

Aerospace Group

2013

Worldwide Customer Support & Services Directory

EATON

Powering Business Worldwide

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Flying Safely and Efficiently with Eaton

At Eaton, our job is creating the world's best aerospace products and technologies for commercial, military and business aircraft. Eaton views each customer relationship as an opportunity to build on our 100-year heritage of innovation and manufacturing excellence.

Eaton's comprehensive power and conveyance systems capability provides a single source for power management. Our broad portfolio of hydraulic, fuel, pneumatic, and electrical products delivers safe, reliable

and efficient solutions for aircraft, with an emphasis on lower lifecycle costs, system integration, optimized system controls and reduced weight.

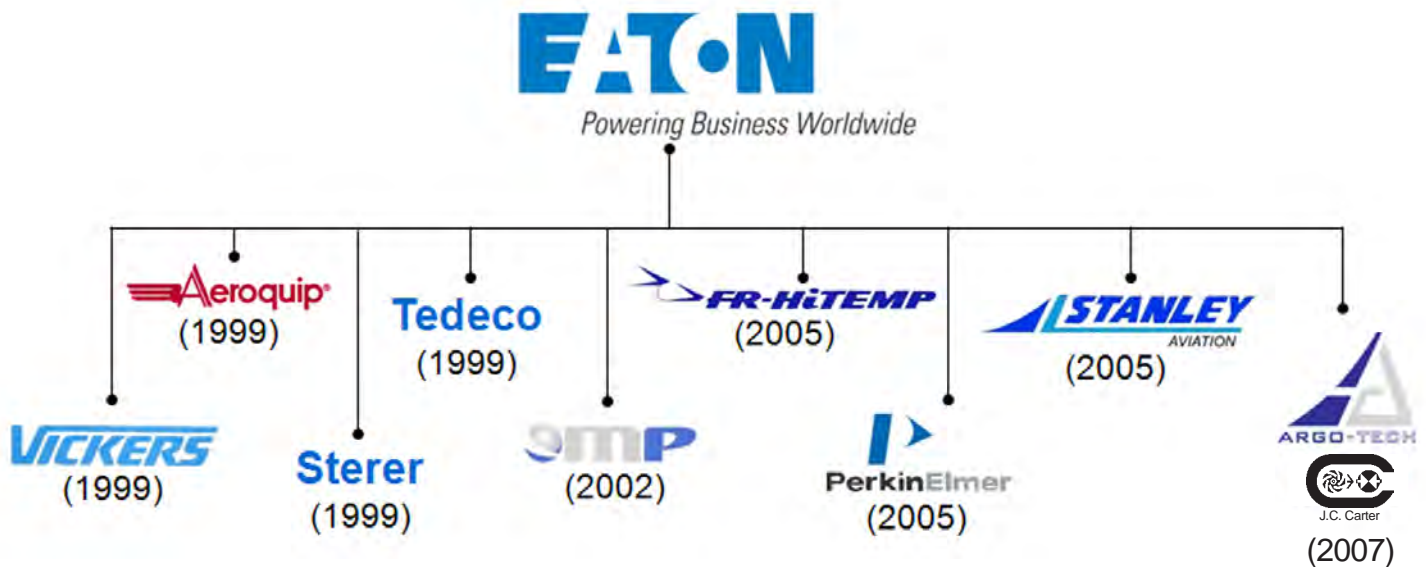
Eaton components lead the industry in reliability and can be found on virtually all major commercial and military aircraft platforms. Eaton extends its component excellence to the growing aftermarket sector along with maintenance, repair and overhaul services that optimize aircraft performance and lifecycle cost management.

Our focus on innovation is defining the future of aerospace. Eaton is pioneering the use of lighter, stronger composite materials that are improving fuel efficiency and emissions reduction. Eaton designs fuel pumps, hydrodynamic seals and debris monitoring products that are driving major advancements in jet-engine performance. And Eaton's advancements in arc-fault protection and fuel-inerting technologies are boosting aircraft safety.

Please visit Eaton at www.eaton.com/aerospace for additional information on products and services, distributors, a literature library, customer success stories and more.

Eaton's Aerospace Group Heritage

Building World Class Aerospace Systems From A Proud Heritage of Component Excellence



AOG & Emergency Contact Information

If you require support after normal business hours, please contact Eaton's 24-hour AOG Support Center via one of the following numbers:

- **U.S. & Canada: 1-440-516-6516**
- **Other International: +45 32470166**

If you experience difficulties with Eaton's 24-hour AOG Support Center, see the following backup AOG contacts listed per product family.

Direct Supply

Fuel & Motion Control Systems Division

Bedhampton, United Kingdom

Jon Cross
Ph: 44 (0) 2392 487213
After hours: 45 324 70166
Fax: 44 (0) 2392 487238
Email: JonECross@eaton.com

Euclid, Ohio

See individual contacts on page 9.
After hours: 45 324 70166

Grand Rapids, Michigan

Ph: (616) 949-1090
After hours: 45 324 70166

Inglewood, California

See individual contacts on page 9.
After hours: 45 324 70166

Irvine, California

AOG Customer Support
Ph: (949) 452 9953
After hours: 45 324 70166

Jackson, Mississippi

Jim Drea
Ph: (601) 987-3452
Email: JamesMDrea@Eaton.com
After hours: 45 324 70166

Los Angeles, California

Ph: (818) 409 0323
After hours: 45 324 70166

Distributor Based

The following distributor contacts apply for the Fluid & Electrical Distribution Division, and for Grand Rapids, Michigan and Titchfield, England of the Fuel & Motion Controls Division

Fluid & Electrical Distribution Division

Beltsville, Maryland • Bethel, Connecticut • Coignieres, France • Costa Mesa, California • Eastanolee, Georgia • Gilching, Germany • Glenolden, Pennsylvania • Jackson, Michigan • Redditch, United Kingdom • Sarasota, Florida • Serres-Castet, France • Warwick, Rhode Island

Fuel & Motion Control Systems

Grand Rapids, Michigan • Titchfield, United Kingdom

Satair USA, Inc.

3993 Tradeport Blvd.
Atlanta, GA 30354
USA
Phone: 404-675-6333
Fax: 404-675-6311
After hours AOG:
+45 324 70166
Website: www.satair.com

Satair A/S

Amager Landevej 147A
DK-2270 Kastrup
Denmark
Phone: +45 32470100
Fax: +45 32473434
After hours AOG:
+45 324 70166
Website: www.satair.com

Satair Asia, Pte Ltd

8 Loyang Link
Singapore 508897
Phone: +65 65805730
Fax: +65 6543 0737
After hours AOG:
+45 324 70166
Website: www.satair.com

Asia / Pacific

POC: Fara Jumat –
Manager Customer Support
Email: SJU@satair.com
Phone: +65 6580 5723
Fax: +65 65430737

PRC - Peoples Republic of China

POC: Ms. Jennifer Zhang –
Manager Customer Support
Email: ZYU@satair.com
Phone: +86 10 80486340
Fax: +86 10 80486599

Europe / Middle East / Africa

POC: Mette Backhausen -
Manager Customer Support
Email: MBA@satair.com
Phone: +45 3247 0261

POC: Susanne Svej - Manager

Customer Support
Email: SUS@satair.com
Phone: +45 3247 0154
Fax: +45 32470237

North, South & Central America

POC: Sandy Landrigan –
Manager Customer Support
Email: SLAN@satair.com
Phone: +1 404-675-6347
Fax: +1 404-675-6311

The following distributor information applies only to Glenolden, Pennsylvania:

Helicopter Spares (Worldwide)

HELICOPTER SUPPORT, INC.

Helicopter Support, Inc.
124 Quarry Road
Trumbull, CT 06611-4816 USA
Contact: John Baroni
Deputy Director, Regional Program
Email: custinfo@hsius.com
Phone: 203-416-4160
800-795-6051
Fax: 860-998-2261
AOG: 203-895-8464
AOG Email:
AOGHelp@HSIUS.com
Website: www.hsius.com

The following distributor information applies only to Euclid, Ohio (Fuel & Motion Control Systems Division, Argo-Tech product line):

Upsilon International Corporation

383 Van Ness Avenue, Suite 1601
Torrance, California 90501 USA
Email: uicsales@upsilonintl.com
Phone: 310-320-9455
Fax: 310-320-9580
After hours AOG: 310-212-6120

Fluid & Electrical Distribution Division

Product Examples by Location

Beltsville, Maryland

Cage Code: 15284
FAA Certificate: XEPR787K
EASA Certificate: 145.5437
CAAC Certificate: F00100437



Pneumatic Ducting



U-plex Seals™



Machined Flanges

Bethel, Connecticut

Cage Code: 02750
FAA Certificate: E1TR150N
EASA #: 145.4401



Pressure Sensors



Pressure Transducers



Pressure Switches

Coignieres, France

Cage Code: F0562
FAA Certificate: F87Y584X
EASA Certificate: FR145.513



Metal Bellows



High Pressure Accumulators



Carbon Face Seal

Costa Mesa, California

Cage Codes: 96182, 99145
& 27878
FAA Certificate: E7AR565J
EASA #: 145.5305



Electric Power Panel



LED Pushbutton Switches



Throttle Control

Eastanolee, Georgia

Cage Code: 8W928
FAA Certificate: EQOR744Y
EASA Certificate: 145.5460



Rotationally Molded Ducts



Band Clamps & Straps



Flex Joints & Ducts

Gilching, Germany

Cage Code: C2178



Rynglok™ Tube Fittings



Hose Assemblies



Ground Service Panel

Fluid & Electrical Distribution Division

Product Examples by Location

Glenolden, Pennsylvania

Cage Code: 97484

FAA Certificate #: EN0R612Y

EASA #: 145.6285

For Solenoid Valve
Products Only:

Cage Code: 16780



Chip Detectors



Zapper® & Quantitative Debris
Monitoring (QDM)® System



Chip Collectors

Irvine, California

Cage Code: ODT23



Hydrant Couplers



Refueling Nozzles



Hydrant Pit Valves

Jackson, Michigan

Cage Code: 00624



Hose Assemblies



Quick Disconnect Couplings



Flexible Fuel Ducts

Redditch, UK

Cage Code: U2569



Hose Assemblies



Flex Joints & Ducts



Quick Disconnect Couplings

Sarasota, Florida

Cage Codes: 81640 & 76374



Remote Controlled
Circuit Breakers



Power Distribution Unit



Arc-Fault® Circuit Breaker

Serres-Castet, France

Cage Code: FA9C4



Fuel Ducts



Flex Joints & Ducts



Swivel Joints

Warwick, Rhode Island

Cage Code: 77842

FAA Certificate: VJPR395K

CAAC Certificate: F00100436

EASA Certificate: EASA.145.4410



Brush Seals



Bellows Seals



Clearance Seals

Fluid & Electrical Distribution Division

Beltsville, Maryland

11642 Old Baltimore Pike
Beltsville, Maryland 20705
Ph: (301) 937 4010

The Beltsville, Maryland facility manufactures and supports products used in airframe and propulsion systems, ground based turbines and a variety of industrial applications. Products include flex joints, couplings, machined flanges, pneumatic ducting, slide joints, E-Seals™, C-Seals™, U-plex Seals™ and Micro-plex™ Seals.

Product Support Manager



Steve Graham
Ph: (301) 902 3668
SteveGraham@Eaton.com

New Orders Contact, Repairs & Warranty, Publications

Richard E. Fisher
Ph: (301) 902 3443
Fax: (301) 937 7027
RichardEFisher@Eaton.com

Bethel, Connecticut

15 Durant Ave.
Bethel, CT 06801
Ph: (203) 796 6111

The Bethel, Connecticut facility manufactures pressure switches and transducers, bonded foil strain gauges, solid state switches, flow indicators and temperature sensors.

Customer Service Representatives



Heath Cunningham
Customer Service Manager
Ph: (203) 796 6052
Fax: (203) 796 6313
HeathCunningham@Eaton.com

Ryan Benson
Customer Specialist - Airframe & Aftermarket
Ph: (203) 796 6056
Fax: (203) 796 6313
RyanBenson@Eaton.com

Warranty

Mary Ellen Oswald
Customer Specialist R&O
Ph: (203) 796 6106
Fax: (203) 796 6280
MaryEllenOswald@Eaton.com

Product Support & Publications

Doug Smith
Technical Services Manager Publications
Ph: (203) 796 6184
Fax: (203) 796 6199
DouglasCSmith@Eaton.com

Coignieres, France

2 Rue Lavoisier BP 54 78310
Coignieres, France
Ph: +33 (0) 130 69 30 00

The Coignieres, France facility manufactures dynamic seals, main shaft seals, inter-shaft seals, gearboxes, carbon face seals, segmented radial seals, brush seals, clearance seals, welded metal bellows assemblies, hydroformed metal bellows and high pressure accumulators.

Product Support, New Orders Contact, Training, Publications

Nathalie Mauguén-Pérez
Ph: +33 1 30 69 3159
NathalieMauguen-Perez@Eaton.com

Initial Provisioning is handled through our authorized distributors.

Fluid & Electrical Distribution Division

Costa Mesa, California

3184 Pullman
Costa Mesa, CA 92626
Ph: (949) 642 2427

The Costa Mesa, California facility manufactures lighted pushbutton switches, electronic subsystems and displays, integrated keyboards, panels and pilot controls.

Customer Service Representatives

Dave Roznos
Customer Service & Aftermarket Manager
Ph: (949) 722 4219
Fax: (714) 957 6178
DavidRoznos@Eaton.com

Livonia Davis
Customer Account Manager Domestic Operators & Referrals
Ph: (949) 722 4468
Fax: (714) 957 6178
LivoniaSDavis@Eaton.com

Karen Williams
Customer Service Manager Warranty & Repairs
Ph: (949) 722-4230
Fax: (714) 957 6178
KarenLWilliams@Eaton.com

Pamela Gray
Customer Account Manager Int'l Operators & Referrals
Ph: (949) 722 4451
Fax: (714) 957 6178
PamelaAGray@Eaton.com

Product Support & Warranty

Karen Williams
Customer Service Manager Warranty & Repairs
Ph: (949) 722-4230
Fax: (714) 957 6178
KarenLWilliams@Eaton.com

Patti Hager
Customer Account Manager Domestic Operators & Referrals
Ph: (949) 722 4469
Fax: (714) 957 6178
PattiHager@Eaton.com

Publications

Dave Roznos
Customer Service & Aftermarket Manager
Ph: (949) 722 4219
Fax: (714) 957 6178
DavidRoznos@Eaton.com

Eastanolee, Georgia

90 Clary Connector
Eastanolee, GA 30538
Ph: (706) 779 3351

The Eastanolee (Toccoa), Georgia facility manufactures a variety of pneumatic systems components, including V-band couplings, sheet metal and machined flanges, flex joints and ducts, band clamps and straps and rotationally molded ducts.

Technical Product Support & Repair Contacts



Jim Helgeland
Repair & Overhaul Operations Team Leader
Ph: (706) 779 7539
JamesMHelgeland@Eaton.com



Tony English
Repair & Overhaul Material Specialist & Customer Administrator
Ph: (706) 779 7581
TonyMEnglish@Eaton.com



Pam DeFoor
Customer Service Administrator
Ph: (706) 779 7513
PamEDeFoor@Eaton.com

V-Band Couplings, Clamps

Tech Support
TOCGA-TechSupport@Eaton.com

Training

Mike Jones
Ph: (706) 779 7530
Fax: (706) 779 7530
MikeWJones@Eaton.com

Gilching, Germany

Rudolf-Diesel-Straße
82205 Gilching
Germany
Ph: 49 (0) 8105 7530

The Gilching, Germany facility manufactures hose assemblies, clamps, flex fuel ducts, ECS ducts, Rynglok™ tube fitting system, flanges and hydraulic distribution systems, and performs repair and overhaul of hydraulic pumps and motors.

New Orders Contact

Andreas Loeder
Ph: 49 (0) 8105 7512
AndreasLoeder@Eaton.com

Customer Service Contact

Leigh Haywood
Ph: 49 (0) 8105 7513
LeighHaywood@Eaton.com

Technical Support

Jochen Meidlein
Ph: 49 (0) 8105 7541
JochenMeidlein@Eaton.com

Initial Provisioning is handled through our authorized distributors.

Training

Herbert Heinzinger
Ph: 49 (0) 8105 7536
HerbertHeinzinger@Eaton.com

Technical Publications

Markus Gillmeister
Ph: +49 8105 7524
Fax: +49 8105 7562
MarkusGillmeister@Eaton.com

Fluid & Electrical Distribution Division

Glenolden, Pennsylvania

24 E. Glenolden Avenue
Glenolden, Pennsylvania 19036
Ph: (610) 522 4000

The Glenolden, Pennsylvania facility manufactures and supports liquid level measuring sensors, oil debris monitoring systems, Tedeco® chip collectors, chip detectors, fillers, breathers, level indicators, Zapper® and Quantitative Debris Monitoring (QDM)® systems.

Customer Service Representatives

Pat Birch
Customer Service Manager
Ph: (610) 522 4099
Fax: (610) 522 4900
GeorgePBirch@Eaton.com

Publications

Linda Good
Ph: (610) 522 4958
Fax: (610) 522 4902
LindaMGood@Eaton.com

Repairs



Steve Albrecht
Repairs Administrator
Ph: (610) 522 4961
Fax: (610) 522 4902
StevenEAlbrecht@Eaton.com

New Order Contacts

Kristen Horne
Ph: (610) 522 4062
Fax: (610) 522 4900
KristenMHorne@Eaton.com

*Solenoid Valve Product Only
(Cage Code: 16780)*

Fran Eldridge
Ph: (610) 522 4052
Fax: (610) 522 4900
FrancesMEldridge@Eaton.com

**For repair of Solenoid Valve Products, contact:
Aero-Craft Hydraulics, Inc.**
392 North Smith Avenue
Corona, CA 92888
Ph: (951) 736 4690
Fax: (951) 736 4699

Product Support & Training

Pat Birch
Customer Service Manager
Ph: (610) 522 4099
Fax: (610) 522 4900
GeorgePBirch@Eaton.com

Warranty Contacts

Steve Albrecht
Ph: (610) 522 4961
Fax: (610) 522 4900
StevenEAlbrecht@Eaton.com

*Solenoid Valve Product Only
(Cage Code: 16780)*

Fran Eldridge
Ph: (610) 522 4052
Fax: (610) 522 4900
FrancesMEldridge@Eaton.com

Irvine, California

9650 Jeronimo Road
Irvine, California 92618
Ph: (949) 452 9500

The Irvine, California facility manufactures and supports Eaton's Carter® ground fueling products, including refueling nozzles, hydrant valves, hydrant couplers, inline and bypass pressure control valves, digital pressure control systems, breakaway couplings, unisex couplings, electronic filter water slug control valves, and bottom loading system components.

Accounts Manager/ Training



Karl Deibler
Ph: (949) 452 9924
Fax: (949) 452 9992
KarlDeibler@Eaton.com

New Orders Contact



Debby McCormick
Ph: (949) 452 9912
Fax: (949) 452 9992
DebbyMcCormick@Eaton.com

Customer Service Representatives



International Distributors
Michael Walls
Ph: (631) 742 5500
MichaelWalls@Eaton.com



North American OEMs
Peter Buffkin
Ph: (913) 586 5220
PeterBuffkin@Eaton.com

North American Distributors
Eric Boling
Ph: (847) 202 0488
EricBoling@Eaton.com



Government/Military
Jon Hatcher
Ph: (210) 651 6367
JonPHatcher@Eaton.com

Technical Publications, Product Support, Training

Robert Sbonek
Ph: (949) 452 9985
RobertL.Sbonek@Eaton.com

Fluid & Electrical Distribution Division

Jackson, Michigan

300 East Avenue
Jackson, Michigan
Ph: (517) 787 8121

The Jackson, Michigan facility manufactures and supports hose and coupling products including bulk hose and fittings, standard and special hose assemblies, permanent tube fittings, Rynglok™ tube fitting system, flexible fuel lines and couplings and quick disconnect couplings.

Technical Product Support, Repair & Training Contacts

*Hose Products —
OEM, Government &
Distributors*



James Mayo
Ph: (517) 789 2780
Fax: (517) 789 2675
JamesAMayo@Eaton.com

*Quick Disconnects,
Swivels, Fuel Ducts*



Ray Putnam
Ph: (517) 789 2806
Fax: (517) 789 2675
RaymondPPutnam@Eaton.com

*Tooling, Government
& Distributors*



Tom Lesage
Ph: (517) 789 2819
Fax: (517) 789 2675
TomCLesage@Eaton.com

New Orders Contact

Ph: (517) 789 2747
Fax: (517) 789 2769

Technical Publications

TechPub.JacksonMI@eaton.com

Redditch, United Kingdom

Broad Ground Road
Lakeside, Redditch
Worcestershire B98 9YS
UK
Ph: 44 (0) 1527 517555

The Redditch, UK facility manufactures hose assemblies, facility rigid tube assemblies, quick disconnect couplings, swivels, V-band couplings, band straps, instrument mount clamps, formed flanges, machined flanges and flex joints and ducts.

Training

Aga Elliott
Ph: 44 (0) 1527 505301
AgaElliott@Eaton.com

Technical Support

Marcus Holmes
Ph: 44 (0) 1527 505335
MarcusDHolmes@Eaton.com

Technical Publications

Paul A Smith
Ph: 44 (0) 1527 505312
PaulSmith2@Eaton.com

*Initial Provisioning is handled
through our authorized distributors.*

Sarasota, Florida

2250 Whitfield Avenue
Sarasota, Florida 34234
Ph: (941) 758 7726

The Sarasota, Florida facility manufactures and supports specialized products for power and load management, including power relays, remote control circuit breakers, toggle switches, circuit breakers, pushbutton and limit switches and high power modules.

Bruce Johnston
Customer Service Manager
Ph: 941-751-7124
Fax: 941-751-7173
BruceDJohnston@Eaton.com

Matt Kelly
**Customer Service
Account Representative**
Ph: 941-751-7147
Fax: 941-751-7173
MatthewJKelly@Eaton.com

Technical Publications

Leo Roi
Ph: 941-751-7149
Fax: 941-751-7173
LeoHRoi@Eaton.com

Customer Service Account Managers



Laura Shine
**Customer Service
Account Manager**
Ph: (941) 751 7105
LauraAShine@Eaton.com



Shane Shipley
**Customer Service
Account Manager**
Ph: (941) 751 7115
ShaneShipley@Eaton.com



Keith Hohler
**Customer Service
Account Manager**
Ph: (941) 739-7225
KeithAHohler@Eaton.com



Troy Snetting
**Customer Service
Account Manager**
Ph: (941) 739-7148
TroyJSnetting@Eaton.com

Serres-Castet, France

62 Chemin de Pau
64121 Serres-Castet
France
Ph: 33 (0) 5 59 33 38 64

The Serres-Castet, France facility manufactures hose assemblies, formed tube assemblies, end fittings, adapters, high pressure Rynglok™ tube fittings, self-sealing quick disconnect fluid couplings, frangible couplings, fuel ducts, swivel joints, fuel handling products, mechanical seals, V-band couplings, sheet metal flanges, machined flanges, flex joints and ducts, bellows joints and ducts and sheet metal band clamps and straps.

New Orders

Customer Service

Ph: 33 (0) 5 59 33 38 68
Fax: 33 (0) 5 59 33 38 74
NathaliePerez@Eaton.com

Technical Publications



Francois Martinez
Ph: 33 (0) 1 64 97 50 91
Fax +33 1 64 97 72 14
FrancoisRMartinez@Eaton.com

Training



Fabian Lambert
Ph: 33 (0) 5 59 33 38 61
FabianLambert@Eaton.com

Initial Provisioning is handled through our authorized distributors.

Warwick, Rhode Island

15 Pioneer Avenue
Warwick, Rhode Island 02888
Ph: (401) 781 4700

The Warwick, Rhode Island facility manufactures a variety of seal products, including pressure balanced carbon face seals, mainshaft bearing seals, welded metal bellows seals, circumferential segmented seals, clearance seals, brush seals, seal and support housing assemblies, mating rings, rotors, face plates and high performance mechanical seals.

New Orders, Repairs, Technical Publications, Warranty & Training

Dawn Degnan
Ph: (401) 473 2324
Fax: (401) 461 4310
Alt Fax: (401) 941 8795
DawnCDegnan@eaton.com

Fuel & Motion Control Systems Division

Product Examples by Location

Bedhampton, UK

Cage Code: K4413

ATA Chapters: 24, 27, 29, 32

FAA Certificate #: VS6Y531J

CAA #: UK.145.00817

CAAC #: F04400198



5000 PSI Engine Drive Pump



A330 HDMG



AC Motorpump

Euclid, Ohio

Cage Code: 59875

ATA Chapters: 28, 73, 75 & 79

FAA Certificate: A6GR410J

EASA Certificate: 145.4167

CAAC Certificate: F00100321



Largest Capacity Main Engine Fuel Pump



GeNX Engine Fuel Pump



Variable Displacement Ring Pump (VDRP)

Grand Rapids, Michigan

Cage Codes: 17472, 99145, 09790 & 72121

FAA Certificate #: VK6R687N

EASA #: 145.5037



Actuators



Actuator Controller



Thrust Reverser Lockout Actuator

Inglewood, California

Cage Code: OCMF7

ATA Chapters: 49 & 73



FAA Repair Station for Main Engine and APU Fuel Pumps

Fuel & Motion Control Systems Division

Product Examples by Location



Fuel Transfer Pump



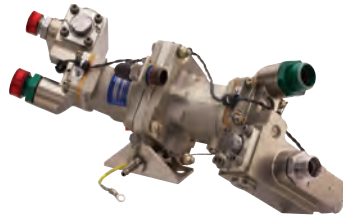
Aerial Refueling Probe



Level Control Valve



Engine Driven Pump



Power Transfer Unit



Integrated Power Pack



Nose Wheel Steering System



Filter Module



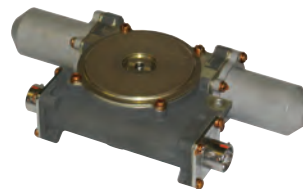
Hydraulic Oil Reservoir



Boost Pump and Canister



Wing Transfer Fuel Pump



Twin Motor Actuator

Irvine, California

Cage Code: 86090

ATA Chapters: 28

FAA Certificate: QCSR241K

EASA Certificates: 145.4057

Jackson, Mississippi

Cage Codes: 62983 & 90166

ATA Chapters: 21, 24, 25, 27, 28, 29, 32, 38, 49, 50, 52, 66 & 76

FAA Certificate #: EF4R152M

EASA #: 145.4999

Los Angeles, California

Cage Codes: 99643, 76050, 09890 & 52906

FAA Certificate #: FH3R501L

EASA Certificate #: 145.4998

Titchfield, UK

Cage Codes: K2523, inclusive of U1918 & U9084

ATA Chapters: 20, 21, 24, 25, 26, 27, 28, 29, 30, 32, 34, 36, 37, 38, 41, 47, 49, 52, 56, 63, 70, 71, 73, 75, 77, 78, 79, 80 & 82

FAA Certificate: G7EY819J

CAA Certificates: UK.21G.2336 & UK.145.00769

CAAC Certificate: F04400442

Fuel & Motion Control Systems Division

Bedhampton, United Kingdom

Larchwood Avenue
Bedhampton, Havant
Hampshire PO9 3QL
UK
Ph: 44 (0) 2392 487260

The Bedhampton, England facility manufactures, supports and services hydraulic system parts and products, including Eaton's Vickers® hydraulic pumps, hydraulic motors, electric motorpumps, power transfer units, hydraulic power packages, hydraulic motor driven AC/DC generators and generator control units.

Customer Service Managers



Jon Cross
Customer Account Manager
Ph: 44 (0) 2392 487213
Fax: 44 (0) 2392 487238
JonECross@Eaton.com



David J Williams
Spares Manager
Ph: 44 (0) 2392 487297
Fax: 44 (0) 2392 487238
DavidJWilliams@Eaton.com
BDHUK_CustomerServices@Eaton.com

Product Support



Steve Badenoch
Product Support Manager
Ph: +44 (0) 2392 487206
Fax: +44 (0) 2392 487238
SteveBadenoch@Eaton.com

Repair Customer Service Representatives



Emma Walker
Senior Customer Service Representative
Ph: 44 (0) 2392 487215
Fax: 44 (0) 2392 487238
EmmaWalker@Eaton.com
BDHUK_CustomerServices@Eaton.com



Kelly Laver
Customer Service Representative
Ph: 44 (0) 2392 489511
Fax: 44 (0) 2392 487238
KellyLaver@Eaton.com
BDHUK_CustomerServices@Eaton.com



Andrew Stewart
Customer Service Representative
Ph: +44 (0) 2392 487210
Fax: +44 2392 487238
AndrewStewart@eaton.com
BDHUK_CustomerServices@Eaton.com

Additional Contact Information

New Order Contacts & Commercial Manager

John Martin
Ph: +44 (0) 2392 487201
Fax: +44 (0) 2392 487238
JohnHMartin@eaton.com

Warranty, Training & Publications

Steve Badenoch
Ph: +44 (0) 2392 487206
SteveBadenoch@Eaton.com

Euclid, Ohio

23555 Euclid Avenue
Euclid, OH 44117
Ph: (216) 692 6000

The Euclid, Ohio facility manufactures and supports main engine fuel pumps, APU pumps, gear motors, lube and scavenge pumps, airframe boost and transfer pumps.

Customer Service Managers



Uzoa Darwiczada
Customer Service Manager
Ph: (216) 692 5221
Fax: (216) 692 5293
UEDarwiczada@eaton.com

Product Support Manager



Kurt Kachler
Product Sales Manager
Ph: (216) 692 6121
Fax: (216) 692 5293
KurtAKachler@Eaton.com

Customer Service Representatives



Helen Strle
Customer Support
Ph: (216) 692 5921
Fax: (216) 692 5293
HelenMStrle@Eaton.com



Gina Matthews
Customer Support
Ph: (216) 692 5864
Fax: (216) 692 5293
GinaMatthews@Eaton.com



Paul McKenna
Spares Customer Service Representative (Commercial), New Order Contact
Ph: (216) 692 7151
Fax: (216) 692 6029
PaulRMckenna@Eaton.com



Adrian Thomson
Sales & Support Manager Europe, Middle East & Africa
Ph: +44 (1329) 85-3063
Fax: +44 (1329) 85-3813
AdrianThomson@Eaton.com



Paul Harty
Sales & Support Manager Americas & Military Business
Ph: (216) 692 9076
Fax: (216) 692 5293
PaulWHarty@Eaton.com



Kerry Guiher
MRO Operations Manager
Ph: (216) 692 6233
Fax: (216) 692 5303
KerryGuiher@Eaton.com



Cindy Dorsey
MRO Customer Support
Ph: (216) 692 7029
Fax: (216) 692 5303
CynthiaSDorsey@Eaton.com



Linda Kaufman
MRO Customer Service
Ph: (216) 692 5925
Fax: (216) 692 5303
LindaLKaufman@Eaton.com

Fuel & Motion Control Systems Division

Grand Rapids, Michigan

3675 Petterson Ave SE
Grand Rapids, Michigan 49512
Ph: (616) 949 1090

The Grand Rapids, Michigan facility manufactures electro-mechanical components and systems used in flight controls, door actuation systems, landing gear systems and utility systems. Products include linear actuators, rotary actuators, throttle controls, flap/slat actuation systems, and cargo handling rollers.

Customer Service Representatives



Jeff Baker
Customer Service Manager
Ph: (616) 831-8372
JeffreyABaker@Eaton.com

Dave Rosin
New Order Contact (Military)
Ph: (616) 831 8442
DaveKRosin@Eaton.com

Steve Jacobs
Customer Service Representative
Ph: (616) 831-8327
StephenCJacobs@Eaton.com



Yvonne M. Greenwood
Repairs Administrator
Ph: (616) 831 8386
YvonneMGreenwood@Eaton.com



Michael R. Michaud
Repairs Administrator
Ph: (616) 831 8438
MichaelRMichaud@Eaton.com



Mary K. Griffin
Repairs Administrator (Military)
Ph: (616) 831 8448
MaryKGriffin@Eaton.com

Technical Publications

Dan Levandowski
Phone: (616) 831-8421
FAX: (616) 831-0808
DanielALevandowski@eaton.com

Inglewood, California

204 Hindry Avenue
Inglewood, California 90301
Ph: (310) 670 4020

Eaton's FAA Repair Station in Inglewood, California repairs and overhauls main engine and APU fuel pumps.



Sharky Ikeda
MRO Operations Manager
Ph: (310) 670 4020
Fax: (310) 670 9633
SharkyIkeda@Eaton.com

Customer Service Representatives



Henry Quattlebaum
Production Coordinator
Ph: (310) 670 4020
Fax: (310) 670 9633
HenryQuattlebaum@Eaton.com



Margaret Cook
Senior Technical Assistant
Ph: (310) 670 4020
Fax: (310) 670 9633
MargaretQCook@Eaton.com

International Distributor

Upsilon International Corp.
383 Van Ness Avenue,
Suite 1601
Torrance, California 90501
USA
Ph: (310) 320 9455
Fax: (310) 320 9580
Telex: (910) 380 5120
SITA: LAXUPCR
Attn: John Wilkins
jcwilkins@upsilonintl.com

Upsilon International is on Spec 2000

Irvine, California

9650 Jeronimo Road
Irvine, California 92618
Ph: (949) 452 9500

The Irvine, California facility manufactures, supports and services airframe fuel pumps, systems and components, including boost pumps, transfer pumps, in-line pumps, refueling sub-systems, fuel feed sub-systems, aerial refueling pumps, and fuel computers.

Customer Service Representatives



Joe Soriano
Repair Station Quality Manager
Ph: (949) 452 9943
JoeSoriano@Eaton.com



Curtis Hickling
Repair Station Supervisor/Spares
Ph: (949) 452 9937
CurtisHickling@Eaton.com



Joe Brown
Sr. Repair Administrator
Ph: (949) 452 9942
JosephBrown@Eaton.com



Wesley Baldo
Spares/Repair Administrator
Ph: (949) 452 9708
WesleyBaldo@Eaton.com



Tyler Finnegan
Product Support Engineer
Ph: (949) 452 9558
TylerFinnegan@Eaton.com



Kelly Howe
Manufacturing & Repair Station Manager
Ph: (949) 452 9729
KellyHowe@Eaton.com



Thien Nguyen
Product Support Engineer
Ph: (949) 452 9529
ThienNguyen@Eaton.com

Technical Publications

Joe Soriano
Ph: (949) 452 9943
JoeSoriano@Eaton.com

Fuel & Motion Control Systems Division

Jackson, Mississippi

5353 Highland Drive
Jackson, Mississippi 39206
Ph: (601) 987 2811

The Jackson, Mississippi facility manufactures, supports and services hydraulic system parts, including hydraulic pumps, hydraulic motors, electric motorpumps, power transfer units, pump packages and hydraulic systems.

Product Line Managers



Guy Heying
Product Line Manager Commercial
Ph: (601) 987 3260
Fax: (866) 213 7389
GuyHeying@Eaton.com

Product Support Manager



John Schuerman
Product Support Manager, Warranty Contact, Training
Ph: (601) 987 3446
Fax: (866) 213 7385
JohnSchuerman@Eaton.com

Government Direct Spares



Kirk McDaniel
Sr. Contracts Administrator - Government Direct Spares Sales
Ph: (601) 987 3273
Fax: (866) 917 3958
KirkMcDaniel@eaton.com

Technical Publications

Scott Hughes
Ph: (601) 987 4759
ScottHughes@Eaton.com

Customer Service Representatives – Commercial Spares



Andrew Learman
Customer Service Manager Commercial Spares
Ph: (601) 987 3243
Fax: (601) 714 1514
AndrewLearman@eaton.com



Gigi Creel
Customer Service Representative Commercial Spares
Ph: (601) 987 3424
Fax: (866) 873 9713
GiselleMCreel@eaton.com



Jill Hisaw
Customer Service Representative Commercial Spares
Ph: (601) 987 4774
Fax: (866) 287 6215
JillHisaw@eaton.com



Heather Lee
Customer Service Representative Commercial Spares
Ph: (601) 987 3349
Fax: (601) 987 3429
HeatherLee@eaton.com



Pam Myers
Customer Service Representative Commercial Spares
Ph: (601) 987 3216
Fax: (866) 783 2578
PamMyers@eaton.com

Customer Service Representatives – Commercial Repairs



David Griffin
Customer Service Manager Commercial Repairs
Ph: (601) 987 3315
Fax: (601) 987 3429
DavidLGriffin@eaton.com



Cynthia Walker
Customer Service Representative Commercial Repairs
Ph: (601) 987 4742
Fax: (866) 286 6841
CynthiaWalker@eaton.com



Angela Thompson
Contract Administrator Commercial Repairs
Ph: (601) 987 4795
Fax: (601) 987 3429
AngelaThompson2@eaton.com



Essie Williams
Customer Service Representative Commercial Repairs
Ph: (601) 987 3469
Fax: (866) 213 7391
EssieWilliams@eaton.com

Military/OEM Repairs



Mike Hamlett
Customer Service Manager, Military Repairs
Ph: (601) 987 3255
Fax: (601) 987 3429
MikeHamlett@Eaton.com



Tracy Tatum
Customer Service Representative OEM/Military Repairs
Ph: (601) 987 3322
Fax: (866) 294 7519
TracyTatum@eaton.com



Luther Griffin
Customer Service Representative OEM/Military Repairs
Ph: (601) 987 3455
Fax: (866) 246 0864
LutherCGriffin@eaton.com



Daphanie Underwood
Customer Service Representative OEM/Military Repairs
Ph: (601) 987 5253
Fax: (866) 239 7950
DaphanieCUnderwood@eaton.com

Los Angeles, California

4690 Colorado Boulevard
Los Angeles CA 90039
Ph (818) 409 0200

The Los Angeles, California facility manufactures, supports and services hydraulic and pneumatic system parts and products, including hydraulic valves used in landing gear, nose wheel steering, flight control, and utility applications, brake metering and control valves, door snubbers, filter modules, thrust reversers, hydraulic controls and actuators, linear hydraulic actuators and cylinders for a variety of utility and flight control applications, and pneumatic valves and regulators.

Customer Service Manager



Robert (Bob) Comeau Sr.
Aftermarket Manager
Ph: (818) 409 1524
Fax: (818) 241 7551
RobertComeauSr@Eaton.com

Technical Assistance/ Logistical Support



Margaret Cooksey
Technical Publications & Training
Ph: (818) 409 0264
MargaretCooksey@Eaton.com

Customer Service Representatives



Julie Bamrick
Spares Sales
Sr. Contracts Administrator
New Order Contact
Ph: (818) 409 0267
Fax: (818) 409 1565
JulieBamrick@Eaton.com



Chris Gillespie
Sr. Contracts Administrator
Ph: (818) 409 0262
Fax: (818) 241 7551
ChrisEGillespie@Eaton.com



Elizabeth Peterson
Aftermarket Lead - Repairs
Ph: (818) 409 0323
Fax: (818) 241 7551
ElizabethMPeterson@Eaton.com



Jeraye Powers
Repair & Overhaul
Contracts Administrator
Ph: (818) 409 1564
Fax: (818) 241 7551
JarayePowers@Eaton.com



Valerie Rigoni DiDomenico
Direct Government Spares
Sales Contract Administrator
Ph: (818) 409 0324
Fax: (818) 241 3772
ValerieRigoni@Eaton.com

Fuel & Motion Control Systems Division

Titchfield, United Kingdom

Abbey Park
Southampton Road
Titchfield, Fareham
Hampshire
PO14 4QA
UK
Ph: 44 (0) 1329 853000

The Titchfield, England facility manufactures and supports fuel management systems parts, including pumps, valves, and actuation components. Other products include electrical generation systems, pneumatic controls equipment, composites and ducting.

Commercial Service Contacts



Norman Austen
Operations Manager, Aftermarket
Ph: +44 (0) 1329 853511
Fax: +44 (0) 1329 853714
Mobile: +44 (0) 7764 654759
NormanJAusten@Eaton.com



Stuart Tucker
Technical Manager
Ph: +44 (0) 1329 853945
Fax: +44 (0) 1329 853714
Mobile: +44 (0) 7771 955365
StuartGTucker@Eaton.com



Daryl Presdee
ILS Manager, Retrofit
Ph: +44 (0) 1329 853595
Fax: +44 (0) 1329 853714
Mobile: +44 (0) 7814 719481
DarylCPresdee@Eaton.com



Gayle Upshon-Ellison
Spares Distribution Manager
Ph: +44 (0) 1329 853700
Fax: +44 (0) 1329 853714
Mobile: +44 (0) 7788 421701
GayleUpson-Ellison@Eaton.com



Brian Wilkes
Technical Support/Technical Training
Ph: +44 (0) 1329 853596
Fax: +44 (0) 1329 853714
Mobile: +44 (0) 7879 481945
BrianDWilkes@Eaton.com



Ian Rosewarne
Commercial Manager, Aftermarket
Ph: +44 (0) 1329 853346
Fax: +44 (0) 1329 853714
Mobile: +44 (0) 7775 647409
IanRosewarne@Eaton.com



Dan Cooper
Account Manager, Commercial Aftermarket
Ph: +44 (0) 1329 853415
Fax: +44 (0) 1329 853714
Mobile: +44 (0) 7814 371990
DanCooper@Eaton.com

Repairs Customer Service Representatives



Adrian Williams
Repairs Service Desk Manager, Aftermarket
Ph: +44 (0) 1329 853800
Fax: +44 (0) 1329 853778
Mobile: +44 (0) 7791 561138
AdrianWilliams@Eaton.com



Gavin Ferguson
Lead Customer Service Representative, Repairs
Ph: +44 (0) 1329 853751
Fax: +44 (0) 1329 853778
Mobile: +44 (0) 7909 682989
GavinFerguson@Eaton.com



Lisa Higgs
Customer Service Representative, Repairs USA/Europe Accounts
Ph: +44 (0) 1329 853092
Fax: +44 (0) 1329 853778
Mobile: +44 (0) 7772 010517
LisaHiggs@Eaton.com



Eleanor Mee
Customer Service Representative, Repairs Asia Pacific & Middle East Accounts
Ph: +44 (0) 1329 853064
Fax: +44 (0) 1329 853778
Mobile: +44 (0) 7972 206179
EleanorMee@Eaton.com

Additional Contact Information

Warranty Contact

Stuart Tucker
Ph: 44 (0) 1329 853945
Fax: 44 (0) 1329 853714
StuartGTucker@Eaton.com

Training

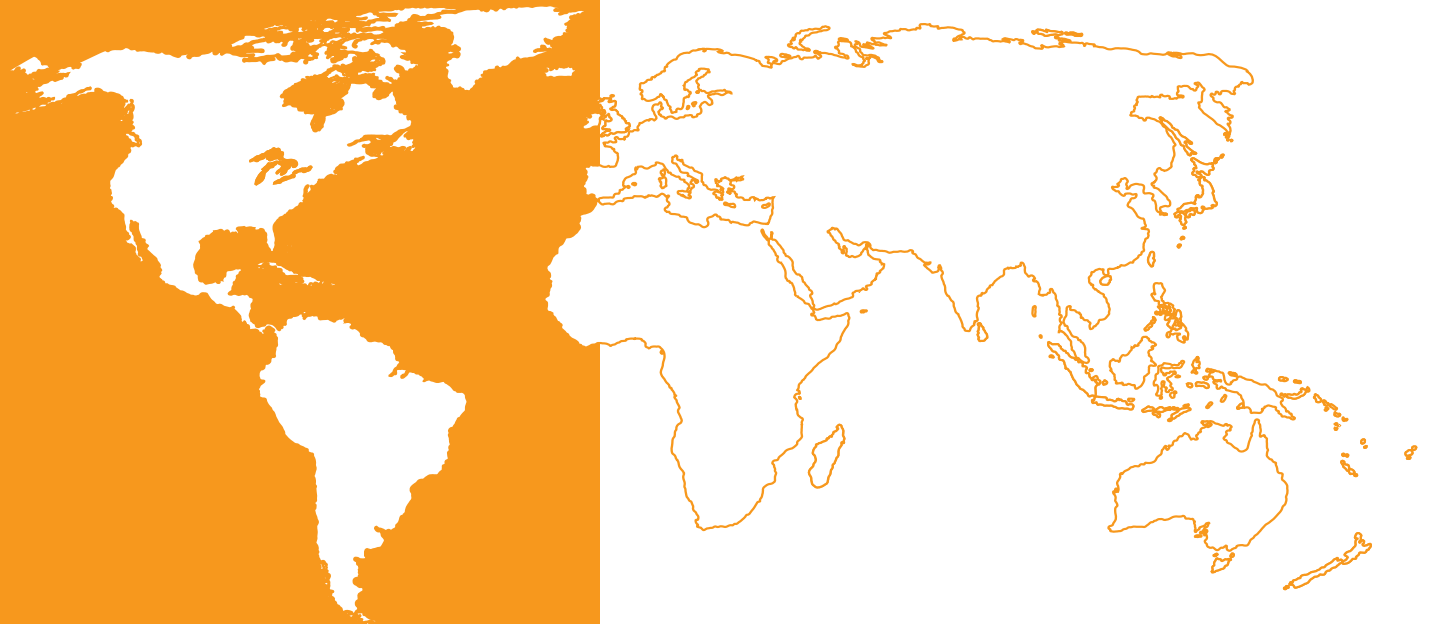
Brian Wilkes
Ph: 44 (0) 1329 853596
Fax: 44 (0) 1329 853714
BrianDWilkes@Eaton.com

Publications

Gary Leinster
Ph: 44 (0) 1329 853963
Fax: 44 (0) 1329 853714
GaryMLeinster@Eaton.com

Authorized Distributors

Eaton has a comprehensive network of authorized distributors who provide worldwide support for the aviation industry. To quickly locate a distributor for your specific needs, visit Eaton's web site at "www.eaton.com/aerospace" and click on "Distributor Locator".



Customer Support Field Representatives



Eric Alden
Director, Customer Services
Ph: (949) 253 2129
Cell Ph: (949) 466 5186
EricDAlden@Eaton.com

Eaton's Aerospace Customer Support Regional Managers (CSRM), Military Sales Support Managers (MSSM), and Technical Support Regional Managers (TSRM) provide around-the-clock global support for all commercial, commuter, business, military, and marine platforms in service.

Your single point of contact for all customer support issues can be found within the Customer Account Team (CAT) made up of a focused CSRM/TSRM or MSSM/TSRM pairing for commercial and military, respectively. Think of your Eaton CAT as your ambassador. From the purchase of your platform through to its retirement from service, your Eaton CAT will orchestrate activities that provide uncompromising customer service and ensure Eaton's products and systems perform with the highest reliability and the lowest life cycle cost.

Your Eaton CSRM or MSSM is your primary contact in the business relationship. They understand your business, and provide tailored assistance and guidance by structuring

maintenance programs, service and upgrade programs, new technology introductions, and crucial logistic services.

Your Eaton TSRM is your contact for Eaton product technical issues and your partner in reliability studies, product improvement modifications, training, technical manual reviews and new product introductions.

Supporting your CSRM and TSRM are the team of Eaton Lead Customer Support Representatives (LCSR). They are responsible to oversee the communication, training, and execution of all Eaton's Aerospace product support agreements through the manufacturing sites and global service centers. They provide liaison between our customers and services centers with respect to customer service performance.

All of the members of your Eaton support team are dedicated to your business and providing an uncompromising level of service and technical support for all Eaton products in your platforms.

Customer Support Field Representatives Americas, Caribbean, Hawaii



Mike Nemeti
Americas Regional Director, Customer Support
Ph: (269) 262 0395
Cell Ph: (616) 304 8694
MikeNemeti@Eaton.com



John Rogers
CSRM Central Region/Americas
Ph: (978) 531 6389
Cell Ph: (978) 578 7027
JohnRogers@Eaton.com



Jon Carlson
CSRM Northern Region/North American
Ph: (406) 587 0606
Cell Ph: (406) 781 3271
JonathanCarlson@Eaton.com



Jeff Evans
CSRM Eastern Region/North America/Caribbean
Ph: (601) 987 3398
Fax: (866) 914 6091
JeffreyEvans@Eaton.com



Dale Carter
TSRM Eastern Region/North America/Caribbean
Ph: (616) 831 8239
Cell Ph: (616) 581 3896
DaleWCarter@Eaton.com



Mark Twyman
CSRM Western Region/North America/Hawaii
Ph: (530) 887 1162
Cell Ph: (951) 858 4488
MarkTwyman@Eaton.com



Leandro Marques
CSRM South America
Ph: 55 11 7612 9810
Cell Ph: 55 11 7612 9810
LeandroRMarques@Eaton.com



Dwayne Cohen
TSRM
Ph: (651) 730 5600
Cell Ph: (651) 592 2585
DwayneCohen@Eaton.com

Europe, Africa, Middle East, Russia



Jerome Aygat
Europe/MEA Regional Director, Customer Support
Ph: +33 (0) 5 34 56 42 04
Cell Ph: +33 (0) 6 15 19 83 75
JeromeAygat@Eaton.com



Angela Bontempo
LCSR Western Europe
Ph: +39 02 95 54 22 22
Cell Ph: +39 348 288 5839
AngelaBontempo@Eaton.com



Daisy Bonhoure
LCSR Western Europe
Ph: +33 (0) 5 34 56 42 03
Cell Ph: +33 (0) 6 48 24 05 64
DaisyBonhoure@Eaton.com



Massimo Zava
CSRM Central, Southern, Eastern Europe
Ph: +39 02 95 54 22 56
Cell Ph: +39 335 6323856
MassimoZava@Eaton.com



Michel Baselga
TSRM Western & Southern Europe, North Africa
Ph: +33 (0) 5 34 56 42 00
Cell Ph: +33 (0) 6 87 21 70 48
MichelBaselga@Eaton.com



Steve Greenfield
TSRM Northern Europe, Central & South Africa
Ph: +44 (0) 23 9248 7251
Cell Ph: +44 (0) 7768 478719
SteveGreenfield@Eaton.com



Mohamed Belhaj
CSRM Middle-East & North Africa
Ph: +971 4 33 13 938
Cell Ph: +971 508 853 044
MohamedBelhaj@Eaton.com



Ian Stokes
CSRM Central & Southern Africa, Northern Europe, CIS, Russia & Turkey
Cell Ph: +44 (0) 7891 305135
IanStokes@Eaton.com



Heinz Maltzahn
TSRM Northern & Eastern Europe, Russia
Ph: +49 (0) 6081 103 224
Cell Ph: +49 (0) 178 2801221
HeinzMaltzahn@Eaton.com



Coralie Guillon
CSRM Western Europe
Cell Ph: +33 (0) 6 08 56 58 65
CoralieGuillon@Eaton.com

Asia — Pacific Region/P.R. China, India



Hock Ann Soh
Asia Regional Director, Customer Support
Ph: +65 (0) 6285 7458
Cell Ph: +65 (0) 9663 1032
HockAnnSoh@Eaton.com



Rocky Hu
CSRM
Country: China
Ph: +86 21 52000099
Cell Ph: +86 189 1868 8690
RockyHu@Eaton.com



Judy Peng
Senior Customer Support Representative
Country: China
Ph: +86 21 63879988 x 740
Cell Ph: +86 13636369313
JudyPeng@Eaton.com



Jiunn Yik Lek
CSRM
Country: Singapore, Malaysia, Taiwan, Japan, Laos, Cambodia, Myanmar, Nepal
Ph: +65 6270 9133
Cell Ph: +65 9640 9694
JiunnYikLek@Eaton.com



Don Black
CSRM
Country: Philippines, Australia, New Zealand, Hong Kong, French Polynesia Island, New Caledonia, Papua New Guinea
Ph: +63 2 816 0148
Cell Ph: +63 917 8320 747
DonBlack@Eaton.com



Narendra Shamarao
CSRM
Country: India Subcontinent
Ph: +91 80 49012200
Cell Ph: +91 9 538997312
NarendraShamarao@Eaton.com



Gibson Teo
CSRM
Country: Singapore, South Korea, Thailand, Vietnam, Indonesia, Bhutan, Brunei, Macau
Ph: +65 6270 9133
Cell Ph: +65 9680 4697
GibsonTeo@Eaton.com



Shuyu Wei
CSRM
Country: China
Ph: +86 21 63879988
Cell Ph: +86 136 6167 3394
ShuyuWei@Eaton.com

Customer Support Field Representatives

Military



Fred Melnick
Director – Global Military Sales
Cell Ph: (619) 228 4395
FredMelnick@Eaton.com



Mike Ruple
**Military Accounts,
Director, Customer Support**
Cell Ph: (941) 928 3065
MichaelDRuple@Eaton.com



Barry Cook
**MSSM
U.S. Air Force**
Cell Ph: (940) 867 7381
BarryCook@Eaton.com



Chris Carson
**MSSM
U.S. Navy/Marines**
Cell Ph: (601) 209 9408
ChrisCarson@Eaton.com



Terry Truett
**MSSM
U.S. Army**
Cell Ph: (910) 364 1643
TerryTruett@Eaton.com



Rod Lanning
**Regional Sales Manager,
Military – EMEA**
Ph: 44 (0) 2392 487228
Cell Ph: +44 (0) 7979 754940
RodneyJLanning@Eaton.com



Jan Bethke
**TSRM
U.S. Military**
Ph: (610) 522 4089
Cell Ph: (856) 371 4226
JanJBethke@Eaton.com



Marsena Covington
DLA Account Manager
Ph: (517) 782 8603
Cell Ph: (517) 392 0122
MarsenaYCovington@Eaton.com

Service Operations



Mel Drummond
Service Operations Manager
Ph: (949) 253 2136
MelDrummond@Eaton.com



Chris Knight
**Customer Relationship
Management Manager**
Ph: (517) 789 2750
Cell Ph: (517) 937 3151
ChrisAKnight@Eaton.com



Priya Dutt
**Strategic Planning and
Customer Service Manager**
Aerospace Pune Team
Ph: 91-9765567137
BishnupriyaDutt@Eaton.com

Life Cycle Services



Scott Thomas
Manager, Life Cycle Services
Cell Ph: (317) 604 0340
ScottAThomas@Eaton.com



Martin Bruce
**In-Service Reliability Manager
Global Services**
Ph: +44-0-7530932240
MartinDBruce@Eaton.com



Peter Bennett
MRO Manager
Ph: (401) 473 2219
Cell Ph: (401) 225 7507
PeterBennett@Eaton.com

Customer Platform Management and Entry Into Service



Helar Chavez
**Manager, Strategic Programs
and CPM**
Ph: (480) 283 0395
Cell Ph: (480) 363 9553
HelarGChavez@Eaton.com



Patrick Cabral
Entry Into Service Manager
Ph: (530) 347 7470
Cell Ph: (707) 235 9489
PatrickJCabral@Eaton.com



Jeff Krolopp
Entry Into Service Manager
Ph: (949) 722 4204
Cell Ph: (949) 378 4690
JeffreyJKrolopp@Eaton.com

Distribution



Mark Morrow
Distribution Manager
Ph: (517) 789 2707
Cell Ph: (517) 937 1187
MarkDMorrow@Eaton.com

Customer Connect Portal

To streamline our processes and provide one face to the customer, Eaton is harmonizing processes, roles, business practices, and standards so we can present one face to the customer.

With this in mind, Eaton has upgraded its digital customer service through the enhancements to our website and the Customer Connect Portal (CCP). Eaton's website offers:

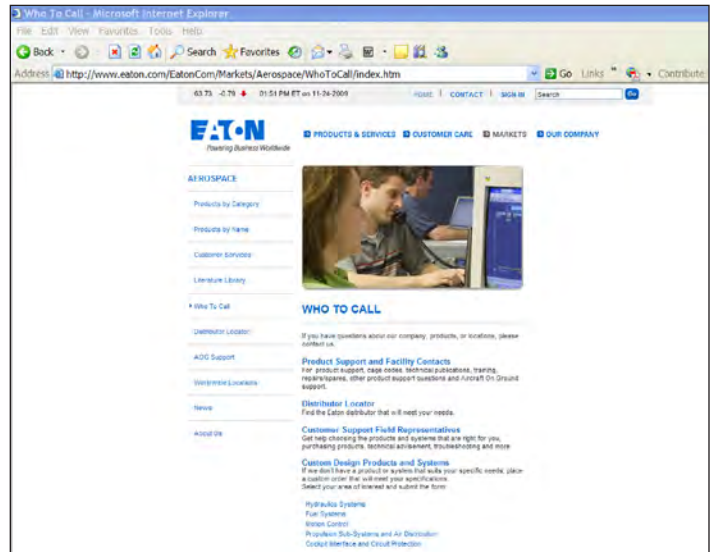
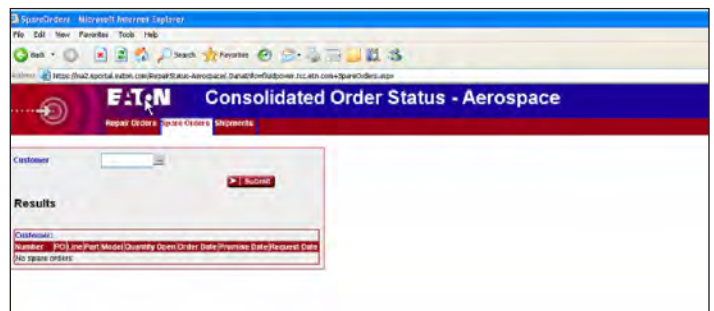
- Product and service overviews
- Keeps you up-to-date with news of new capabilities
- Helps you locate distributors
- Enables you to quickly find business contacts

This information and more can be found on our website:

www.eaton.com/aerospace

In addition to the general information on our website, Eaton offers customer-specific details via the CCP. This portal creates a secure and personalized environment for sharing information specific to you and your company's relationship with Eaton.

To request access to Eaton's CCP, please contact your local Customer Account Team member (see pages 23-24 for contact listing).

Credit Contacts

Credit Contacts

North America

Credit Manager



Richard Hickey
Ph: (616) 831 8427
RichardHickey@Eaton.com

Credit and Collections Supervisor



Brian Woloszyk
Ph: (616) 831 8424
BrianAWoloszyk@Eaton.com

Collections and Billing Supervisor



Alda Wollen
Ph: (616) 831 8202
GesualdaAWollen@Eaton.com

Credit Analyst



Gerry Smith
**New Customers,
Payment Terms & Credit Limits**
Ph: (616) 831 8324
GeraldynLSmith@Eaton.com

Billing Specialist



Brenda Flourre
Ph: (616) 831 8273
BrendaMFlourre@Eaton.com

Credit Assistants



Shari Harlett
**Beltsville, MD
Warwick, RI**
Ph: (616) 831 8361
ShariLHarlett@Eaton.com



Laura Looman
**Euclid, OH
Irvine, CA**
Ph: (616) 831 8246
LauraLlooman@Eaton.com



Susan Suor
Embraer; Sikorsky
Ph: (616) 831 8276
SusanCSuor@Eaton.com



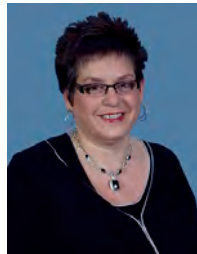
Tanya Erickson
A-C Los Angeles
Ph: (616) 831 8471
TanyaErickson@Eaton.com



Debbie Angel
Costa Mesa, CA
Ph: (616) 831 8228
DebbieAngel@Eaton.com



Erin Beegle
Jackson, MI
Ph: (616) 831 8449
ErinJBeegle@Eaton.com



Tina Weber
**US Gov't; American A/L,
Delta A/L**
Ph: (616) 831 8232
TinaDWeber@Eaton.com



Brenda Bonnier
A-K Jaskcon, MS
Ph: (616) 831 8351
BrendaBonnier@Eaton.com



Kim Gross
**D-Z Los Angeles
L-Z Jackson, MS**
Ph: (616) 831 8257
KimberlyKGross@Eaton.com

Laurie Tamminga
**Grand Rapids, MI; Satair;
Emirates, Saudi Arabian A/L**
Ph: (616) 831-8332
LaurieTamminga@Eaton.com

General Credit and Collection

3675 Patterson Ave
Grand Rapids, MI
ARAerospace@Eaton.com
Ph: (616) 949-1090
Fax: (952) 906 3730

Europe

Credit Supervisor

Alan McKay
Ph: 44 0 141 331 7217
AlanMcKay@Eaton.com

Credit Supervisor

Fiona Salisbury
Ph: 44 0 141 331 7130
FionaSalisbury@Eaton.com

Credit Representatives

Kenny Wilson
**Bedhampton, UK;
Ducting, UK**
Ph: 44 0 141 331 7047
KennyWilson@Eaton.com

Caroline Marquet
**Serres-Castet, France;
Coignieres, France;
Redditch, UK**
Ph: 44 0 141 331 7049
CarolineMarquet@Eaton.com

Maria Baumgratz
Gilching, Germany
Ph: 49 7221 682 222
MariaBaumgratz@Eaton.com

Helen Hill
Titchfield, UK
Ph: 44 0 141 331 7113
HelenHill@Eaton.com

Craig Muir
Titchfield, UK
Ph: 44 0 141 331 7106
CraigMuir@Eaton.com

Sharon Cowan
Titchfield, UK
Ph: 44 0 141 331 7089
SharonCowan@Eaton.com



Powering Business Worldwide

Eaton
Aerospace Group
9650 Jeronimo Road
Irvine, CA 92618
USA
Ph: (949) 452 9500
Fax: (949) 452 9555
www.eaton.com/aerospace

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