior; Storm, Emergency, Flood & Ramp Light bulbs	**101-364793-27, MS25231-316, GE303, S2805-202, 6240-99-995-3282, GE1385**
Courtesy Light bulbs, Bulkhead Spot bulbs, Illuminated Panel Light bulbs	**99-33080-11P47TL, L1022, 6838, L1330**
Map Light bulbs, Chart Light bulbs	**1495, L1021F**
Pad Light bulbs	**6240-99-995-1271**

Warrantable Lights/Bulbs can be filed under Warranty coverage (see ***Note)

*****Note: if any bulb is replaceable, the shop must replace the bulb. HBC does not pay for a light assy if a bulb would have fixed the squawk. Strobe Lights, Tubes and Bulbs Recog light if req'd 01-0770453-01**	**31-3078-1, 30-1467-5, 20333, 100-384118-13, 202331, 31-2059-5, 55-0629-1, 31-1745-1, 100-384118-14, 55-0221-1, A500A-B2B, 01-0790028-01, 01-0770453-01, 36-0270455-02, *01-0771015-04, 01-0790361-20**
Flashing Beacon Bulbs	**90033-4, 90033-6, 34-0226010-91**
Cold Cathode / Fluorescent Lights	**6900026, 6635-3602S, 25100-1-30S**
Internal Door Light bulbs	**1864- Step Light, C28926-19**
Misc Lights/Bulbs	**Gear Handle Bulb, OAT Bulb No Smoking Light Trays/Signs, ITT Bulbs, Fuel Flow Bulbs**
Fluorescent tubes and bulbs	**25-100-1-3015**
Lamp Assembly	**101-380084-1,100-380084-3**
Controller Light bulbs	**7341**
Cabin and Galley Bar Lights and bulbs	**AL1235T600B & AS1235T311B, AL1235, 998502-13, 00033300-1, S11C2.5B28LSLS, S27C2.5B28LS**

NEWS YOU CAN USE

Doc: 852-05-0022R

ASC Policy Manual Revision No. 26

Synopsis of revision: This change in procedure is to add the requirement for the paint chip(s) to be returned to HBC prior to claim settlement for all affected areas of the aircraft paint. This will assist our Quality Team and help us to provide a better quality product for our customers.

Warranty Paint / Interior Authorization

Reference: Service Center Support Policy Manual Section 10

Should the condition of the exterior paint or the interior finish appear to warrant repair, the Service Center will notify the Warranty Department at HBC, in writing, noting the areas involved and the nature of the condition. Any rework that exceeds $3,000.00 will require pictures or written detail description of the affected areas, and an estimate of the costs to repair before approval will be granted to proceed. Claims for work exceeding $3,000.00 accomplished without prior approval will result in claim denial and will not be approved for payment.

In addition, a paint chip from all affected areas of an aircraft with a peeling or flaking paint condition must be returned to your claims administrator at HBC prior to warranty settlement, referencing to both the notification number and aircraft serial number. The chip(s) must be received within 30 days of claim submittal for domestic customers and 45 days of submittal for international customers.

Paint chips should be sent direct to your Warranty Administrator at the following address:
Hawker Beechcraft Corporation
10511 E. Central
Bldg. B91, Dept. 852
Wichita, KS 67206

This change will be incorporated in the next revision of your Service Center Support Policy Manual.

Sherri Hetler
sherri_hetler@hawkerbeechcraft.com

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator.
If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

Sample

XX/XX/XXXX
852-**XX**-**XXXX**

Customer Name
Company Name
Street Address
City, State & Zip

Dear Mr. /Ms. Customer,

This letter is in response to your request concerning the condition of the paint on aircraft **XX-XXXX.**

Please proceed with the repainting of the aircraft areas as noted in the estimates on file at HBC. Upon completion, please file a warranty claim for the actual time and materials consumed, but not to exceed $**XX,XXX.00** US per the approved estimate **XXXX_XXXX** dated **X-XX-XXXX** on file at Hawker Beechcraft Corporation. A paint chip from the affected areas will be required to be forwarded to Hawker Beechcraft Corporation prior to acceptance of the submitted claim.

This work must be accomplished within 90 days of the issue date of this letter. If the work cannot be completed before the 90 day deadline, please contact your HBC warranty representative. Written approval must be issued for an extension on this letter or approval will be void.

In the event warranty consideration is required on the repainted areas of the aircraft, any adjustments will be between the customer and your facility or the facility accomplishing the repair.

Sincerely,

Name
Title
Global Customer Service & Support
Hawker Beechcraft Corporation

cc **Model Manager** – HBC Tech Support

Windows

Polarized windows exhibiting discoloration of the mid-ply may be covered under active maintenance program coverage if the window was not left in the darkened position on the ground.

Crazed windows are not covered. Crazing is caused by improper cleaning products and/or maintenance procedures. (If the aircraft is brand new, please call your Claims Administrator to discuss).

Premier windows displaying bubbles within the ply may be covered under active warranty coverage. Active maintenance may cover if warranty is expired.

Revised June, 2007

Corrosion / Erosion

May be considered if the following conditions are met:

The aircraft has low hours
The aircraft is at or prior to the first inspection
The area affected must be defined clearly

Cannot be considered:

Environmentally induced corrosion or erosion

Preventable corrosion or erosion (example: the area or part should have been lubricated or treated)

Erosion due to lack of a protective device or boot (such as a radome/nose cone boot).

Erosion or corrosion due to insufficient coating material or sealant (example: heater horn heat conductive paint erodes during flight)

TANKS - SERVICING

WARNING: FOLLOW ALL WARNINGS AND CAUTIONS GIVEN IN CHAPTER 28-00-00, AVIATION FUEL IS FLAMMABLE AND POISONOUS.

1. Servicing

A. Classification of leaks

(1) Acceptable leakage: * BILL TO TRADE - NOT COVERED

(a) Slight seepage that shows no signs of forming into drips or runs.

(2) Leakage that requires temporary rectification:

(a) Wing tanks: * MAY FILE WARR IF COVERAGE EXISTS - SEE * BOTTOM OF PAGE

- Not more than 1 drip a second, inboard of rib 8.
- Not more than 3 drips a second, outboard of rib 8.

(b) Ventral tank:

- Not more than 3 drips a second.

NOTE: Do a permanent repair at the earliest opportunity.

(3) Leakage that requires immediate permanent repair: * MAY FILE IF COVERAG EXISTS - SEE * BOTTOM OF PAGE

(a) Any leak caused by a crack or other structural damage or defect.

(b) Any leak more than those quoted in paragraph 1.A.(2).

B. Drain tank and purge of fumes - wing and ventral tanks:

Equipment/Material	Part/Item No.
Venturi exhauster	Local supply
Compressed air supply	Local supply

(1) Defuel the tank (Chapter 12 SERVICING - FUEL).

(2) Drain any residual fuel through the fuel and water drains.

(3) Remove the tank manhole cover(s) (Chapter 28 - MANHOLE COVERS AND ACCESS PANELS).

(4) Remove the filler cap. Install a suitable venturi exhauster, to which a compressed air supply can be connected.

(5) Connect the air supply, maintain a flow of air until all traces of fumes have been removed from the tank.

(6) Disconnect the air supply. Remove the exhauster. Install the filler cap.

(7) When the associated maintenance to the tank has been completed install the fuel drain and manhole cover(s) (Chapter 28, MANHOLE COVERS AND ACCESS PANELS).

* PLEASE MAP LEAK AREAS AND EMAIL OR FAX TO YOUR CLAIMS ADMINISTRATOR.

Duncan Aviation
Battle Creek
Fuel Leaks
N990HC

Right Wing Top

Class one (0)

Class two (0)

Class three (0)

Right Wing Bottom

Class one (0)

Class two (0)

Class three (0)

Total:

Right Wing Forward Spar

Found to be dry at time of inspection

Right Wing Rear Spar

Leaking from first lower bolt, INBD of speed brake actuator mount. 6hr. R&R bolt.

Access

The removal and reinstallation of panels. 10hr.

Total: 16hr.

Right Wheel Well

Right main gear trunnion mounts top and bottom are leaking.
To remove old pro-seal clean and apply new pro-seal. 20hr.

Total: 20hr.

Access

One manhole cover.

Total: 3hr.

One inner crash panel.

Total: 3hr.

Page Total: 45hr.

Duncan Aviation
Battle Creek
Fuel Leaks
N990HC

Center Wing below Fuselage

Found to be dry at time of inspection.

Total: hr.

Ventral Tank

Found to be dry at time of inspection.

Keel

Keel has leaking fasteners forward of the box, and the AFT spar lower seem on the AFT side of the box is leaking.

To remove old per-seal, clean and apply new pro-seal.

Total: 40hr.

Dorsal Tank

Found to be dry at time of inspection

Access

One AFT inboard manhole panel

Total: 3hr.

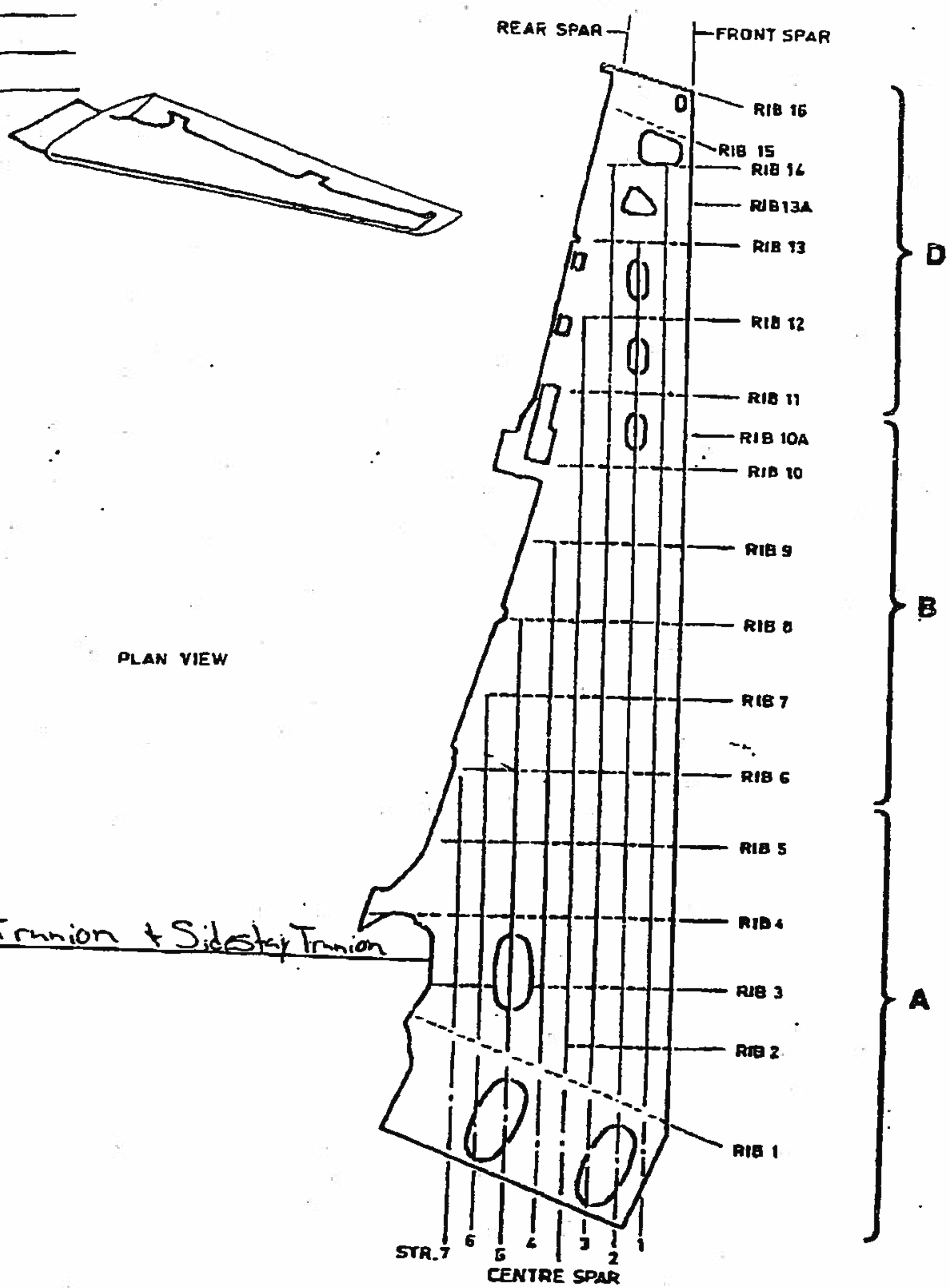
Leak Check, Fuel and Defuel

Total: 8 hrs

Page Total: 51hr.

TOTAL HOURS ESTIMATE 96hr.

PC
585107
500XP
-3-03



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Bottom Skin Assembly, Left Hand
Figure 6 (Sheet 1)