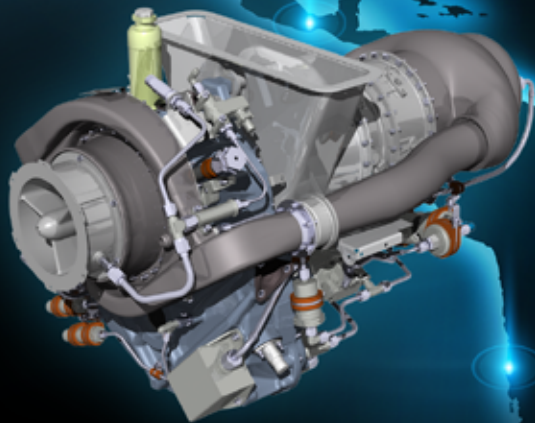


# 2016 FIRST network ***RR300 Service Directory***

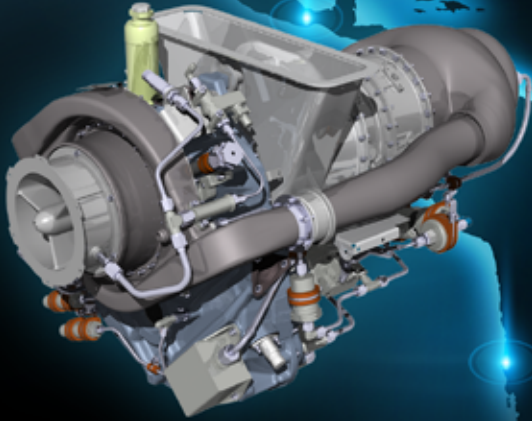


**Rolls-Royce**

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Leadership Team



Rolls-Royce

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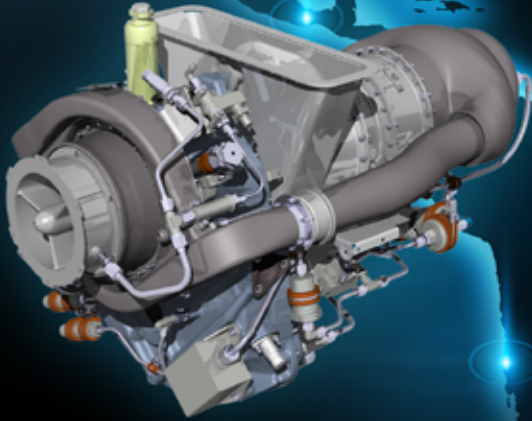
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# 2016 FIRST network ***RR300 Service Directory***



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**Rolls-Royce**

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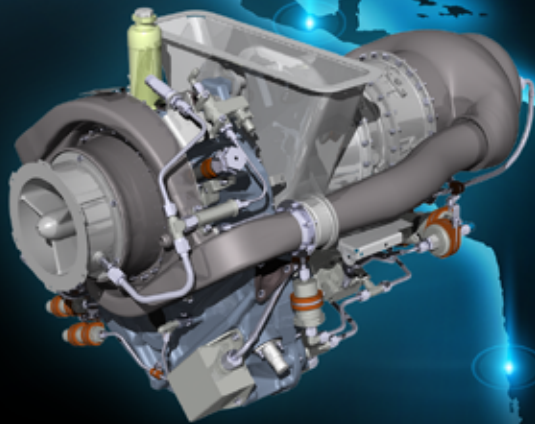


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# 2016 FIRST network *RR300 Service Directory*



Service Center Location Map



Rolls-Royce

# Rolls-Royce RR300 FIRST network Map



**AMROCS**



**RR300 SERVICE CENTERS**



**RR300 SERVICE CENTERS  
(Pending)**

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### Rotorcraft Support Inc.

Van Nuys, California – USA

Teri Neville

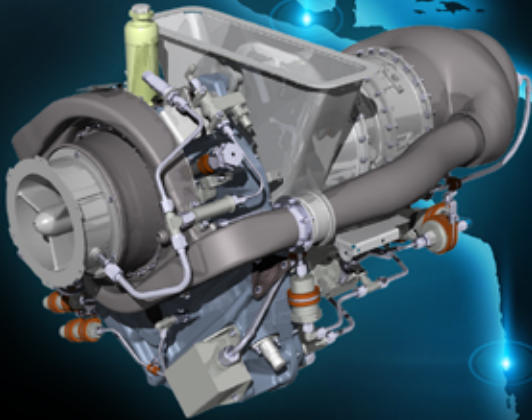
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Jeffrey Atwenat

Email: jeffrey@rotorcraftsupport.com

# 2016 FIRST network ***RR300 Service Directory***



Authorized Maintenance, Repair  
& Overhaul Centers (AMROC)



**Rolls-Royce**

**AeroMaritime Mediterranean Ltd.**

7, Industrial Estate

Hal-Far, BBG 3000, Malta

Phone: +356-21651778

AOG Mobile: +356-99432621

Fax: +356-21651782

Email: [Info@aeromaritime.com](mailto:Info@aeromaritime.com)

Website: [www.aeromaritime.com](http://www.aeromaritime.com)



**Mario Mazzola**  
Managing Director

## Capabilities

in 1979, is one of the leading repair and overhaul facility strategically located in the Mediterranean between Europe, Africa and the Middle East. The company is a group member of Industria de Turbo Propulsores, S. A. (ITP Group).

Over the years Aeromaritime Mediterranean Ltd. has built its reputation through its exceptionally experienced workforce, providing quality service, ontime performance and competitive rates to numerous satisfied customers.

We offer the following services and support for all of your RR300 Engine requirements.

- Complete Overhaul Repair and Test capabilities for all RR300 Series Engines
- Correlated Test Cell facilities to ensure all customers requirements
- 24- Hour AOG Support
- Over the Counter Sale of Parts
- Professional Technical Support by our experienced engineers
- On Site Field Support by expert technicians
- Extensive rental and unit exchange of engines, modules, components and accessories
- Total Care and Warranty Administration

## Key personnel

**Mario Mazzola**

Managing Director

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**Michael Hudson**

Business & Customer Support Manager

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**Luke Cauchi**

Technical Manager

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**Anneke Grixti**

Logistics Manager

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**Joe Pace**

Work Shop Manager

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**Silvana Calleja**

Sales & Marketing Commercial Manager

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**Ian Mamo Portelli**

Quality Manager

Email: [ian.mamo.portelli@aeromaritime.com](mailto:ian.mamo.portelli@aeromaritime.com)

Primary Rolls-Royce Regional Manager: Simon Kemp





## Asia Pacific Aerospace

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Eagle Farm  
Queensland 4009 Australia

Phone: +61 (7) 3632 7600  
Fax: +61 (7) 3632 7661  
Email: info@apaero.com.au  
Website: www.apaero.com.au



**Terry Brown**  
Chief Executive Officer

Phone: +61 7 3632 7664  
Email: terry.brown@apaero.com.au

## Key personnel

### Peter Faunt

Quality Manager  
Phone: +61 7 3632 7626  
Email: peter.faunt@apaero.com.au

## Capabilities

Asia Pacific Aerospace Pty Ltd (APA) is one of the world's leading Gas Turbine Maintenance, Repair and Overhaul (MRO) service providers in the Australasia region.

APA is a Rolls-Royce M250 and RR300 Authorized Maintenance, Repair, and Overhaul Center (AMROC) that offers reliable, customer focused services from our staff of specialised engineers. We offer world-class Gas Turbine MRO services from urgent AOG to scheduled maintenance programs for the Rolls-Royce M250 and RR300 series engines

Our gas turbine engine MRO operations is a one-stop maintenance, overhaul and repair shop for small to medium gas turbine engines complete with;

- 24/7 customer support,
- field support for M250 and RR300 engines
- Two (x2) computer controlled engine test cells, interchangeable between M250 and RR300 series

## Engineering and Supply

### Andrew Price

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Email: andrew.price@apaero.com.au

### Lee HengChuan

Technical Support Manager  
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### Rory Manley

Supply Chain Manager  
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Email: rory.manley@apaero.com.au

### Amoe Antonio

Technical Administrator Supervisor  
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### Sales Team

#### James Ditton (Australia)

Customer Support Manager  
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#### Jimmy Wong (Australasia)

Director – Marketing and Sales  
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Mobile: +61 411 623 001  
Email: jimmy.wong@apaero.com.au

#### Chow Hoon Keong (Singapore)

Asia - Sales and Marketing Manager  
Phone: +65 8181 3345  
Email: chow.hk@apaero.sg

- fuel component and accessory repair, testing and overhaul,
- specialised welding and thermal spray part restoration,
- spares and logistics support, and
- engines, modules and accessories available for rentals, exchanges or outright purchase.

## Customer Support Service

The world of aviation moves at speed and time-critical responses impact on the commercial performance of our clients. Our approach is built on proactive customer support, management and above all, a high level of Safety, Skill and Service.

APA specialists offer support 365 days a year to serve their customers. APA makes sure customers are optimally supplied with the services, parts and support required to satisfy the customer requirements.

## Marketing and Sales

### Australia

15 Chapman Place  
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Queensland 4009  
Phone: +61 7 3632 7600  
Fax: +61 7 3632 7661

### Singapore

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Seletar Aerospace Park  
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Singapore 797649  
Phone: +65 6659 6292  
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Primary Rolls-Royce Regional Manager:  
Matt Chervakov



## Dallas Airmotive

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 Toll Free: +1 (800) 742-2630  
 After Hours: +1 (800) 527-5003  
 Website: [www.dallasairmotive.com](http://www.dallasairmotive.com)

## Capabilities

DallasAirmotive offers full engine services for the complete range of Rolls-Royce RR300 engines. Services include overhaul, repair, exchange, performance testing, rework, spare parts, field service and warranty administration. The company is both EASA and FAA approved. DallasAirmotive is ISO 9001:2000 registered.

DallasAirmotive has been actively involved in supporting operators in the overhaul and repair of components for turboprop, turboshaft and turbofan engines for the past 30 years. The company supports the RR300 with full in-house rework capabilities and continues to expand its repair development effort.

DallasAirmotive provides 24-hour spares and technical support to Rolls-Royce RR300 operators.

## Key personnel

### Peg Billson

President & CEO, Dallas Airmotive

### Clark Moucher

Rotorcraft Program Director

### Claude Lombardino

Regional Engine Manager - Midwest

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Quality/Engineering

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### Mike Galbraith

Regional Engine Manager- Eastern Region

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## Branch Locations

### Phoenix Branch

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 Manager: Joe Hough  
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Primary Rolls-Royce Regional Manager:  
 Jim Jackson



## H+S Aviation Ltd.

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Portsmouth

Hampshire PO3 5PJ England

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Fax: +44 (0) 2392 304240

Email: [team250@hsaviation.co.uk](mailto:team250@hsaviation.co.uk)

Website: [www.bbaaviationero.com](http://www.bbaaviationero.com)

## Capabilities

H+S Aviation is Europe's largest turboprop and turboshaft engine overhaul organisation, and a partner with Rolls-Royce since 1971.

H+S Aviation is focused on producing a high quality product that will provide customers with the highest level of reliability and performance at a competitive price. Specialised build techniques and component repair processes have been developed in-house to help drive down direct operating costs.

We offer a comprehensive range of support services on all Rolls-Royce RR300 variants, including all the associated accessories. Our team can also offer in-field support, an extensive pool of rental and exchange

engines, modules and accessories, CAA-approved training programmes, 24/7 AOG support and a sameday service for minor repairs and HMI's through its Rapid Response Unit.

## Key personnel

### Bill Bonder

Managing Director  
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### Ray Grech

Programme Manager, Engine Accessories Business  
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Phone: +44 (0)23 9230 4346

### Paul Knight

Technical & Commercial Co-ordinator  
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### Graham Evitt

Sales Manager

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### Martin Bush

Technical and Commercial Customer Support  
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### Steve Wiseman

Training Instructor

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Phone: +44 (0)23 9230 4254

### John Flack

Materials Team Leader

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Primary Rolls-Royce Regional Manager: Simon Kemp



## IAS

Avenida Marcone Issa, 300 – Bairro Perobas

São José da Lapa / MG - Brasil

CEP: 33350-000

Phone:

+ 55 031 3623-6304

Website:

[www.ias.ind.br](http://www.ias.ind.br)

## Capabilities

IAS is a company driven by a dynamic relationship between the Customer needs and the ability to nationalize the electromechanical aircraft maintenance items (engine and fuel, electrical, hydraulic and pneumatic systems).

- Turbo-fan: Engines with thrust up to 33000 lbf.
- Turbo-shaft: Engines with power up to 5100 shp.
- Propeller: Power train assy with up to 4 meters (13 ft) propellers, mounted or not in QEC.
  - Chemical Cleaning
  - Abrasive Cleaning
  - Painting
  - Machining
  - Mechanical Repairs
  - Flame Spray Coating
  - Balancing
  - Welding
  - Heat treatment with controlled atmosphere



## Elizeu Alcantara

Director of Operations - IAS

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## Key personnel

### Ronaldo Aldrin

President & CEO

### Kelly Batista

Administrative

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## StandardAero Limited

33 Allen Dyne Road, Winnipeg, Manitoba, Canada, R3H 1A1

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 Fax: +1 (204) 272-0093  
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 Part Sales USA: +1 (800) 866-2376  
 Email: [helicopters@StandardAero.com](mailto:helicopters@StandardAero.com)  
 Website: [www.StandardAero.com](http://www.StandardAero.com)



**Manny Atwal**  
 Vice-President  
 Helicopter  
 Programs

### Manny Atwal

Vice President Helicopter Programs  
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### Brian Hughes

Director of Sales & Marketing  
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## Capabilities

StandardAero provides industry-leading customer service and optimal engineering solutions to meet your RR300 repair and overhaul needs. Since 1967, we have been building better engines as the world's largest Authorized Maintenance, Repair and Overhaul Center (AMROC). With this history and experience comes understanding the requirements to owning, operating, maintaining a helicopter, and becoming the best. That is why StandardAero is the trusted service partner.

## A Commitment to Customer Satisfaction

As a multiple year recipient of the Rolls-Royce FIRST Network's Customer Satisfaction award, StandardAero offers the highest levels of workmanship, work progress communication,

timeliness of delivery, invoicing accuracy, and issue resolution. Our global network of service centers and customer service professionals contribute to our first-class rating of 99% on a customer's likelihood to recommend our services.

## Engine Optimization

Our innovative engineering capabilities have allowed us to develop the Custom Build and Optimum Build Engine. These build procedures provide increased shaft horsepower margins, cooler operating temperatures, reduced heat distress, and less fuel consumption that are appropriate for your mission. Simply put, we provide an optimal engine for your best results.

## StandardAero. Lifetime Commitment.

### Cory Waldmo

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### Rod Boresky

Accessories- Account Leader  
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#### Australia Service Center

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 Mailing Address:  
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### Paul Gatt

Manager Australia Service Center  
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### Al Nixon

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**Primary Rolls-Royce Regional Manager:**  
 Dave Rollins

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**Raghunath Reddy**

General Manager

**Overview**

StandardAero (Asia) Pte. Ltd. has recently transitioned to a brand new state of the art facility at the Singapore Seletar Aerospace Link. As the region's largest Authorized Maintenance Center (AMC), we understand the requirements of owning, operating, maintaining a helicopter, and becoming the best. That is why StandardAero is the trusted service partner.

**A Commitment to Customer Satisfaction**

As a multiple year recipient of the Rolls-Royce FIRST Network's Customer Satisfaction award, StandardAero offers the highest levels of workmanship, work progress communication, timeliness of delivery, invoicing accuracy, and issue resolution. Our global network of service centers and customer service professionals contribute to our

**Key personnel****Raghunath Reddy**

General Manager

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**Alan Tan**

Finance Manager

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first-class rating of 98% on a customer's likelihood to recommend our services.

**Engine Optimization**

Our innovative engineering capabilities have allowed us to develop the Custom Build and Optimum Build Engine. These build procedures provide increased shaft horsepower margins, cooler operating temperatures, reduced heat distress, and less fuel consumption that are appropriate for your mission.

**StandardAero. Lifetime Commitment.****Kannan Ramanathan**

Manager Customer Service

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**Low Keow Keong**

Regional Sales Manager

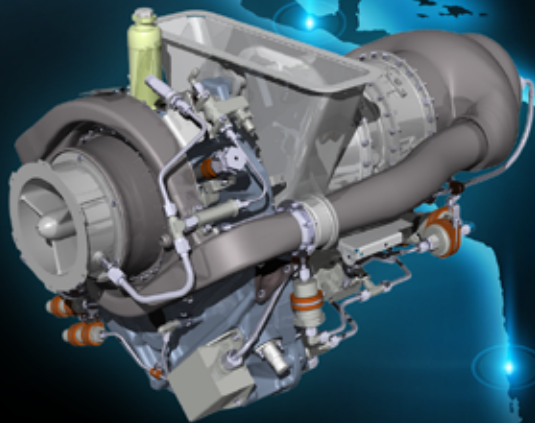
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Primary Rolls-Royce Regional Manager: Jia Fei

# 2016 FIRST network ***RR300 Service Directory***



Authorized Repair Facilities (ARF)



**Rolls-Royce**



## Cadorath Aerospace Inc.

2070 Logan Avenue  
Winnipeg, MB, Canada  
R2R 0H9

Phone: +1 (800) 665-7449  
+1 (204) 633-9420  
Fax: +1 (204) 633-7101  
Email: info@cadorath.com  
Website: www.cadorath.com



**David R. Haines**  
Senior Vice President

## Capabilities

Cadorath is a DOT 86-91, EASA 145, ISO 9001-2008, DAO# 15-C-01, Controlled Goods certified Rolls-Royce RR300 Authorized Repair Facility with a 60,000+ Sq. ft. climate controlled workshop, located in Winnipeg, Canada.

Servicing the RR300 family of operators and engine shops for over 30 years, Cadorath's staff is trained and trusted to help their customers reduce costs and increase productivity and are ready to respond to ever-changing customer and regulatory demands.

Cadorath's extensive offering of in-house processes:

- Design Approval Organization DAO# 15-C-01
- Repair development
- NDT liquid penetrant and MPI
- GTAW welding
- Conventional and CNC machining

## Key personnel

### David R. Haines

Senior Vice President

Phone: +1 (204) 633-9420  
Mobile: +1 (204) 291-3362  
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### Gord T. Mitchell

Operations Manager

Email: gtmitchell@cadorath.com

### Chris Jones

Director of Quality Assurance

Email: chris.jones@cadorath.com

### Leigh Hoffman

Director of Customer Care

Email: lhoffman@cadorath.com

- Automated shot peening
- Full painting capabilities
- Plasma, thermal, HVOF and wire spray coatings
- In house plating processes including:
  - Hard Chrome plating
  - Sulphamate nickel
  - Electroless nickel
  - Silver
  - Copper
  - Cadmium and more
  - Extensive exchange pool
  - Quick turn center for AOG and rush items!

For the highest level of integrity, solutions and satisfaction, contact Cadorath today.

### Joe Wilson

Business Development

Email: joea@hughes.net

### Roy Hartfiel

Director of Business Development

Email: rhartfiel@cadorath.com

### Rod Kucheran

Business Development

Email: rkucheran@cadorath.com

### Shane Zakulak

Engineering Dept. Head

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Primary Rolls-Royce Regional Manager: Dave Rollins



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Website: [www.cadorath.com](http://www.cadorath.com)



**David Menard**  
General Manager

## Capabilities

Strategically located in the Gulf of Mexico region, Cadorath Lafayette is an FAA-04YR3024, EASA 145 approved Rolls-Royce RR300 Authorized Repair Facility. Cadorath's staff is trained and trusted to help their customers reduce costs and increase productivity and are ready to respond to ever-changing customer and regulatory demands.

Cadorath's extensive offering of in-house processes:

- Conventional machining
- CNC machining
- GTAW welding
- Turbine nozzle flow and adjust

## Key personnel

**David Menard**  
General Manager  
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**Susan Menard**  
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**Chris Jones**  
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**Joe Wilson**  
Business Development  
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[joeca@hughes.net](mailto:joeca@hughes.net)

- Plasma and thermal coatings
- Vacuum furnace brazing
- NDT inspection
  - Liquid Penetrant
  - Ultrasonic
- Extensive exchange pool

Quick turn center for AOG and rush items!

For the highest level of integrity, solutions and satisfaction, contact Cadorath today.

**Larry Barkley**  
Operations Manager  
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**Anthony Griffin**  
Chief Inspector  
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Primary Rolls-Royce Regional Manager: Carl Landriault





## H-S Tool & Parts, Inc.

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Website: [www.hsrework.com](http://www.hsrework.com)



**Hans Sarghie**  
President

## Capabilities

H-S Tool & Parts Inc. has been providing unsurpassed quality for the repair and overhaul services of Rolls-Royce RR300 series engine components since 1974. As a Rolls-Royce Authorized Repair Facility (ARF), we provide a wide range of in-house capabilities and comprehensive services, including:

- Non-destructive testing (FPI, MPI)
- Specialized plasma, wire and thermal spray
- TIG welding including exotic alloys
- Sulphamate nickel, electroless nickel plating

- Cadmium plating, Silver plating
- Hard chromium plating
- Full machining and grinding
- Repair development

A worldwide exchange program offering an extensive range of rotatable parts allows our customers reduced downtime in support of their operations.

## Key personnel

### Christopher Trsek

Vice President/ General Manager

Email : [ctrsek@hsrework.com](mailto:ctrsek@hsrework.com)

### Pam Tranelis

Administration

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### Andy Archer

Quality Manager

Email : [aarcher@hsrework.com](mailto:aarcher@hsrework.com)

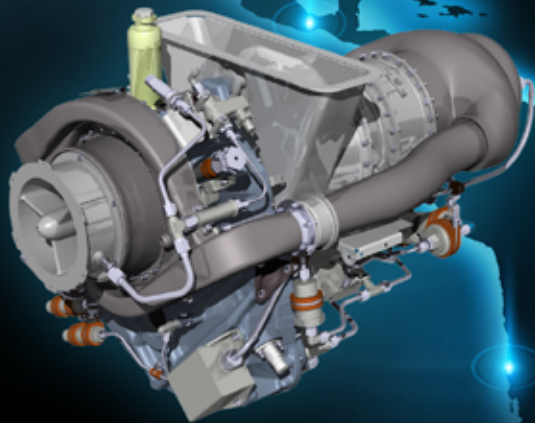
### Charles Davis

Sales/Marketing

Mobile: +1 (337) 258-9269

Primary Rolls-Royce Regional Manager: Greg Houston

# 2016 FIRST network ***RR300 Service Directory***



Aftermarket Services including Total Care



**Rolls-Royce**

## TotalCare® Summary

TotalCare® is the brand name of our flagship services offering. TotalCare® is aimed at alleviating the burden of engine maintenance and allowing for the transfer of the management of risk. The TotalCare® offering consists of an integrated core set of services covering key aspects of engine management and maintenance, which can be combined with a range of optional services to tailor TotalCare® to an individual customer's requirements.

Building on the leading knowledge (50 years of turboshaft experience), experience (200 million flight hours), and infrastructure provided by Rolls-Royce, engines under TotalCare® see operational benefits ranging from increased time on wing, access to OEM knowledge and problem solving capabilities, to reaching a higher efficiency in asset utilization. These culminate to give a reduction in operational disruption, and thus provide a more reliable service. Financial benefits ranging from mitigating against the risks of unexpected costs, to automatic inclusion of product durability and reliability improvements, which yield increased asset value and asset desirability.

TotalCare® provides an aligned business concept where Rolls-Royce is incentivized to actively manage an engine through its lifecycle to achieve maximum availability and utility, with a by-product of enhanced asset value. At the heart of TotalCare® philosophy is its business structure - since TotalCare® is charged on a fixed dollar per flying hour basis, TotalCare® transfers both time on wing and shop visit costs back to the OEM and makes reliability and time on wing a driver for profit for both the customer and Rolls-Royce. Fundamentally, TotalCare® rewards reliability, a factor valued most highly by customers.

## TotalCare® Benefits:

- **Low risk, fixed cost engine maintenance** - The comprehensive suite of engine management services available under TotalCare® provides predictable costs over the life of the agreement and covers all aspects of engine maintenance and management
- **Reduced management burden** - TotalCare® enables you to focus on your priorities, because Rolls-Royce provides a full suite of Engine Management Services
- **Enhanced aircraft resale value** - TotalCare® is fully transferable with the aircraft, therefore increasing its residual value
- **Reduced capital investment** - You need fewer spare parts
- **24/7** - Benefit from a world-wide network of support focused on the needs of your aircraft. Our network is always there for you, 24 hours a day, 365 days a year
- **Transfer of financial risk** - resulting in tax benefits. TotalCare® covers the cost of all Engine parts and labor when the time comes for the engine to be sent to an authorized Rolls-Royce overhaul facility. The cost of parts and labor for mandatory bulletins, as well as unscheduled shop visit costs for qualified events is also covered. It also covers the replacement of Life Limited Parts. This comprehensive coverage permits accurate budgeting based on each operator's forecast utilization. The Rolls-Royce global network of repair and overhaul operations ensures convenient access to the required facilities. Quality is assured as only authorized Rolls-Royce facilities are used for TotalCare®

Primary Rolls-Royce Manager: Laurie Bingham

# Foundation Support

## Foundation Technical Services Summary

All customers that operate Rolls-Royce M250® and RR300® engines have the option to contract for Foundation Services. These are the tools or services that an operator can use to self-manage its Rolls-Royce engines, and form the basis from which, if desired, other services could be offered.

In today's world, customers are focused on operational capability, readiness, and affordability. To support operators who are taking delivery of new aircraft or would like to establish a technical support Agreement, Rolls-Royce offers Foundation Technical Services. This is a simple and efficient way of contracting for:

- Engine Repair Management (ERM)
- Operations Center Support
- Customized Training
- Customized Technical Publications
- Technical Variance Analysis
- Logistical Services
- Regional Manager Periodic Visits
- End of Life Management

## Engine Repair Management (ERM)

This Program provides a service to satisfy the Customer's preference of an OEM managed engine repair through the shop level repair process.

We use our vast fleet experience to define the right repair work scope, locate a facility and then oversee your repairs. Rolls-Royce will manage the entire repair and overhaul process until the engine is ready for dispatch and returned to you.

## Operation Center Support

Rolls-Royce shall make suitable qualified representatives available 24 hours a day, 7 days a week, to respond to technical queries the Customer may have in relation to the operational support of the customer's engines or ground support equipment (GSE) or in connection with the technical publications questions. Examples of technical queries may include:

- Queries in respect of the operation of an engine.
- Queries in respect of the condition of an engine, engine module, or engine part.
- Clarifications in respect of processes within the technical publications (such as engine maintenance, fault diagnosis, or first-line maintenance of the engine)
- Queries in respect of the operation of the engine following in-service incidents

## Customized Customer Training

With our array of available customer training programs, your staff will be trained to meet your operational needs. Training classes can be delivered when you need it, and to meet your specific goals.

Our training program brings a deeper understanding of our products and policies ensuring safer decisions in the air and on the ground.

## End of Life Management (Sunset Service)

We can analyze your historic spares consumption and customer inventory positions. With this understanding we know what component needs will be required to support your desired engine availability.

We combine the design, supply, and repair elements to ensure product availability to the point that you choose to exit service.

**Additional Service can be added to increase the comprehensiveness and tailor a specific Foundation Support Program for each individual Operator. Options include:**

- Technical Variance Analysis
- Customized Technical Publications
- Logistical services
- Regional Manager Periodic Visits
  - Proactive Customer Support
  - Refresher Line Training

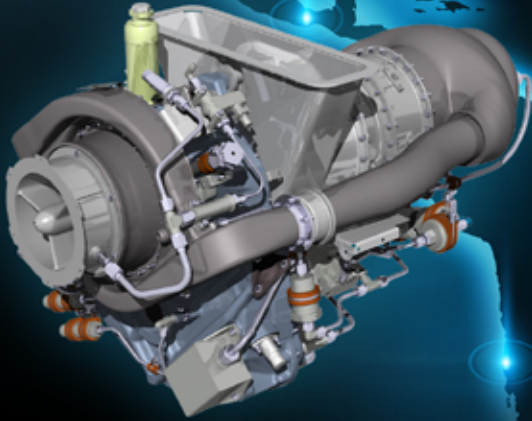
Primary Rolls-Royce Manager: Lawrence P. Mann

# Foundation Support

No Contracted Services	Foundation Technical Services Customer	TotalCare® Customer	
Service	Foundation Technical Services Options	TotalCare® Core	TotalCare® Options
<ul style="list-style-type: none"> <li>• Regional Manager Reactive Support</li> <li>• Technical Manual Interpretation</li> <li>• Rolls Royce New Engine Limited Warranty</li> </ul>	<ul style="list-style-type: none"> <li>• Engine Repair And Overhaul Services:                             <ul style="list-style-type: none"> <li>• Workscope Management</li> <li>• Shop Management</li> <li>• Quote and Payment Management</li> <li>• Engine Transportation</li> </ul> </li> <li>• Line Replaceable Units (Including Shipping)</li> <li>• Logistical Services</li> <li>• Operations Center Support</li> <li>• Customize Technical Publications</li> <li>• Customized Training</li> <li>• Tactical Variance Analysis</li> <li>• Regional Manager Periodic Visits</li> <li>• End of Life Management</li> </ul>	<ul style="list-style-type: none"> <li>• Engine Repair and Overhaul Services (Labor and Materials)                             <ul style="list-style-type: none"> <li>• Regular Schedule Shop Visit Cost</li> <li>• Qualified Unscheduled Shop Visit Costs</li> <li>• Life Limited Parts Replacement</li> <li>• Work Scope Management</li> <li>• Shop Management</li> <li>• Quote And Pavement Management</li> <li>• Engine Transportation</li> </ul> </li> <li>• Engine Reliability Improvements                             <ul style="list-style-type: none"> <li>• Inclusion of All Airworthiness Directives</li> <li>• Inclusion of All Mandatory Service Bulletins At Shop Visit</li> </ul> </li> <li>• Line Replaceable Units (Including Shipping)</li> <li>• Operations Center Support</li> <li>• Technical Publications</li> <li>• Training</li> <li>• Technical Variance Analysis</li> <li>• Regional Manager Periodic Visits</li> </ul>	<ul style="list-style-type: none"> <li>• End-of-Life Management</li> <li>• Logistical Services</li> <li>• Additional Technical Publications</li> <li>• Additional Training</li> </ul>

**We were the creators of the revolutionary “Power by the Hour®” concept and on that strong foundation have built a complete range of engine services**

# 2016 FIRST network *RR300 Service Directory*



Rolls-Royce Customer Training



Rolls-Royce

# Rolls-Royce Customer Training



## **Rolls-Royce Regional Customer Training Center - Indianapolis**

7715 North Perimeter Road  
Indianapolis, Indiana 46241-3600

Central Phone: +1 (317) 230-7282  
Fax: +1 (317) 230-4444  
Class Scheduling: +1 (317) 230-2586  
Website: [www.rolls-royce.com](http://www.rolls-royce.com)

Rolls-Royce Customer Training provides operators, regulatory agencies, authorized service centers and original equipment manufacturers (OEMs) with M250 maintenance training by integrating advanced computerized training courseware for the M250 series engines into all of our programs. This training media, in conjunction with traditional lecture presentations and hands-on activities, will provide you with extensive knowledge and background on the M250 product. Courses are offered at our Indianapolis Customer Training Center or, by special arrangement, at the customer's facility.

The standard course formats are two-day Engine Familiarization, five-day Engine Maintenance and ten-day Engine Heavy Maintenance. The Familiarization Course will introduce the student to all M250 engine variants with emphasis on engine construction, operation and applications. The five-day Maintenance Course provides detailed description and operation information applicable to field maintenance activities as outlined in the appropriate Operation and Maintenance Manual. Students with a desire to develop an in-depth knowledge of the design features unique to the M250 engine may consider attending a Heavy Maintenance Course. The heavy maintenance program covers all topics discussed in the five-day course and accommodates extensive student-instructor interaction to develop a level of understanding that will significantly enhance troubleshooting skills.

Additionally, significant insight will be provided into the engine configuration through teardown and assembly of the modules into major sub-components using specific Overhaul Manual excerpts. Both the maintenance and heavy maintenance courses provide exposure to relevant inspection techniques, special tooling, engine-specific procedures and maintenance publications in classroom and laboratory environments.

Properly trained personnel are required to maintain the performance and service reliability of the M250 engine. It has been demonstrated that these training courses provide knowledge and skills that normally require years of experience to acquire. Trained technicians maintaining the M250 product contribute significantly to decreased downtime and can make a positive impact on direct operating costs for the operator.

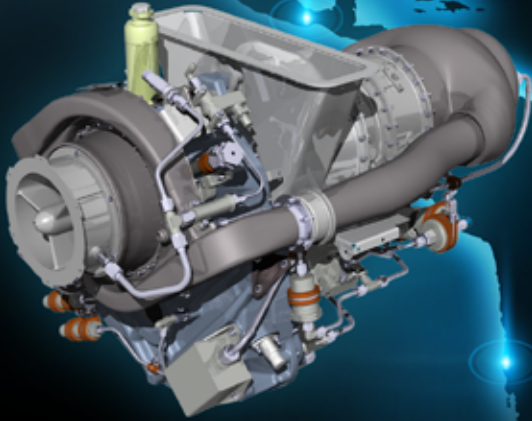
Rolls-Royce encourages operators to take advantage of the services provided by the customer Training Center and looks forward to the enrollment of your personnel.

# All Series RR300 Engine Maintenance - 2016 schedule

Course/Code	Days	Objectives	Topics of discussion	2016 available dates
All Series RR300 Engine Maintenance GL4705	4	This course is delivered in a blended format with classroom lecture, computer-aided instruction, and task-driven laboratory sessions to provide students with 'hands-on' experience on the engine. In short order the students will develop the foundation of knowledge and skills necessary to inspect, maintain and determine serviceability of the engine at the line maintenance level. Topics include safety, warnings, and precautions, engine and engine system servicing, routine maintenance & inspection, principle component replacement and introductory-level trouble-shooting.	<p>Upon completion of the course, the student will be able to...</p> <ul style="list-style-type: none"> <li>Recall the safety precautions observed working on or near the engine and identify locations of principle components</li> <li>Describe the normal function of the engine sections and of each major system</li> <li>Recall procedures for carrying out significant tasks associated with routine servicing of the engine and its systems</li> <li>Recall and perform procedures for replacement of principle components using approved technical data.</li> </ul>	<p>January 25-29 April 25-29 May 23-27 July 25-29 September 19-23 November 14-18</p>
RR300 Engine Maintenance for Service Centers GL4889	-	This course is primarily task-driven to provide student's 'hands-on' experiences necessary to establish Service Center capability for engine repair. Topics include safety, warnings, and precautions, component inspections and principle component replacement. Service Center training includes additional days subsequent to attending the Engine Maintenance course. The stated cost is inclusive of the additional days of attendance. NOTE: We cannot accept students into this program whose employers have not entered into an agreement with the Rolls-Royce Aftermarket Support organization as a Service Center for the RR300.	<p>Upon completion of the course, the student will be able to...</p> <ul style="list-style-type: none"> <li>Recall the safety precautions observed working on or near the engine and identify locations of principle components</li> <li>Describe the level of disassembly appropriate to Service Center level maintenance</li> <li>Recall procedures for carrying out significant tasks associated with Service Center repair capabilities</li> <li>Recall and perform procedures for replacement of principle component using approved technical data</li> </ul>	<p>Contact Registrar +1 (317) 230-2586  Jill Jupin jill.jupin@rolls-royce.com</p>
M250 / RR300 Vibration Analysis 12888	-	This interactive e-learning course is designed to provide background information, demonstrations and basic troubleshooting procedures which will enable students to perform vibration analysis on M250 and RR300 engines. The knowledge provided in this course is designed to supplement the information available to the technician in the applicable maintenance manuals.	<p>Upon completion of the course, the student will be able to:</p> <ul style="list-style-type: none"> <li>Understand the importance of the vibration testing procedures</li> <li>Prepare for the vibration test</li> <li>Execute the vibration test</li> <li>Interpret data gathered during the vibration test</li> <li>Indicate vibration limitations</li> <li>Implement basic vibration test troubleshooting procedures</li> <li>Extrapolate vibration test data.</li> </ul>	Free On-line training
RR300 Fuel System Training 13413	-	This interactive e-learning course is designed to provide background information, demonstrations and system details of the RR300 fuel control system. The knowledge provided in this course is designed to supplement the information available to the technician in the applicable maintenance manuals.	<p>Upon completion of the course, the student will be able to...</p> <ul style="list-style-type: none"> <li>Describe the importance of the fuel control system in RR300 engine operation</li> <li>Describe the system components and their function</li> <li>Relate which components operate based on N1 or N2 reference</li> <li>Describe the flow sequence through the system</li> <li>Relate critical system adjustments for engine start characteristics</li> <li>Locate primary components within the system schematic</li> </ul>	Free On-line training
RR300 Lubrication System Training 13720	-	This interactive e-learning course is designed to provide background information, demonstrations and system details of the RR300 engine lubrication system. The knowledge provided in this course is designed to supplement the information available to the technician in the applicable maintenance manuals.	<p>Upon completion of the course, the student will be able to...</p> <ul style="list-style-type: none"> <li>Describe the importance of the lubrication system in RR300 engine operation</li> <li>Describe the system components and their function</li> <li>Relate which components are engine versus airframe-related</li> <li>Describe the flow sequence through the system</li> <li>Locate components within the system schematic</li> </ul>	Free On-line training
RR300 Gas Path Cleaning 13650	-	This interactive e-learning course is designed to provide background information and task demonstrations which will aid RR300 engine maintainers who are performing the Gas Path Cleaning task. The knowledge provided in this course is designed to supplement the information available to the technician in the applicable maintenance manuals.	<p>Upon completion of the course, the student will be able to...</p> <ul style="list-style-type: none"> <li>Describe why this task is required</li> <li>Describe when this task is required</li> <li>Properly perform Gas Path Cleaning tasks.</li> </ul>	Free On-line training



# 2016 FIRST network ***RR300 Service Directory***



Warranty



Rolls-Royce

# New OEM Installed RR300 Engine Warranty

Rolls-Royce Corporation issues the following express Limited Warranty for new Original Equipment Manufacturer (OEM) installed RR300 engines subject to the following terms, conditions and limitations:

**1. What is Covered:** This Limited Warranty covers the costs of material and in-shop labor to repair (or replace at Rolls-Royce's sole option) any RR300 engine which has failed or malfunctioned during the warranty period as a result of a defect in material or workmanship under normal use and service or as a result of a nonconformity of the engine at the time of delivery to the Purchaser with the engine specifications in effect at the time of manufacture by Rolls-Royce.

**2. Who is Covered:** Anyone who purchases a new aircraft from an aircraft manufacturer, or from an aircraft manufacturer's dealer, which is equipped with a new Rolls-Royce RR300 engine is entitled to coverage under this Limited Warranty. This warranty is transferable, subject to the terms herein and at the discretion of Rolls-Royce.

**3. Warranty Period:** The term of this Limited Warranty is twenty-four (24) months from the date of delivery from the aircraft manufacturer, or three thousand (3,000) cycles as defined in the appropriate Operations and Maintenance Manual, or one thousand (1,000) hours of operation, whichever occurs first. The Limited Warranty term will not exceed a maximum of 36 months from the date of delivery from Rolls-Royce.

Following repairs which are covered by this Limited Warranty, the engine shall have only the portion of the warranty period remaining from the date/time in which Limited Warranty was first issued. The warranty period is not extended following such covered repairs. This is a repair warranty, not a future performance warranty. Any malfunction, defect or nonconformity discovered or reported after the expiration of the warranty period is not covered by this Limited Warranty.

## 4. Obtaining Repairs:

a) To obtain repairs, the Purchaser must submit Warranty Authorization on the FAST Website or send written notification to Rolls-Royce of any warranty claim within thirty (30) days after the alleged defect or nonconformity is discovered or in the exercise of ordinary diligence should have been discovered.

<https://fast.aeromanager-online.com/> or The notification must be addressed to the RR 300 Warranty Administrator at the following address:

Rolls-Royce Corporation  
450 South Meridian Street, Speed Code MC-N2-07  
Indianapolis, IN 46225-1103

The Purchaser will then be contacted with shipping instructions and point of contact information for the Purchaser's requested Limited Warranty repair. The Purchaser should not disassemble an engine or parts from the engine without Rolls-Royce's prior authorization. Parts may only be removed from an engine by individuals who are authorized by Rolls-Royce to perform this work. Engines/parts must be shipped in accordance w/published Rolls-Royce procedures.

b) The Rolls-Royce authorized repair facility must receive the engine/part within ninety (90) days after the written notification of defect is sent. The Purchaser is responsible for transportation charges to and from the Rolls-Royce authorized repair facility.

c) Rolls-Royce shall be the sole decision maker about whether there is a defect in material or workmanship under normal use and service or a non-conformity of the engine at the time of delivery to the Purchaser with the specifications in effect at the time of manufacture by Rolls-Royce.

d) In the event the warranty claim is denied, the Purchaser may be given the option to pay the Rolls-Royce authorized repair facility to make the necessary repairs. If the Purchaser chooses not to proceed with the repairs, the Purchaser is responsible for coordinating the return of the engine/part at its sole expense.

**LIMITATION OF WARRANTIES: THIS WARRANTY IS GIVEN EXPRESSLY AND IN PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. THERE ARE NO UNDERSTANDINGS, AGREEMENTS, REPRESENTATIONS, OR WARRANTIES NOT SPECIFIED HEREIN.**

**5. Other Warranties:** The manufacturers of optional equipment and components not manufactured by Rolls-Royce, including but not limited to an Engine Air Particle Separator, may or may not provide their own warranties. These warranties are separate from the Rolls-Royce Limited Warranty and constitute the only warranties for those specific components. Please review all warranties for the terms and conditions of those warranties.

**6. What is NOT Covered:** This Limited Warranty covers only the items expressly provided herein. Some examples of items not covered include:

a) Failures, malfunctions, or non-conformities of the engine attributable in whole or in part to the failure to store, preserve, install, operate, maintain, repair or replace the engine/parts in accordance with applicable recommendations by Rolls-Royce.

b) Failures, malfunctions, or non-conformities of the engine attributable in whole or in part to acts of God, misuse, corrosion, erosion, neglect, combat damage or accident.

c) Failures, malfunctions, or non-conformities of the engine attributable in whole or in part to the alteration of an engine/part which is not in accordance with published Rolls-Royce procedures.

d) Foreign object damage in operation, transit or in storage.

e) Consumables (including oils, lubricants, shop consumables, miscellaneous shop expenses etc.)

f) Engines/parts contained in engines which have been repaired by someone other than a Rolls-Royce authorized repair facility.

g) Failures, malfunctions, or non-conformities caused by parts or components not manufactured or installed by Rolls-Royce.

h) Transportation charges and any other surcharges, import taxes, duties, handling fees or other fees that may be levied in transporting the engine/part to/from a Rolls-Royce authorized repair facility for repair.

i) Labor for removal or reinstallation of the engine or part.

j) Parts which are replaced as a result of the Purchaser's elected maintenance or as a result of the Purchaser's decision to transfer accessories or parts. These decisions by the Purchaser can cause premature exposure in these or other parts which must be replaced based upon applicable Rolls-Royce published inspection criteria or Operations and Maintenance Manual and are not covered by this Limited Warranty.

k) Engine assemblies which are not in the same delivered configuration as supplied to the aircraft manufacturer.

# New OEM Installed RR300 Engine Warranty

## 7. Other Terms:

a) The obligations of Rolls-Royce under this Limited Warranty are limited. The obligations of Rolls-Royce under this Limited Warranty are limited to the repair of the engine as provided herein. In no event, whether as a result of breach of contract or warranty, alleged negligence, or otherwise, shall Rolls-Royce be subject to liability for incidental, consequential, indirect, special or punitive damages of any kind, including without limitation to damage to the engine, airframe or other property, commercial losses, lost profits, loss of use, grounding of engines or aircrafts, inconvenience, loss of time, cost of capital, cost of substitute equipment, downtime, claims of customers, or changes in retirement lives and overhaul periods.

b) This Limited Warranty, the obligations of Rolls-Royce and the rights and remedies of the Purchaser set forth in this Limited Warranty are exclusive and are expressly in lieu of and the Purchaser hereby waives and releases all other obligations, representations or liabilities, express or implied, arising by law in contract, tort (including negligence or strict liability) or otherwise, including but not limited to any claims arising out of, connected with or resulting from the performance of this Limited Warranty or from the design, manufacture, sale, repair, lease or use of the product, any component thereof and services delivered or rendered hereunder or otherwise. Any additional or different liabilities assumed by Rolls-Royce must be contained in a written document signed by the President or Chief Operating Officer of Rolls-Royce.

c) In no event shall the liability of Rolls-Royce under this Limited Warranty exceed the price of the product or service which gives rise to the claim.

d) To the extent that applicable law does not permit certain limitations set forth in this Limited Warranty, such limitations shall not be applied or invoked. Nothing in this Limited Warranty will be interpreted to disclaim liability of Rolls-Royce for gross negligence or willful misconduct.

e) Rolls-Royce's failure to enforce any of the terms or conditions stated herein shall not be construed as a waiver of such provision or of any other terms and conditions of this Limited Warranty.

f) If any one or more of the provisions contained in this Limited Warranty shall be invalid, illegal or unenforceable in any respect, the validity, legality or enforceability of the remaining provisions contained therein shall not in any way be affected or impaired thereby.

g) This Limited Warranty shall be construed and interpreted in accordance with the laws of the State of Indiana, without reference to its choice of law rules. Accordingly, parties expressly agree that the United Nations Convention on Contracts for the International Sale of Goods does not apply to this Limited Warranty.

h) Any controversy or claim arising out of or relating to this Limited Warranty or breach thereof shall be litigated only in the Circuit or Superior Courts of Marion County, Indiana or the United States District Court for the Southern District of Indiana, Indianapolis Division. In connection with the foregoing, the Purchaser consents to the jurisdiction and venue of such courts and expressly waives any claims or defenses of lack of jurisdiction or proper venue by such courts.

THE PRECEDING PARAGRAPHS OF THIS DOCUMENT SET FORTH THE SOLE AND EXCLUSIVE REMEDIES FOR ALL CLAIMS BASED ON FAILURE OF OR DEFECTS IN THE GOODS PROVIDED UNDER THIS CONTRACT, WHETHER THE FAILURE OR DEFECT ARISES BEFORE OR DURING THE WARRANTY PERIOD AND WHETHER A CLAIM, HOWEVER INSTITUTED, IS BASED ON CONTRACT, INDEMNITY, WARRANTY (INCLUDING THE WARRANTY AGAINST REDHIBITORY DEFECTS), TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES AND GUARANTEES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY (INCLUDING THE WARRANTY AGAINST REDHIBITORY DEFECTS). NO IMPLIED STATUTORY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY.

# New Spare RR300 Engine or Part Limited Warranty

Rolls-Royce Corporation issues the following express Limited Warranty for new spare RR300 engines and new parts subject to the following terms, conditions and limitations:

**1. What is Covered:** This Limited Warranty covers the costs of material and in-shop labor to repair (or replace at Rolls-Royce's sole option) any RR300 engine or part which has failed or malfunctioned during the warranty period as a result of a defect in material or workmanship under normal use and service or as a result of a nonconformity of the engine at the time of delivery to the Purchaser with the engine specifications in effect at the time of manufacture by Rolls-Royce.

**2. Who is Covered:** Anyone who purchases a new Rolls-Royce RR300 engine/part from Rolls-Royce or the Rolls-Royce designated Distributor is entitled to coverage under this Limited Warranty. This warranty is transferable, subject to the terms herein and at the discretion of Rolls-Royce.

**3. Warranty Period:** The term of this Limited Warranty is twenty-four (24) months from the date of delivery from Rolls-Royce or the Rolls-Royce designated Distributor, or three thousand (3,000) cycles as defined in the appropriate Operations and Maintenance Manual, or one thousand (1,000) hours of operation, whichever occurs first.

Following repairs which are covered by the terms of this Limited Warranty, the engine or part shall have only the portion of the warranty period remaining from the date/time in which Limited Warranty was first issued. The warranty period is not extended following such covered repairs. This is a repair warranty, not a future performance warranty. Any malfunction, defect or nonconformity discovered or reported after the expiration of the warranty period is not covered by this Limited Warranty.

## 4. Obtaining Repairs:

a) To obtain repairs, the Purchaser must submit Warranty Authorization on the FAST Website or send written notification to Rolls-Royce of any warranty claim within thirty (30) days after the alleged defect or nonconformity is discovered or in the exercise of ordinary diligence should have been discovered.

<https://fast.aeromanager-online.com/> or The notification must be addressed to the RR 300 Warranty Administrator at the following address:

Rolls-Royce Corporation  
450 South Meridian Street, Speed Code MC-N2-07  
Indianapolis, IN 46225-1103 USA

The Purchaser will then be contacted with shipping instructions and point of contact information for the Purchaser's requested Limited Warranty repair. The Purchaser should not disassemble an engine or parts from the engine without Rolls-Royce's prior authorization. Parts may only be removed from an engine by individuals who are authorized by Rolls-Royce to perform this work. Engines/parts must be shipped in accordance with published Rolls-Royce procedures.

b) The Rolls-Royce authorized repair facility must receive the engine/part within ninety (90) days after the written notification of defect is sent. The Purchaser is responsible for transportation charges to and from the Rolls-Royce authorized repair facility.

c) Rolls-Royce shall be the sole decision maker about whether there is a defect in material or workmanship under normal use and service or a non-conformity of the engine at the time of delivery to the Purchaser with the specifications in effect at the time of manufacture by Rolls-Royce.

d) In the event the warranty claim is denied, the Purchaser may be given the option to pay the Rolls-Royce authorized repair facility to make the necessary repairs. If the Purchaser chooses not to proceed with the repairs, the Purchaser is responsible for coordinating the return of the engine/part at its sole expense.

**5. Other Warranties:** The manufacturers of optional equipment and components not manufactured by Rolls-Royce, including but not limited to an Engine Air Particle Separator, may or may not provide their own warranties. These warranties are separate from the Rolls-Royce Limited Warranty and constitute the only warranties for those specific components. Please review all warranties for the terms and conditions of those warranties.

**LIMITATION OF WARRANTIES: THIS WARRANTY IS GIVEN EXPRESSLY AND IN PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. THERE ARE NO UNDERSTANDINGS, AGREEMENTS, REPRESENTATIONS, OR WARRANTIES NOT SPECIFIED HEREIN.**

**6. What is NOT Covered:** This Limited Warranty covers only the items expressly provided herein. Some examples of items not covered include:

a) Failures, malfunctions, or non-conformities of the engine attributable in whole or in part to the failure to store, preserve, install, operate, maintain, repair or replace the engine/parts in accordance with applicable recommendations by Rolls-Royce.

b) Failures, malfunctions, or non-conformities of the engine attributable in whole or in part to acts of God, misuse, corrosion, erosion, neglect, combat damage or accident.

c) Failures, malfunctions, or non-conformities of the engine attributable in whole or in part to the alteration of an engine/part which is not in accordance with published Rolls-Royce procedures.

d) Foreign object damage in operation, transit or in storage.

e) Consumables (including oils, lubricants, shop consumables, miscellaneous shop expenses etc.)

f) Engines or parts contained in engines which have been repaired by someone other than a Rolls-Royce authorized repair facility.

g) Failures, malfunctions, or non-conformities caused by parts or components not manufactured or installed by Rolls-Royce.

h) Transportation charges and any other surcharges, import taxes, duties, handling fees or other fees that may be levied in transporting the engine/part to/from a Rolls-Royce authorized repair facility for repair.

i) Labor for removal or reinstallation of the engine/part.

j) Parts which are replaced as a result of the Purchaser's elected maintenance or as a result of the Purchaser's decision to transfer accessories or parts. These decisions by the Purchaser can cause premature exposure in these or other parts which must be replaced based upon applicable Rolls-Royce published inspection criteria or Operations and Maintenance Manual and are not covered by this Limited Warranty.

k) Engine assemblies or parts which are not in the same delivered configuration from Rolls-Royce or Rolls-Royce designated Distributor.

# New Spare RR300 Engine or Part Limited Warranty

## 7. Other Terms:

a) The obligations of Rolls-Royce under this Limited Warranty are limited to the repair of the engine as provided herein. In no event, whether as a result of breach of contract or warranty, alleged negligence, or otherwise, shall Rolls-Royce be subject to liability for incidental, consequential, indirect, special or punitive damages of any kind, including without limitation to damage to the engine, airframe or other property, commercial losses, lost profits, loss of use, grounding of engines or aircrafts, inconvenience, loss of time, cost of capital, cost of substitute equipment, downtime, claims of customers, or changes in retirement lives and overhaul periods.

b) This Limited Warranty, the obligations of Rolls-Royce and the rights and remedies of the Purchaser set forth in this Limited Warranty are exclusive and are expressly in lieu of and the Purchaser hereby waives and releases all other obligations, representations or liabilities, express or implied, arising by law in contract, tort (including negligence or strict liability) or otherwise, including but not limited to any claims arising out of, connected with or resulting from the performance of this Limited Warranty or from the design, manufacture, sale, repair, lease or use of the product, any component thereof and services delivered or rendered hereunder or otherwise. Any additional or different liabilities assumed by Rolls-Royce must be contained in a written document signed by the President or Chief Operating Officer of Rolls-Royce.

c) In no event shall the liability of Rolls-Royce arising under this Limited Warranty exceed the price of the product or service which gives rise to the claim.

d) To the extent that applicable law does not permit certain limitations set forth in this Limited Warranty, such limitations shall not be applied or invoked. Nothing in this Limited Warranty will be interpreted to disclaim liability of Rolls-Royce for gross negligence or willful misconduct.

e) Rolls-Royce's failure to enforce any of the terms or conditions stated herein shall not be construed as a waiver of such provision or of any other terms and conditions of this Limited Warranty.

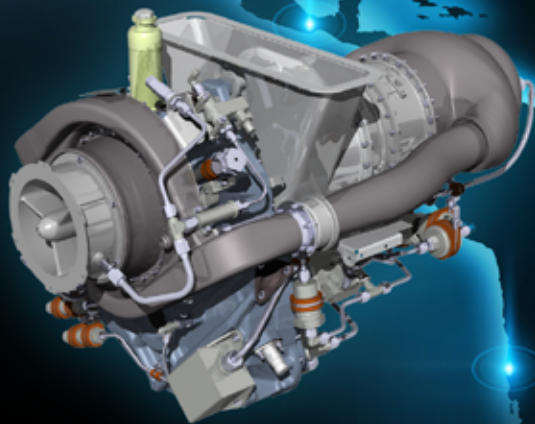
f) If any one or more of the provisions contained in this Limited Warranty shall be invalid, illegal or unenforceable in any respect, the validity, legality or enforceability of the remaining provisions contained therein shall not in any way be affected or impaired thereby.

g) This Limited Warranty shall be construed and interpreted in accordance with the laws of the State of Indiana, without reference to its choice of law rules. Accordingly, parties expressly agree that the United Nations Convention on Contracts for the International Sale of Goods does not apply to this Limited Warranty.

h) Any controversy or claim arising out of or relating to this Limited Warranty or breach thereof shall be litigated only in the Circuit or Superior Courts of Marion County, Indiana or the United States District Court for the Southern District of Indiana, Indianapolis Division. In connection with the foregoing, the Purchaser consents to the jurisdiction and venue of such courts and expressly waives any claims or defenses of lack of jurisdiction or proper venue by such courts.

THE PRECEDING PARAGRAPHS OF THIS DOCUMENT SET FORTH THE SOLE AND EXCLUSIVE REMEDIES FOR ALL CLAIMS BASED ON FAILURE OF OR DEFECTS IN THE GOODS PROVIDED UNDER THIS CONTRACT, WHETHER THE FAILURE OR DEFECT ARISES BEFORE OR DURING THE WARRANTY PERIOD AND WHETHER A CLAIM, HOWEVER INSTITUTED, IS BASED ON CONTRACT, INDEMNITY, WARRANTY (INCLUDING THE WARRANTY AGAINST REDHIBITORY DEFECTS), TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES AND GUARANTEES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY (INCLUDING THE WARRANTY AGAINST REDHIBITORY DEFECTS). NO IMPLIED STATUTORY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY.

# 2016 FIRST network ***RR300 Service Directory***



**RR300 Owner/Operator Quick Reference Guide**



# RR300 Owner/Operator Quick Reference Guide

	Description	How	Notes
<b>Warranty Registration</b>	<i>Upon initial receipt of the engine from the Dealer or Service Center</i>	<b>By completing and submitting the New Owner Registration Card that is included in the Engine Logbook (details included on the card).</b>	The purpose of the Registration Card includes: 1. Initiates Owner's Warranty Coverage on the engine. 2. Ensures Rolls-Royce has accurate owner and aircraft information.
<b>Access to FAST</b> (Fleet Administrative Service Tool)	<i>FAST is an online IT tool that encompasses the Service and Support of the RR300</i>	<b>FAST website is located at: <a href="https://fast.aeromanager-online.com">https://fast.aeromanager-online.com</a></b> <b>A one-time registration is required and can be accomplished at the FAST website by</b> <b>1. Select I Agree</b> <b>2. Click the Go to Login</b> <b>3. Click the To register for FAST, CLICK HERE...</b> <b>4. On the next page, complete the form and submit.</b> NOTE: A one-time setup of your company is required, which will include Export License, if necessary.	FAST includes, and is the portal for: Technical Manuals; Operating Reports; EMU upload repository; Warranty Claims; Field Service Reports. <b>IMPORTANT: MS-Windows XP users only: When clicking to open any document in FAST, hold CTRL key to override browser's pop-up blocker.</b> Instruction Guides for FAST are also available; after logging in: 1. Click on <a href="#">iWarranty</a> 2. Click on <a href="#">Document Management</a> 3. Click on <a href="#">Document Administration</a> 4. Click on <a href="#">FAST Instructional Manuals</a>
<b>Access to Technical Publications</b> - Operation and Maintenance Manual (OMM) - Line Illustrated Parts Catalog (LIPC)	<i>For guidance on the operation and maintenance of the engine.</i>	<b>Manuals are available via the FAST system (see Task 2). After logging in:</b> <b>1. Click on <a href="#">iWarranty</a></b> <b>2. Click on <a href="#">RR300 Technical Publications</a></b> <b>3. A popup window will open</b> <b>4. Click on appropriate publication</b> Manuals are also available for purchase on CD.	Manuals accessed through FAST are free-of-charge to the customer upon submission of an Operating Report every 60 days. Manuals in CD format and Revision Service may be purchased. Contact your Service Center for assistance. (Important: revision service must be purchased prior to CD expiration to avoid additional expense.)
<b>Access to Technical Publications</b> - Service Bulletins (SB) - Notices to Operator (NTO) - Parts Information Letter (PIL)	<i>Following notification of a new SB/NTO/PIL, or to access an existing SB/NTO/PIL</i>	<b>SB/NTO/PILs are available via the FAST system. After reaching the login page:</b> <b>1. Click on <a href="#">Public ePubs</a></b> <b>2. Enter required information; Click on <a href="#">Continue</a></b> <b>3. Select <a href="#">RR300 Engine Model</a> and <a href="#">SB, NTO or PIL</a></b> <b>4. Click <a href="#">Go to Folder</a></b>	SBs, NTOs and PILs are free-of-charge to the customer following access to FAST. SBs, NTOs, and PILs may also be accessed after logging into FAST and clicking on Public ePubs.
<b>Access to Technical Support</b>	<i>For clarification of technical manual material, or assistance with troubleshooting</i>	<b>1. Contact your RR300 Service Center</b> <b>2. Contact your local Rolls-Royce Regional Manager</b> <b>3. Contact Rolls-Royce Customer Support:</b> E-mail <a href="mailto:helicoptercustsupp@rolls-royce.com">helicoptercustsupp@rolls-royce.com</a> 1-888-255-4766 USA +1-317-230-6400 International +1-317-230-2720 Emergency Only; 24 hours/day, 7 days/week +1-317-230-3381 Fax +1-317-230-6630 Accident reporting only	The Technical Publications should be your initial source for troubleshooting and operational guidance. Rolls-Royce Customer Support targets a response time of 48 hours for all inquiries.
<b>Locating a Service Center</b>	<i>For technical assistance, parts procurement, and maintenance services</i>	<b>NT0 RR300-001 includes a listing of all RR300 Authorized Service Centers including location and contact information. You may also contact your Regional Manager or Customer Support.</b>	Recently added RR300 Service Centers will be added to NT0 RR300-001 at the next revision; for an up-to-date list, contact Rolls-Royce Customer Support.

# RR300 Owner/Operator Quick Reference Guide

	Description	How	Notes
<b>Parts or Exchange Accessory</b>	<i>For replacement of parts defined in the RR300 LIPC and/or required in the RR300 OMM</i>	<b>All parts and exchange accessories can be procured via:</b> <b>a) Aviall, Inc. (web address: <a href="http://www.Aviall.com">www.Aviall.com</a>)</b> <b>24 Hour and AOG phone numbers:</b> <ul style="list-style-type: none"> <li>• 1-800-284-2551 (North America)</li> <li>• 1-972-586-1000 (International)</li> </ul> <b>b) RR300 AMROCs &amp; Service Centers</b>	Rolls-Royce publishes annual pricing for all parts included in the RR300 engine. Kits that include all necessary parts may be available for scheduled line maintenance events. Accessories include Fuel Control, Power Turbine Governor, Fuel Nozzle, Fuel Pump, Starter/Generator, Generator Control Unit. The unserviceable core must be returned.
<b>RR300 Engine Training</b>	<i>As needed by the Operator</i>	<ol style="list-style-type: none"> <li>1. Through Rolls-Royce Customer Training. Contact Rolls-Royce Customer Support for a schedule and syllabus.</li> <li>2. Through select Service Centers. Contact the Service Center for details.</li> </ol>	Information is also available through: <ol style="list-style-type: none"> <li>1. <a href="http://www.rolls-royce.com/civil/services/training/">http://www.rolls-royce.com/civil/services/training/</a> Select the RR300 engine.</li> <li>2. FAST under the General folder.</li> <li>3. NTO RR300-021.</li> </ol>
<b>Download the EMU (engine monitoring unit) through the DDU (digital download unit) software</b>	<i>As required by the OMM or requested by a Service Center or Rolls-Royce</i>	DDU software is included with the new aircraft. The software should be installed per the installation instructions. Following install, a manual will be accessible which describes the required procedures.	The software is only compatible with Microsoft Windows. To use with an Apple computer, software that emulates the Windows environment will need to be installed. To connect via the aircraft connector, a standard USB cable (square-end to rectangle-end) is required.
<b>Uploading an EMU file</b> - Summary Report - Flight History	<i>Summary Report – may be included with the Operating Report Flight History – at the request of the Service Center or Rolls-Royce</i>	<b>Summary Report – import to the Operating Report Flight History – uploading information will be provided on a case-by-case basis.</b>	The summary report includes general information about the operation of the engine including time, cycles, faults, and any exceedance of engine operating limits. The Flight History report, only accessible by Rolls-Royce, includes detailed information including all engine operating parameters for any given flight.
<b>Submitting a Field Service Report (FSR)</b>	<i>To initiate any warranty repair event or major engine/module repair</i>	<b>Complete and submit via FAST. The FSR will be reviewed by Rolls-Royce. Specific instructions for completing the FSR are available in FAST Instruction Manual for FSR; see Task 2 Notes for access.</b>	The purpose of the FSR includes: <ol style="list-style-type: none"> <li>1. Initiating a repair event, and communicating necessary engine information and repair scope.</li> <li>2. Capturing all events to ensure reliability is understood and evaluating needs for improvement.</li> </ol>
<b>Submitting an Operating Report</b>	<i>Every 60 days</i>	<b>Complete and submit via the FAST system. The Operating Report will be reviewed by Rolls-Royce. Specific instructions for completing the Operating Report are available in the FAST Instruction Manual for Operating Reports; see Task 2 Notes for access.</b>	The purpose of the operating report includes: <ol style="list-style-type: none"> <li>1. Permitting the operator to access Tech Pubs free-of-charge</li> <li>2. Provides Rolls-Royce with valuable data on the RR300 engine fleet (e.g. cumulative FH and cycles) that allows for part demand forecasting and reliability analysis. This data helps Rolls-Royce to provide better service to all Robinson R66 operators.</li> </ol>
<b>Submitting a Warranty Claim</b>	<i>Following an event that is within the Warranty period (refer the Warranty card for coverage)</i>	<ol style="list-style-type: none"> <li>1. Contact a Service Center to submit an FSR (see Task 10).</li> <li>2. Contact a Service Center to submit a Warranty Authorization (WA) via FAST. The WA will be reviewed by Rolls-Royce to ensure warranty is applicable and covered.</li> </ol> <p>Specific instructions for completing the WA are available in FAST Instruction Manual for Warranty Authorization Claims; see Task 2 Notes for access.</p>	<p>The purpose of the WA includes:</p> <ol style="list-style-type: none"> <li>1. Capturing all necessary information to evaluate Warranty coverage.</li> <li>2. Formally initiating and requesting Warranty coverage for an event within the Warranty period.</li> </ol> <p>For warranty events, it is preferable for the Service Center to complete both the FSR and WA. Warranty card is also available via the FAST system.</p>





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GTP 9961 (09/16)

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