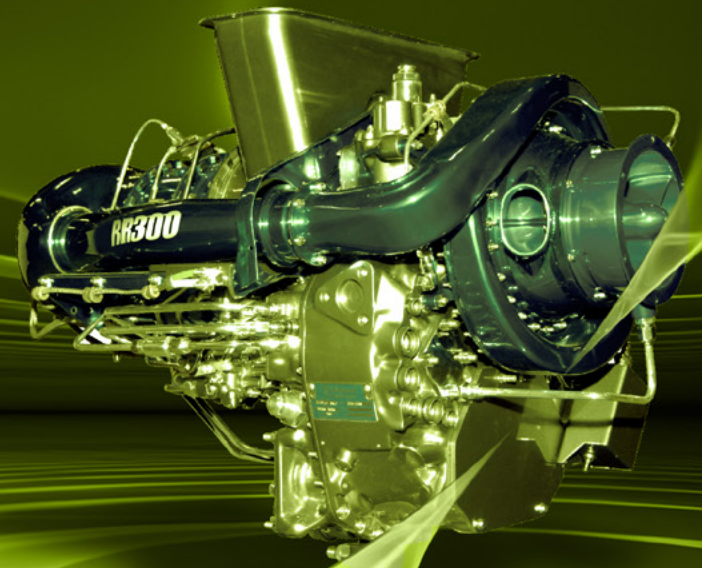




2  
0  
2  
1

# RR300

FIRST network Directory



# Table of Contents

<b>Rolls-Royce RR300 Support Team</b> .....	<b>3</b>
Aftermarket Services .....	4
Rolls-Royce FIRST network.....	5
Customer Services.....	6
Civil Field Support.....	8
Regional Customer Training Center .....	10
<b>Boeing Global Services – Distribution Leadership Team (legacy Aviall)</b> .....	<b>11</b>
Boeing Global Services – Distribution Leadership Team (legacy Aviall) .....	12
Boeing Global Services – Distribution Customer Centers.....	14
<b>Service Center Location Map</b> .....	<b>16</b>
RR300 FIRST network Map .....	17
RR300 Service Center Information .....	18
<b>Authorized Maintenance, Repair &amp; Overhaul Centers (AMROC)</b> .....	<b>20</b>
Authorized Maintenance, Repair & Overhaul Centers (AMROC) .....	21
AeroMaritime Mediterranean, Ltd .....	22
Asia Pacific Aerospace Pty. Ltd .....	23
DallasAirmotive .....	24
H+S Aviation Ltd .....	25
Industry Aviation Services.....	26
StandardAero Limited .....	27
StandardAero (Asia) Pte. Ltd.....	28
<b>Authorized Repair Facilities (ARF)</b> .....	<b>29</b>
Cadorath .....	30
Cadorath Lafayette .....	31
H-S Tool & Parts, Inc. ....	32
<b>TotalCare® &amp; Aftermarket Services</b> .....	<b>33</b>
TotalCare® .....	34
TotalCare® OneK+ & TotalCare® OneK .....	35
TotalCare® Engine Coverage Time Summary.....	36
Aftermarket Services Portfolio.....	37
Aftermarket Services.....	38
<b>Rolls-Royce Customer Training</b> .....	<b>39</b>
Customer Training .....	40
RR300 2020 Class Schedule.....	41
<b>Warranty</b> .....	<b>42</b>
Universal M250 And RR300 New Engine Limited Warranty.....	43
Universal M250 And RR300 Spare Part / Module Limited Warranty.....	45
<b>RR300 Owner/Operator Quick Reference Guide</b> .....	<b>47</b>
RR300 Owner/Operator Quick Reference Guide.....	48





# Rolls-Royce RR300 Support Team

# Rolls-Royce Aftermarket Services



**Scott Cunningham**

*Helicopters Service Executive*

c: +1 317 446-7760  
e: scott.cunningham@rolls-royce.com



**Rege Hall**

*Senior Manager Customer Service*

c: +1 (317) 250-4767  
e: rege.e.hall@rolls-royce.com



**Larry Norris**

*Aftermarket Program Manager M250/  
RR300*

c: 1(317)496-6576  
e: larry.d.norris@rolls-royce.com



**Lawrence P. Mann**

*Helicopter Aftermarket Growth  
Manager*

c: +1 (317) 340-2165  
e: lawrence.p.mann@rolls-royce.com



**Lance Mills**

*Services Program Manager-  
Helicopters*

c: +1 317 850-9359  
e: lance.mills@rolls-royce.com



**Laurie Bingham**

*TotalCare Manager*

c: +1 (317) 260-1338  
e: Laurie.Bingham@rolls-royce.com



**Richard Boyer**

*Data Systems Manager*

c: +1 (317) 374-8589  
e: richard.l.boyer@rolls-royce.com



**Jennifer Piercey**

*TotalCare Analyst/  
Warranty & Data Superuser*

c: +1 (317) 224-3477  
e: jennifer.l.piercey@rolls-royce.com



**Nancy Harns**

*FAST Administrator*

c: +1 (317) 319-6514  
e: nancy.harns@rolls-royce.com



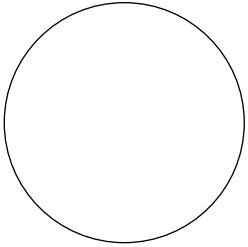
**Kimberly Crawford**

*Commercial Manager*

p: +1 (317) 997.9862  
e: kimberly.crawford@rolls-royce.com



# Rolls-Royce FIRST network



**TBD**

*Maintenance Repair & Overhaul MRO  
Services Manager M250/RR300*

c:  
e:



**Angela N. Smith**

*Helicopter Service Network  
Administrator*

c: +1 (317) 225-3746  
e: [angela.smith2@rolls-royce.com](mailto:angela.smith2@rolls-royce.com)



**Mike Baughman**

*MRO FIRST network Project Manager*

c: +1 (317) 476-4271  
e: [michael.baughman@rolls-royce.com](mailto:michael.baughman@rolls-royce.com)

# Rolls-Royce Customer Services



## Rege Hall

Senior Manager Customer Service

c: +1 (317) 250-4767  
e: rege.e.hall@rolls-royce.com



## Ben Kesler

Lead Service Operations Manager

c: +1 (317) 681-4559  
e: benjamin.w.kesler@rolls-royce.com



## Kevin McCray

Service Operations Manager

c: +1 (317) 410.7615  
e: kevin.mccray@rolls-royce.com



## Brian Beeson

Service Operations Manager

c: +1 (317) 209-5814  
e: brian.beeson@rolls-royce.com



## Terry Wolfe

Service Operations Manager

c: +1 (317) 681-4579  
e: terry.wolfe@rolls-royce.com



## Eric Laughlin

Helicopters Service Representative

e: eric.laughlin@rolls-royce.com



## Dave Ramey

Helicopters Service Representative

e: David.ramey@rolls-royce.com



## Robert Schlageter

Helicopters Service Representative

e: robert.schlageter2@rolls-royce.com



## Paulina Gregory

Service Operations Manager

c: +1(317)646-9374  
e: paulina.gregory@rolls-royce.com



## Carl Landriault

Lead Service Operations Manager

c: +1(337)401-9710  
e: carl.landriault@rolls-royce.com

## CUSTOMER SUPPORT

General access: +1 (317) 230-2720

### Contact information:

Toll-free (North America): +1 (888) 255-4766

Phone: +1 (317) 230-2720



# Rolls-Royce Customer Services

## **CUSTOMER SUPPORT**

**General access: +1 (317) 230-2720**

**Contact information:**

**Toll-free (North America): +1 (888) 255-4766**

**Phone: +1 (317) 230-2720**

**Email: [helicoptercustsupp@rolls-royce.com](mailto:helicoptercustsupp@rolls-royce.com)**

# Rolls-Royce Civil Field Support



**Jim Jackson**

*Director Civil Helicopters Deployed Services, Regional Manager Japan, South Korea & Taiwan*

Mobile: +1 317 625 8376  
e: james.jackson4@rolls-royce.com



**Chris Ankrom**

*Regional Manager, International M250/RR300 - Robinson Helicopter, Russia, CIS, Eastern Europe*

c1: +1 (317) 554-9414  
c2: +971 (0) 56 174 6535  
e: chris.m.ankrom@rolls-royce.com



**Simon Kemp**

*Regional Manager - Western Europe, Africa & Middle East*

p: +44 (0) 2392 662790  
c: +44 (0) 7972 001167  
e: simon.kemp@rolls-royce.com



**Karim Shaaban**

*Regional Manager- Lower South America*

p: +55 (11) 3539-6364 f: +55 (11) 5083-0486  
c: +55 (11) 8465-7374  
e: karim.shaaban@rolls-royce.com



**Jia Fei**

*Regional Manager - China, India, Asia*

p: +86 10 8565 5199  
c: +86 138 1064 3357  
f: +86 10 8525 2213  
e: fei.jia@rolls-royce.com



**Matt Cherviakov**

*Regional Manager, Australia, New Zealand, Papua New Guinea*

p: +61 (0) 7 3886 4429  
c: +61 (0) 4 3576 8106  
f: +61 (0) 7 3886 4429  
e: matthew.cherviakov@rolls-royce.com



**Randy LeClair**

*Regional Manager Mid South US, Boeing, Bell Helicopter*

p: +1 (317) 965-7182  
e: randy.g.leclair@rolls-royce.com



**Greg Lewis**

*Regional Manager- Eastern & Central US*

c: +1 (315) 405-5469  
e: gregory.lewis@rolls-royce.com



**Greg Houston**

*Regional Manager-Western US, Alaska, & BC - MDHI*

p: +1 (623) 266-3715  
c: +1 (602) 750-1276  
f: +1 (623) 266-3715  
e: gregory.d.houston@rolls-royce.com



**Jerry Black**

*Regional Manager-Gulf Coast*

p: +1 (931) 249-0048  
e: Jerry.G.Black@rolls-royce.com



# Rolls-Royce Civil Field Support



**Dave Rollins**

*Regional Manager-Bell Helicopter  
& Canada*

p: +1 (450) 971-6500 ext.4120  
c: +1 (514) 386-7184  
e: david.rollins@rolls-royce.com



**Marcos Matos**

*Regional Manager- Latin America  
& Florida*

C:+1 (954) 329-4282  
Email: Marcos.matos@rolls-royce.com



**Jon Holien**

*Regional Manager West Coast, Hawaii*

p: +1 (907) 750-4713  
e: Jon.Holien@rolls-royce.com



**Tim Hild**

*Regional Manager Mid USA*

p: +1 (317) 954-2995  
e: Timothy.Hild@rolls-royce.com

# Rolls-Royce Regional Customer Training Center



**Jill Jupin**

*Registrar - M250 Customer Training*

p: +1 (317) 230-2586

e: [jill.jupin@rolls-royce.com](mailto:jill.jupin@rolls-royce.com)



**Mario Iniguez**

*Instructor, Helicopters Engines*

p: + 1(317)313-9792

e: [mario.iniguez@rolls-royce.com](mailto:mario.iniguez@rolls-royce.com)



# Boeing Global Services – Distribution Leadership Team (legacy Aviall)

# Boeing Global Services – Distribution Leadership Team (legacy Aviall)



**Sheena Mitchell**

*Distribution Programs*

c: +1 (770) 401-6326

e: Sheena.a.mitchell@boeing.com



**Wayne Goodland**

*Sr. Manager, Rolls-Royce Programs*

c: +1(214) 500-7500

e: john.w.goodland@boeing.com



**Mike Mahoney**

*Product Line Manager Rolls-Royce M250/RR300*

c: 1(972)841-3807

e: michael.r.mahoney2@boeing.com



**Dana Sundell**

*Director International Customer Support*

c: c +1 (972)-213-0946

e: dana.sundell@boeing.com



**Sergio Zavala**

*Director Defense Services Sales*

c: +1 (972) 795-8428

e: sergio.zavala@boeing.com



**Doke Strijbosch**

*Global Product Support, Engines - Europe, Israel*

p: +356 2137 1692

c: +356 9939 2621

e: doke.strijbosch@boeing.com



**Doug Thomson**

*Global Product Support, Engines - Europe, Middle East, Africa, CIS & Russia*

p: +44 1892 654 096

c: +44 7787 154 234

e: doug.thomson@boeing.com



**Shane Farmer**

*Global Product Support, Engines - North America*

c: +1 (214)422-0700

e: michael.s.farmer3@boeing.com



**Brenda Lai**

*Global Product Support, Engines - Asia Pacific*

p: (852) 2409-3016

c: 852-9196-7023

e: blai@boeing.com



# Boeing Leadership Team



## Josh Jacobs

*Sr. Manager, Customer Support*

p: +1(972) 586-1596  
 c: +1(682) 999-0611  
 e: joshua.p.jacobs@boeing.com



## Arthur Maldonado

*Customer Service Manager-  
Engine Service*

c: +1(469)-332-9026  
 e: arthur.maldonado@boeing.com

### Boeing mission statement:

To be the global leader in aircraft parts sales through world class customer service, every customer, every time

- Right part
- Right place
- Right price
- Right time

### Spare Parts Support

Boeing, Inc.  
 Attention: Sales Department  
 2750 Regent Blvd.  
 DFW Airport, TX 75261 U.S.A.

P.O. Box 619048  
 Dallas, TX 75261-9048 U.S.A.

Toll-Free: +1-800-Boeing-1 (284-2551)  
 Fax: +1-800-FAX-Boeing (329-2842)  
 International: +1 (972) 586-1985  
 Please contact your local Boeing branch AOG:  
 AOG@boeing.com  
 www.Boeing.com



### Publications Support

Boeing, Inc.  
 Attention: Technical Publications  
 2750 Regent Blvd.  
 DFW Airport, TX 75261 U.S.A.

P.O. Box 619048  
 Dallas, TX 75261-9048 U.S.A.

Toll-Free: +1-800-Boeing-1 (284-2551 ext. 1567)  
 Fax: +1 (972) 586-1986  
 International: +1 (972) 586-1567  
 Email: 250pubs@boeing.com

# Boeing Global Services – Distribution Customer Centers



Location	Phone Number	FAX Number	Address	Manager
Anchorage	1-800-284-2551	907-243-4150	4451 Aircraft Drive, Suite C, Anchorage, AK 99502-0906	Jeff Greenwood
Atlanta	1-800-284-2551	1-770-473-1617	100 World Drive, Suite 240, Peachtree City, GA 30269	Gale McCoy
Chicago	1-800-284-2551	1-630-513-6651	3950 Swenson Ave, St. Charles, IL 60174-3446	Lynda Harmison
Dallas	1-800-284-2551	1-972-586-1982	P.O. Box 619048, Dallas, TX 75261-9048 - 2751/Regent Boulevard, DFW Airport Dallas, TX 75261	Tim Tellin
Denver	1-303-792-0972	1-303-792-3751	7285 South Revere Parkway, Suite 703 Centennial, CO 80112-3947	Drew Garrett
Los Angeles	1-800-284-2551	1-818-997-0473	8045 Woodley Ave., Van Nuys, CA 91406-1322	Donna Dingman
Miami	1-800-284-2551	1-954-625-3931	3350 Davie Rd. , Suite 205 for CSC, Davie, FL 33314	Yara Gonsalves
New York	1-800-284-2551	1-973-263-0662	2 Cranberry Rd., Parsippany, NJ 07054	Gina Gorbach
Philadelphia	1-800-284-2551	1-610-591-6199	100 South Stewart Ave., Bldg 86-301, Mail Code P01-46, Ridley Park, PA 19078	Lee Burns
<b>Canada</b>				
Toronto	1-800-284-2551	1-905-676-9046	7425 Tranmere Drive, Unit 2, Mississauga, Ontario L5S 1L4	Dave Rendle
Vancouver	1-800-284-2551	1-604-270-3115	#1-13511 Crestwood Place , Richmond, British Columbia , V6V 2E9 Canada	Dave Rendle
<b>Asia</b>				
Beijing	86-10-6410 6086, 6410 6089	86-10-6410 6091	Representative Office, Room 1801A, Tower A, Pacific Century Place No. 2A, Gong Ti Bei Lu, Chaoyang District, Beijing, China 100027	Yun Shan
Guangzhou	86-188-1948-1022			Ivan Shen
Hong Kong	852-2318-0233 AOG 852-9358-1166	852-2331-9222	Aviall Airstocks Limited, Unit 2203 Global Gateway, 168 Yeung Uk Road, Tsuen Wan, New Territories, Hong Kong, Director of Sales and Customer Support: Tony Wong, Email: twong@aviall.com	Tony Wong
Japan	81-45-226-0236	81-45-226-0237	Aviall Japan Limited., The Landmark Tower 29F, Yokohama 2-2-1-1, Minatomirai, Nishi-Ku, Yokohama, Kanagawa 220-8129, Japan, Rep. Toshi Yakashiro	
Shanghai	86 21-6391 0618	86-21-6391 0987	Rm 2202, Shanghai Times Square Office, No. 93 Huai Hai Road (M), Luwan District, Shanghai 200021 P.R. China	Angelique Luan
Singapore	65-6542-5420	65-6542-8222	2 Loyang Lane, #05-01/02 Singapore 508913	Raymond Yeo
Taiwan	+886 225452191	+886 225466090	Cecilia Tseng, Manager: 886-935 069 225	Cecilia Tseng

<https://shop.boeing.com/aviation-supply/locations>



# Boeing Global Services – Distribution Customer Centers



Location	Phone Number	Fax Number	Address	Manager
<b>Australia</b>				
Brisbane	1300 4 AVIAL	61-7-3274-1170	111 Ditchman Ave, Archerfield Airport Archerfield, Queensland 4108, Australia	
Melbourne	1300 4 AVIAL	61-3-9338-9773	20-22 Lindaway Place, Tullamarine, Victoria 3043, Australia	
Perth	1300 4 AVIAL	61-8-9332-8858	Jandakot Airport Jandakot, Western Australia 6164	
<b>New Zealand</b>				
Auckland	64-9-275-0571	64-9-275-6569		
<b>Europe/Africa</b>				
Aberdeen			Boeing Distribution Service Inc. Wellheads Industrial Centre Wellheads Crescent, Dyce Aberdeen AB21 7GA,	
Amsterdam	31-252-245-900	31-252-245-970	Schillingweg 402153 PL Nieuw Vennepe The Netherlands	
<b>Europe &amp; Africa: Europe Sales Phone: +31 252 245 900 After 17:00 CET AOG: +1-972-586-1564</b>				
<b>Middle East</b>				
Dubai	971-4-2998980	971-4-2998985	P. O. Box 293879, Plot 42B, By DAFZ - Gate 2, Near to Airport Terminal 2 Dubai Airport Free Zone Dubai, United Arab Emirates AOG Mobile: 1-972-586-1566 Sita: DALAVXD, DID: 971-4-2998981	Mohd Refai

<https://shop.boeing.com/aviation-supply/locations>

## AOG Services

**More than 800 AOG-related events are resolved every week.**

We understand that there's a real sense of urgency when it comes to aircraft repairs. It can lead to a tense scenario – especially if a plane is grounded until parts can be replaced. That's why Boeing offers 24/7/365 AOG service. With our global presence and counter-to-counter delivery, we get our customers the parts they need to get the plane back in the air – fast. No wonder corporate operators, repair stations, flight schools and more than 350 airlines around the world depend on Boeing.

**Need AOG help? Just call (1-888-322-2589) North America (1-972-586-1566) International [aog@aviall.com](mailto:aog@aviall.com)**

## Rolls-Royce M250/RR300 Technical Publications

**EMAIL YOUR ORDER TODAY!** Link at bottom of page. Phone: 972-586-1567 E-mail: [250pubs@aviall.com](mailto:250pubs@aviall.com). Questions about this service may be directed to Boeing Publications Department.

### Please Note:

- Upon return receipt of order form, all orders are non-refundable and cannot be cancelled.
- When ordering new epubs service, the purchase price includes 1 year revision service.
- All M250 publication orders must be emailed, mailed and cannot be ordered through Aviall.com.
- All orders must be prepaid by open account, creditcard, check, moneyorder, or wire transfer.
- Estimated time of epubs access is between 1-2 business days from the time the order is placed.
- To obtain the most current technical publications index and ceb cross reference index, please visit the web-site ( <https://fast.Aeromanager-online.com/>) for details and other helpful information.
- If paying by credit card, please call boeing publications between 7am-5pm (cst). RR Pubs #: (972)586-1567
- Please do not send your credit card information by e-mail, fax, or mail as it will be rejected.

Notes: \*Multi-packs include Service Bulletins and Service Letters, an Illustrated Parts Catalog, and an Operations and Maintenance Manual.

\*\*Customers currently receiving revision service for paper manuals need only to purchase revision service for the EPUBS.

Link to Publication Order Forms: <https://aviallhelp.zendesk.com/hc/en-us/articles/360036066673-M250-RR300-T56-501-Order-Forms>





# FIRST network Service Location Map



# Rolls-Royce RR300 FIRST network Map



# Rolls-Royce RR300 Service Center Information

## Argentina

### Hangar Uno S.A.

Buenos Aires, Argentina

### StandardAero

Guillermo Tufro

Email: wt@hangaruno.com.ar

Diego Jaureguberry

Email: djaureguberry@hangaruno.com.ar

Phone: 54-114-714-8100

Email: info@Hangaruno.com.ar

### HESSA- Helicopter Engine Services, S.A.

### Dallas Airmotive

Hipolito Lrigoyen 1783, San Fernando, 1646 Provincia de Buenos Aires, Argentina

## Australia

### Helibiz Pty Ltd.

Queensland, Australia

### Asia Pacific Aerospace

Des Davey

Email: des@helibiz.com

Phone: 61-7-4946-9422

Email: info@helibiz.com

Jeremy Smith

Email: jsmith@helibiz.com

## Belgium

### Air Technology Belgium

Wevelgem, Belgium

Joelle Van Leemputten

Email: Joelle@airtechnology.be

Marc Desprets

Email: marc@airtechnology.be

Phone: 32-56-43-8040

Email: info@airtechnology.be

## Brazil

### HBR Aviacao Ltd

Osasco, Brazil

### Dallas Airmotive

Phone: +55 1148808000

www.hbraviacao.com.br

## Canada

### Genesis Helicopter Service

Calgary, AB Canada

### StandardAero Limited

624 Hurricane Dr Calgary, AB Canada,

T32 358

Roger Hogan

Email: roger@genesisheli.ca

Phone: +(403) 247-6424

## China

### H&P General Aviation Service Co., Ltd.

Guangzhou, China

### Asia Pacific Aerospace

Jeffret Liao

Email: jeffrey@ptesystems.com

Phone: + 86 13910285468

## Chile

### Eagle Copters

Santiago, Chile

Tamara Sepulveda

Email: tsepulveda@eaglecopters.cl

Phone: +(56 2) 2948 3200

### StandardAero Limited

624 Hurricane Dr Calgary, AB Canada, T32 358

## Japan

### Alpha Aviation Co., Ltd.

Tokyo, Japan

### Asia Pacific Aerospace

Shizuka Saito

Email: ssaito@alphaaviation.jp

Phone: 81-33452-8420

Kenji Saito

Email: ksaito@alphaaviation.jp

## Mexico

### Taller Piza s. de R.L.de C.V.

Veracruz, Mexico

### StandardAero Limited

Javier Castro de Los Reyes

Phone: +52 228 820 0848

Email: pizataler@gmail.com



# Rolls-Royce RR300 Service Center Information *continued*

## Russia

### Aerosouz

Moscow, Russia

### H+S Aviation

Oleg Kazakov

Email: kazakov@aerosouz.ru

Phone: 7-495-995-5443

Valery Malygin

Email: malygin@aerosouz.ru

### Aviamarket

Krasnogorsk, Russia

### H+S Aviation

### Ural Helicom

Contact: Maya Malaysheva

Email: uralhelicom@yandex.ru

Phone: 7 343 375 1576

## South Africa

### National Airways Corporation Pty. Ltd.

Gauteng South Africa

Phone: +27-11-345-2535

Web: www.nac.co.za

Redmond Fowle

Email: redmond.fowle@nac.co.za

Marcus Post

Mobile: +27 083 454 7019

Email: marc.post@nac.co.za

## Switzerland

### RotorTec

Sulgen, Switzerland

### H+S Aviation

Contact: Bettina Schleidt

Email: Bettina.schleidt@rotortec.ch

Phone: +41 71 855 1667

www.rotortec.ch

### Valair AG

Liechtenstein, Switzerland

H+S Aviation

Phone +41 71 422 2020

www.valair.ch

## United Kingdom

### Heli Air Ltd.

Wellesbourne, Warwick - United Kingdom

Richard Packe

Email: richard@helair.com

### Sloane Helicopters Ltd.

Northampton, United Kingdom

### H+S Aviation

Jeremy Awenat

Email: jawenat@sloanehelicopters.com

Phone: +44-1604-790595

### HQ Aviation

Denham, United Kingdom

### H+S Aviation

Phone: +44 1895 833373

Web: www.hqaviation.com

## United States

### Florida Suncoast Helicopters

Sarasota, Florida

### DallasAirmotive

Email: info@floridasuncoasthelicopters.com

Phone: +1(941) 355-1259

Web: www.floridasuncoasthelicopters.com

### Rotorcraft Support, Inc

Van Nuys California 91406

### StandardAero Limited

Phillip G. DiFiore

Email: phil@rotorcraftsupport.com

Phone: +1(818)997-7667





# Authorized Maintenance, Repair & Overhaul Centers (AMROC)

# Authorized Maintenance, Repair & Overhaul Centers (AMROC)

**The following independently-owned facilities have been approved by Rolls-Royce as Authorized Maintenance Repair & Overhaul Centers** to provide a full-range of services to global operators of RR300 powered helicopter and fixed-wing aircraft, including:

- Specialized major and critical component repair capabilities
- Repair and maintenance services
- Complete overhaul capabilities
- TotalCare® programs
- Unit exchange of engines, components and accessories
- Warranty administration

These Authorized Maintenance Repair & Overhaul Centers operate test cells for diagnostic and acceptance testing and ensure that operators around the world are able to keep their RR300 fleet active and flying with minimum down time.

# AeroMaritime Mediterranean, Ltd.



## AeroMaritime Mediterranean Ltd.

7, Industrial Estate  
Hal-Far, BBG 3000, Malta  
Phone: +356-21651778  
AOG Mobile: +356-99432621  
Fax: +356-21651782  
Email: aeromaritime@itpaero.com  
Website www.itpaero.com



**Mario Mazzola**  
Managing Director

## Capabilities

Aeromaritime Mediterranean Ltd. established in Malta in 1979, is one of the leading repair and overhaul facilities strategically located in the Mediterranean between Europe, North 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, on-time performance and competitive rates to numerous satisfied customers.

We offer the following services and support for all of your M250 Engine requirements:

- Complete Overhaul Repair and Test capabilities for all M250 Series Engines and accessories
- 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
- Part 147 and Approved Rolls Royce M250 Engine Training Programs
- TotalCare® and Warranty Administration

## Key Personnel

**Mario Mazzola**  
Managing Director  
Email: mario.mazzola@itpaero.com

**Michael Hudson**  
Business & Commercial Manager  
Email: michael.hudson@itpaero.com

**Luke Cauchi**  
Technical Manager  
Email: luke.cauchi@itpaero.com

**Anneke Grixti**  
Logistics Manager  
Email: anneke.grixti@itpaero.com

**Josef Mizzi**  
Work Shop Manager  
Email: josef.mizzi@itpaero.com

**Silvana Calleja**  
Operations Manager  
Email: silvana.calleja@itpaero.com

**Ian Mamo Porteli**  
Quality Manager  
Email: ian.mamo.portelli@itpaero.com

**Marthese Montezin**  
Customer Support Manager  
Email: marthese.borg@itpaero.com

**Primary Rolls-Royce Regional Manager:**  
**Simon Kemp**

# Asia Pacific Aerospace Pty. Ltd (APA)



## Asia Pacific Aerospace

15 Chapman Place  
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



### Tony Cotroneo

General Manager  
Phone: +61 7 3632 7638  
Mobile: +61 417 785 155  
Email: tony.cotroneo@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
- Correlated engine test cell, interchangeable between M250 and RR300 series
- 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.

## Key Personnel

### Glenn Fish

Quality Manager  
Phone: +61 736327600  
Email: glenn.fish@apaero.com.au

### Peter Faunt

Operations Manager  
Rolls-Royce Engines  
Phone: +61 7363 2676  
Mobile: +61 421 388 217  
Email: peter.faunt@apaero.com.au

### Rory Manley

Supply Chain Manager  
Phone: +61 7 3632 7613  
Email: rory.manley@apaero.com.au

### Amoe Antonio

Technical Administrator Supervisor  
Phone: +61 7 3632 7631  
Email: amoe.antonio@apaero.com.au

### Andrew Price

Sales and Marketing Australia  
Phone: +61 7 3632 7667  
Mobile: +61 412 489 373  
Email: andrew.price@apaero.com.au

### Jimmy Wong

Director Marketing & Sales Asia  
Phone: +61 7 3632 7673  
Mobile: +61 411 623 001  
Email: jimmy.wong@apaero.com.au

### Chow Hoon Keong

Marketing & Sales - Australia  
15 Chapman Place, Eagle Farm  
Queensland 4009  
Phone: +61 7 3632 7600  
Fax: +61 7 3632 7661

**Primary Rolls-Royce Regional Manager:**  
**Matt Cherviakov**





## DallasAirmotive

2988 W Walnut Hill Lane  
DFW Airport, TX 75261  
Phone: +1 (214) 956-3001  
After Hours: +1 (800) 527-5003  
Website: [www.dallasairmotive.com](http://www.dallasairmotive.com)



### David Cobb

Program Director  
Phone: +1 (214) 353-2399  
Mobile: +1 (214) 876-2345  
Email: [dcobb@dallasairmotive.com](mailto:dcobb@dallasairmotive.com)

## Capabilities

Dallas Airmotive offers full service maintenance, repair and overhaul of M250® and RR300® engines. Services include engine and module repair, overhaul & exchange. We also conduct performance testing, spare parts sales and warranty administration. The company has full in-house rework capability. We are FAA & EASA approved, ISO 9001:2008 registered and a certified member of U.S. Customs and Border Protection C-TPAT supply chain.

First approved for the M250 in 1967, Dallas Airmotive has serviced thousands of engines since that time. The company's long-term commitment to rotorcraft operators is reflected in a new state-of-the-art Rotorcraft Center of Excellence located at Dallas-Fort Worth International Airport opening in 2015 along with a new test cell facility.

Dallas Airmotive provides a global field service network to support operators who are AOG or need on-site assistance. Our field service is available 24-hours, every day of the year and can be contacted through our website or telephone number listed on this page.

## Key Personnel

### Hugh McElroy

President & COO  
Global Engine Services

### Mike McCauley

Sr. Commercial Director

### Claude Lombardino

Regional Engine Manager,  
Northeast & Central  
Phone: +1 (636) 887-2039  
Mobile: +1 (214) 755-5689  
Email: [clombardino@dallasairmotive.com](mailto:clombardino@dallasairmotive.com)

### Craig Cibulka

Quality/Engineering  
Mobile: +1 (682) 540-0774  
Email: [craig.cibulka@dallasairmotive.com](mailto:craig.cibulka@dallasairmotive.com)

### Henry Lisboa

Territorial Director - Rotorcraft Program,  
AMERICAS  
Mobile: 469-516-9335  
Email: [henry.lisboa@dallasairmotive.com](mailto:henry.lisboa@dallasairmotive.com)

### Danny Miller

Regional Engine Manager, Northwest/West  
Coast & Hawaii  
Mobile: 1 (214) 490-3995  
Email: [danny.miller@dallasairmotive.com](mailto:danny.miller@dallasairmotive.com)

### Al Fonseca

Regional Engine Manager, Southeast  
& Latin America  
Mobile: +1 (918) 812-4160  
Email: [alonso.fonseca@dallasairmotive.com](mailto:alonso.fonseca@dallasairmotive.com)

### Chuck Hagen

Regional Engine Manager,  
West Central Region & Alaska  
Mobile: 1 (469) 615-0610  
Email: [charles.hagen@dallasairmotive.com](mailto:charles.hagen@dallasairmotive.com)

### Leandro Silva

Regional Engine Manager Brazil  
Phone: +553191870027  
Email: [leandro.silva@dallasairmotive.com](mailto:leandro.silva@dallasairmotive.com)





## H+S Aviation Ltd.

Airport Service Road  
Portsmouth  
Hampshire PO3 5PJ England  
Phone: +44(0)2392 304026  
AOG: +44 (0)7885 260145  
Fax: +44 (0) 2392 304240  
Email: team.250@hsaviation.co.uk  
Website: www.hsaviation.co.uk



### Paul Knight

M250/RR300 Commercial Manager  
Email: paul.knight@hsaviation.co.uk  
Phone: +44(0)23 9230 4321  
Cell: +44(0) 7525 403693

## Capabilities

H+S Aviation is Europe's largest turboprop and turboshaft engine overhaul organisation, with the Rolls-Royce M250 engine having been an integral part of the business since 1971.

H+S Aviation's Team 250 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.

Team 250 offers a comprehensive range of support services on all Rolls-Royce M250 variants, including all the associated accessories. Team 250 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 same-day service for minor repairs and HMI's through its FAST TRACK Unit.

## Key Personnel

**Andrew Ferguson**  
Commercial Director  
Email: Andrew.ferguson@hsaviation.co.uk

**Ray Grech**  
Programme Manager,  
Engine Accessories Business  
Email: ray.grech@hsaviation.co.uk  
Phone: +44 (0)23 9230 4346

**Michaela Vitkova**  
Customer Experience Manager  
Michaela.vitkova@hsaviation.co.uk  
Phone: +44(0) 2392 304324

**Graham Evitt**  
Sales Manager  
Email: graham.evitt@hsaviation.co.uk  
Phone: +44(0)23 9230 4258

**Neil Chapman**  
M250/RR300 Engineering Team Leader  
Phone: +44 (0) 23 9230 4300  
Email: Neil.chapman@hsaviation.co.uk

**Steve Wiseman**  
Training Instructor  
Email: steve.wiseman@hsaviation.co.uk  
Phone: +44 (0)23 9230 4254

## Branch Locations

**Dallas Airmotive-Asia Pacific Pte Ltd**  
1075 W Camp Road  
Singapore 797800  
Phone: +55 6483 1819

**Chris Christofis**  
Regional Field Service Manager  
+61 447 555 582  
chris.christofis@dallasairmotive.com

**Vincent Leong**  
Regional Sales Manager  
+65-9678-0977  
vleong@dallasairmotive.com

**International Governor Service, LLC**  
7290 W 118th Pl  
Broomfield, CO 80020  
Chad Queen-Operations Manager  
1 (303) 464-0043

**Primary Rolls-Royce Regional Manager: Simon Kemp**

# Industry Aviation Services



## 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



### Elizeu Alcantara

Chief Operating Officer  
 Phone: + 55 (031) 3623-6304  
 Mobile: +55 (031) 97573-3000  
 Email: e.alcantara@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

## Key Personnel

### Rodolpho Pereira

Manager Quality & Airworthiness  
 Technical Control  
 Mobile: +55 24 992794264  
 Email: r.pereira@ias.ind.br

**Regional Manager: Karim Shaaban**

# StandardAero Limited



## StandardAero Limited

570 Ferry Road  
Winnipeg, Manitoba, Canada R3H 0T7  
24 HOUR CUSTOMER SUPPORT:  
Phone: +1 (204) 318-7544  
Fax: +1 (204) 272-0093  
Part Sales Canada: +1 (800) 701-8181  
Part Sales USA: +1 (800) 866-2376  
Email: helicopters@StandardAero.com  
Website: www.StandardAero.com/heli



### Brian Hughes

Vice President Sales, Marketing & Business Development  
Phone: +1 (204) 318-7544  
Mobile: +1 (204) 291-0502  
Email: brian.hughes@StandardAero.com

## Capabilities

StandardAero provides industry-leading customer service and optimal engineering solutions to meet your M250 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

StandardAero's best-in-class engine services are also complemented by a full suite of helicopter support capabilities, including maintenance, repair and overhaul of dynamic components, airframe/structures repair, full service avionics and in house STC development by our world-class engineering department.

## Key Personnel

### Claus Eisenschmid

Vice President & General Manager  
Phone: +1 (204) 318-7919  
Mobile: +1 (431) 777-3238  
Email: claus.eisenschmid@StandardAero.com

### Brian Hughes

Vice President Sales, Marketing & Business Development  
Phone: +1 (204) 318-7544  
Mobile: +1 (204) 291-0502  
Email: brian.hughes@StandardAero.com

### Cory Waldmo

Director Customer Service & Programs  
Phone: +1 (204) 318-7213  
Mobile: +1 (204) 294-1281  
Email: cory.waldmo@StandardAero.com

### Peter Wheatley

Director of Engineering  
Phone: +1 (204) 318-7201  
Mobile: +1 (204) 293-8271  
Email: peter.wheatley@StandardAero.com

### Rick Magne

Director Operations & Service Centers  
Phone: +1 (204) 318-7461  
Mobile: +1 (204) 794-5279  
Email: rick.magne@StandardAero.com

### Chris Lodon

Quality Manager  
Phone: +1 (204) 318-7899  
Email: chris.lodon@StandardAero.com

### Stacey Voss

Quality Manager  
Phone: +1 (204) 318-7216  
Mobile: +1 (204) 294-8710  
Email: Stacey.Voss@StandardAero.com

### Rod Boresky

Accessories- Account Leader  
Phone: +1 (204) 318-7729  
Email: rod.boresky@StandardAero.com



## Branch Locations:

### Concord

6865 Belt Road  
Concord, NC 28025  
Phone: +1 (704) 720-7480  
Fax: +1 (704) 720-7499  
Toll Free: +1 (800) 766-2376

### Jason Hays

Manager Concord Service Center  
Phone: +1 (704) 720-7480  
Mobile: +1 (704) 425-8903  
Email: jason.hays@StandardAero.com

### Vancouver

20699 Westminster Highway  
Richmond, V6V 1B3  
Phone: +1 (604) 276-7600  
Toll Free: +1 (800) 663-1493  
Fax: +1 (604) 273-2953

### Andy Wong

Director Vancouver Service Center  
Phone: +1 (604) 276-7687  
Mobile: +1 (604) 340-2419  
Email: andy.wong@StandardAero.com

### Fort Myers

Accel Aviation Accessories  
11900 Lacy Lane  
Fort Myers, FL 33966, USA  
Phone: +1 (888) 686-4880

### Raymond Villano

General Manager  
Email: Raymond.Villano@StandardAero.com  
Phone: +1 (239) 275-8202  
Mobile: +1 (239) 295-1354

### Hialeah

Safe Fuel Systems  
860 West 84th Street  
Hialeah, FL 33014, USA  
Phone: +1 (954) 929-7233

### Rana Das

General Manager  
Email: Rana.Das@StandardAero.com  
Mobile: +1 (305) 323-6666

### Primary Rolls-Royce

Regional Manager: Dave Rollins



# StandardAero (Asia) Pte. Ltd.



## StandardAero (Asia) Pte. Ltd.

100 Seletar Aerospace View  
Singapore 797507  
Phone: +65 6715 2100  
Email: [helicopters@StandardAero.com](mailto:helicopters@StandardAero.com)  
Website: [www.StandardAero.com/heli](http://www.StandardAero.com/heli)

### Capabilities

Our extensive capabilities for the M250 engine include complete overhaul of all M250 engine variants, a correlated test cell in compliance with Rolls-Royce to meet customer's requirements, professional technical support, 24/7 AOG support, a large pool of rental and exchange units, approved Rolls-Royce M250 engine training and on-site field support by our experienced technicians.

### Overview

StandardAero (Asia) Pte Ltd. has a state of the art facility at the Singapore Seletar Aerospace Park, and is a market leader with over 40 years performing maintenance, repair and overhaul for the M250 engine. 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 first-class rating of 99% on a customer's likelihood to recommend our services.

### StandardAero. Lifetime Commitment.

StandardAero's best-in-class engine services are also complemented by a full suite of helicopter support capabilities, including maintenance, repair and overhaul of dynamic components, airframe/structures repair, full service avionics and in house STC development by our world-class engineering department.

### Key Personnel

#### Bill Batchelor

General Manager  
Phone: +65 6715-2100  
Mobile: +65 9833-3234  
Email: [bill.batchelor@StandardAero.com](mailto:bill.batchelor@StandardAero.com)

#### Alan Tan

Finance Manager  
Phone: +65 6586-8402  
Mobile: +65 9799-8348  
Email: [alan.tan@StandardAero.com](mailto:alan.tan@StandardAero.com)

#### Johnson Teo

Customer Service  
Phone: +65 6715-2126  
Mobile: +65 9832-3195  
Email: [Johnson.Teo@StandardAero.com](mailto:Johnson.Teo@StandardAero.com)

#### Low Keow Keong

Regional Sales Manager  
Mobile: +65 9388-8236  
Email: [low.keowkeong@StandardAero.com](mailto:low.keowkeong@StandardAero.com)

#### Lewis Ho

Regional Sales Manager  
Mobile: +65 9663-4849  
Email: [lewis.ho@StandardAero.com](mailto:lewis.ho@StandardAero.com)

#### Primary Rolls-Royce Regional Manager: Jia Fei





# Authorized Repair Facilities (ARF)



## 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



**Gord T. Mitchell**  
Director of Operations

## Capabilities

Cadorath is a DOT 86-91, EASA 145, ISO 9001-2008, DAO# 15-C-01, Controlled Goods certified Rolls-Royce M250/RR300 Authorized Repair Facility with a 60,000+ Sq. ft. climate controlled workshop, located in Winnipeg, Canada.

Servicing the M250/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
- 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.

## Key Personnel

### David R. Haines

COO  
Phone: +1 (204) 633-9420  
Mobile: +1 (204) 291-3362  
Fax: +1 (204) 633-7101  
Email: dhaines@cadorath.com

### Gord T. Mitchell

Director of Operations  
Email: gord.mitchell@cadorath.com

### Chris Jones

Director of Quality Assurance  
Email: chris.jones@cadorath.com

### Leigh Hoffman

Director of Customer Care  
Email: leith.hoffman@cadorath.com

### Joe Wilson

Business Development  
Email: joe.wilson@cadorath.com

### Roy Hartfiel

Director of Business Development  
Email: roy.hartfiel@cadorath.com

### Rod Kucheran

Business Development  
Email: rod.kucheran@cadorath.com

### Shane Zakaluk

Director of Engineering  
Email: shane.zakaluk@cadorath.com

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

# Cadorath Lafayette



## Cadorath Aerospace Lafayette

210 Stanton Street  
Broussard, LA 70518  
Phone: +1 (877) 680-0220  
+1 (337) 837-5505  
Fax: +1 (337) 837-5581  
Website: www.cadorath.com



**Larry Barkley**  
Director of Operations

## Capabilities

Strategically located in the Gulf of Mexico region, Cadorath Lafayette is an FAA-04YR3024, EASA 145 approved Rolls-Royce M250/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
  - 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.

## Key Personnel

### David R. Haines

COO  
Email: dhaines@cadorath.com

### Larry Barkley

Director of Operations  
Email: larry.barkley@cadorath.com

### Tracie Boyer

Customer Care  
Email: tracie.boyer@cadorath.com

### Chris Jones

Director of Quality Assurance  
Email: chris.jones@cadorath.com

### Joe Wilson

Business Development  
Email: joe.wilson@cadorath.com

### Shane Zakaluk

Director of Engineering  
Email: shane.zakaluk@cadorath.com

### Roy Hartfiel

Director of Business Development  
Email: roy.hartfiel@cadorath.com

### Primary Rolls-Royce Regional Manager:

**Jerry Black**



# H-S Tool & Parts, Inc.



**H-S Tool & Parts, Inc.**  
#140 - 2560 Simpson Road  
Richmond, B.C., Canada V6X 2P9  
Phone: +1 (604) 273-4743  
Fax: +1 (604) 273-0924  
Email: [service@hsrework.com](mailto:service@hsrework.com)  
Website: [www.hsrework.com](http://www.hsrework.com)

## Capabilities

H-S Tool & Parts Inc. has been providing unsurpassed quality for the repair and overhaul services of Rolls-Royce M250/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**  
Chief Executive Officer  
Email : [ctrsek@hsrework.com](mailto:ctrsek@hsrework.com)

**Pamela Tranelis**  
Chief Operating Officer  
Email : [ptranelis@hsrework.com](mailto:ptranelis@hsrework.com)

**Kyle Bower**  
Director of Operations  
Email: [kbower@hsrework.com](mailto:kbower@hsrework.com)

**Brian Hiller**  
Quality Manager  
Email: [bhiller@hsrework.com](mailto:bhiller@hsrework.com)

**Primary Rolls-Royce Regional Manager:**  
**Greg Houston**



**Christopher Trsek**  
Chief Executive Officer







# TotalCare<sup>®</sup> & Aftermarket Services

# M250 TotalCare®

## TotalCare® is the brand name of our flagship services offering

TotalCare® is the brand name of our flagship services offering.

Our premium service, providing trusted risk transfer for as long as you need it.

TotalCare is much more than just an engine maintenance (off-wing) plan. It's a service concept based upon predictability and reliability.

TotalCare covers predictive maintenance (off-wing) planning, workscope creation and management plus off-wing repair and overhaul activities. TotalCare transfers both time-on-wing and shop visit cost risks back to Rolls-Royce.

Building on the leading knowledge (50 years), experience (250 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**
- **Reaching a higher efficiency in asset utilization**
- **These culminate to give a reduction in operational disruption, and thus provide a more reliable service.**

## TotalCare®

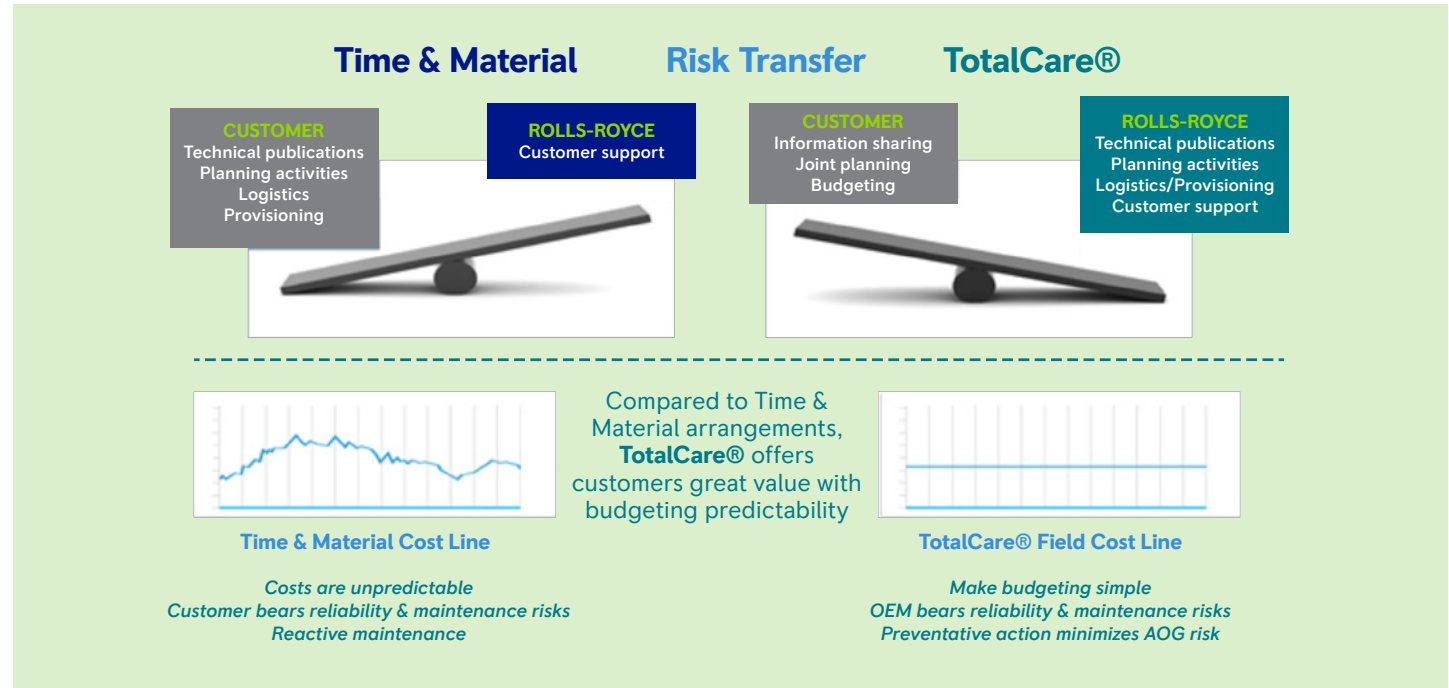
By choosing TotalCare, you will experience:

**Fixed cost engine maintenance** - Secured cost of operating and maintaining your Rolls-Royce engines via a \$/engine flying hour payment mechanism. Provides predictable costs over the life of the agreement and covers all aspects of engine maintenance and management.

**Reduced management burden** - Fully integrated service - you concentrate on running your business, while we take care of your engines.

**Enhanced aircraft resale value** - fully transferable with the aircraft, therefore increasing its residual value

**Transfer of financial risk** - 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.



For more info, contact  
**Lawrence P. Mann** - Helicopter Aftermarket Growth Manager,  
 Mobile: +1 (317) 340-2165  
 Email: [Lawrence.P.Mann@Rolls-Royce.com](mailto:Lawrence.P.Mann@Rolls-Royce.com)



# Rolls-Royce Aftermarket Services

## TotalCare® OneK+

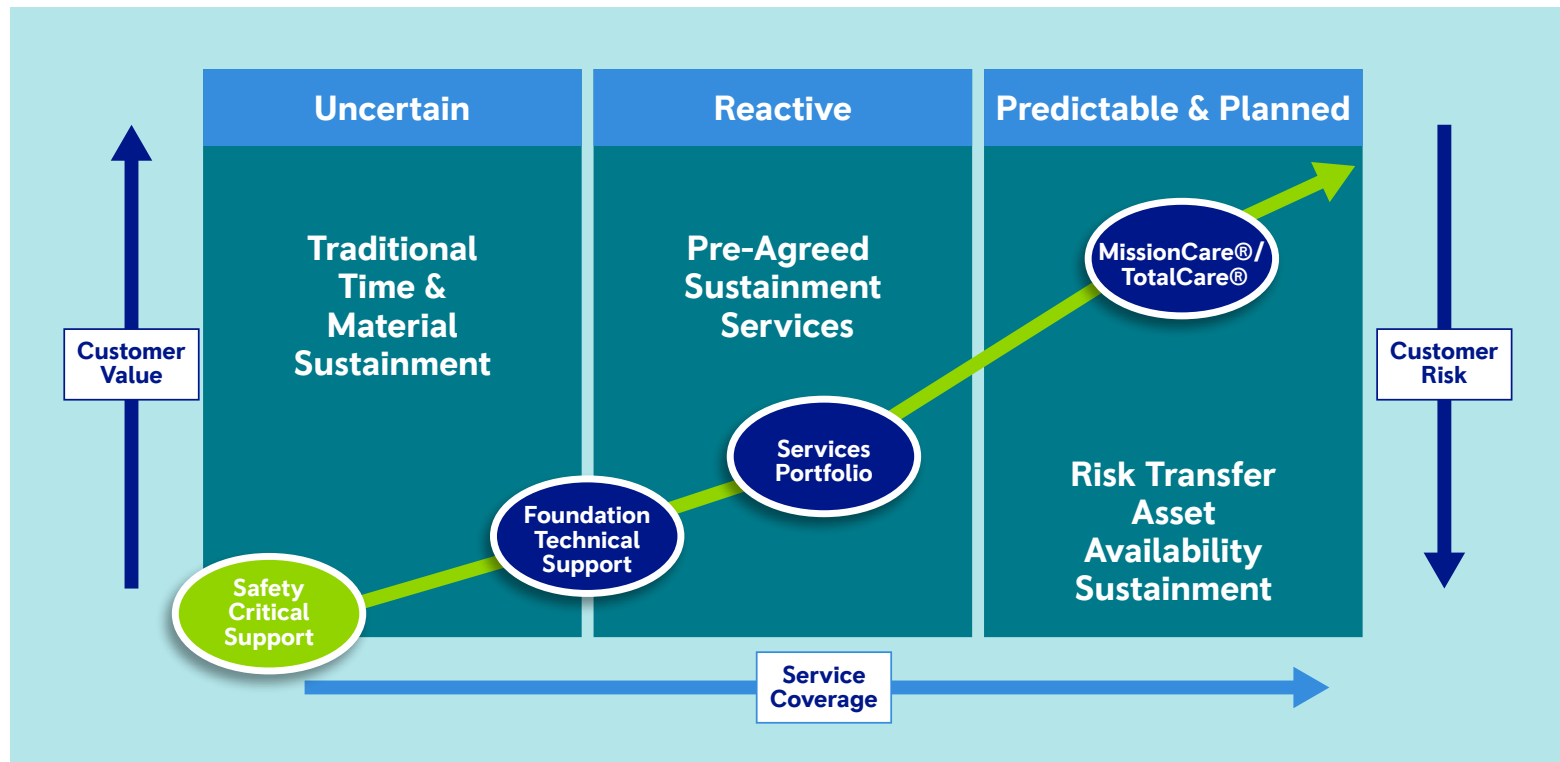
Engine maintenance (off-wing) plan for an engine between zero (0) Engine Flying Hours and up to (1750/2000 Engine Flying Hours), but not including the first scheduled HMI/PMI

## TotalCare® OneK

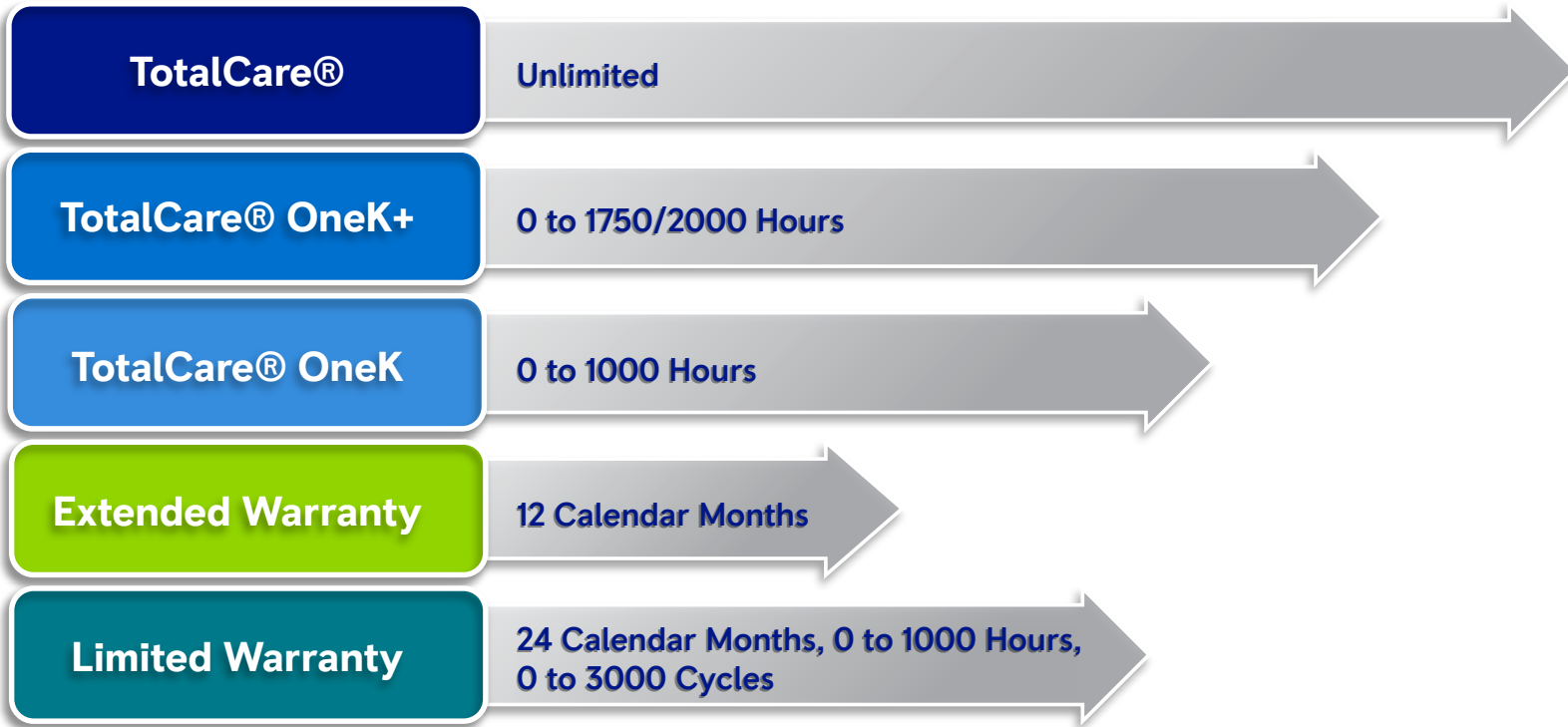
Engine maintenance (off-wing) plan for an engine between zero (0) and 1,000 Engine Flying Hour

## TotalCare® Services:

- **Unscheduled Events**
- **Line Replaceable Units**
- **Alert and Mandatory Service Bulletins**
- **Training**
- **Technical Publications**
- **Transportation/Shipping**
- **Consumables**
- **Foundation Technical Service**
- **F-FSR**
- **Workscope Creation**
- **Management of off-wing repair and overhaul activities**



# Rolls-Royce Aftermarket Services



For more info, contact  
**Lawrence P. Mann** - Helicopter Aftermarket Growth Manager,  
Mobile: +1 (317) 340-2165  
Email: [Lawrence.P.Mann@Rolls-Royce.com](mailto:Lawrence.P.Mann@Rolls-Royce.com)

# Rolls-Royce Aftermarket Services Portfolio

## Foundation Technical Services (FTS)

- Technical Support from the OEM for organizational level (O-level) troubleshooting, access to Indianapolis 24/7 Operations Center Support, Technical Query Answering, Supplying Technical Variances, Supplying Technical Investigations, and Technical Publications (Optional Service)

## Flex Field Service Representative (F-FSR)

- Qualified technician from Rolls-Royce will deploy to the Customer's operating location on a pre-arranged recurring quarterly interval to provide flight line engine support.

## Field Service Representative (FSR)

- Qualified technician from Rolls-Royce who will deploy to the Customer's operating location as a full-time OEM representative embedded with the customer to provide flight line engine support.

## Operational Data Analysis (ODA)

- Engine health trending service that provides a quarterly snapshot of engine operating health and performance trends from customer-supplied data.



# Rolls-Royce Aftermarket Services

	F-FSR	FTS	Transferable	Unscheduled Event(s)	LRUs	Technical Publications	Training	Service Bulletin Incorporation	Consumables	Transportation/ Shipping	Workscope Creation	Mgmt. of Engines/LRUs through the Mx. Facility	Scheduled Event(s)	Life Limited Parts	FSR	ODA
TotalCare	■	■	■	■	■	■	■	■	■	■	■	■	■	■	□	□
TotalCare OneK+	■	■	■	■	■	■	■	■	■	■	■	■			□	□
TotalCare OneK	■	■	■	■	■	■	■	■	■	■	■	■			□	□
Warranty	Limited	Limited	■	■												
Extended Warranty	Limited	Limited	■	■												
FSR		□				□	□									□
F-FSR		Pre Req				□	□									□
FTS	□					□	□									□
ODA	□	Pre Req				□	□									
No Service Contract	ICA	ICA														
■ Included Service   □ Optional Additional Service   Pre Req: Pre Requisite   ICA: Instructions for Continued Airworthiness																

For more info, contact  
 Lawrence P. Mann - Helicopter Aftermarket Growth Manager,  
 Mobile: +1 (317) 340-2165  
 Email: Lawrence.P.Mann@Rolls-Royce.com





# Rolls-Royce Customer Training

# 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)

## Capabilities

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 - 2021 Schedule

Course/Code	Days	Objectives	Topics of discussion	2020 available dates
<b>All Series RR300 Engine Maintenance GL4705</b>	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>	February 8-12 April 26-30 July 26-30 November 15-19
<b>RR300 Engine Maintenance for Service Centers GL4889</b>	-	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>	Contact Registrar +1 (317) 230-2586  Jill Jupin jill.jupin@rolls-royce.com
<b>M250/RR300 Vibration Analysis 12888</b>	-	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
<b>RR300 Fuel System Training 13413</b>	-	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
<b>RR300 Lubrication System Training 13720</b>	-	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
<b>RR300 Gas Path Cleaning 13650</b>	-	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





# Warranty

# Universal M250 And RR300 New Engine Limited Warranty

Rolls-Royce Corporation issues the following express Limited Warranty for all new Aircraft OEM installed engines and new spare 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 M250 or 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. THIS IS A LIMITED WARRANTY, AS DEFINED IN SECTION 7.

**2. Who is Covered:** Anyone who purchases a new aircraft from an aircraft manufacturer (or the aircraft manufacturer's dealer) which is equipped with a new Rolls-Royce M250 or RR300 engine, or anyone who purchases a new M250 or RR300 spare engine from Rolls-Royce or Rolls-Royce's authorized 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 expires upon the first occurrence of any of the following events:

- One thousand (1,000) hours of operation (as defined in the engine Operations and Maintenance Manual)
- Three thousand (3,000) cycles (as defined in the engine Operations and Maintenance Manual)
- Twenty-Four (24) calendar months from the date of delivery to the Purchaser
- Forty-Eight (48) calendar months from the date of delivery of the engine to the Aircraft Manufacturer or Rolls-Royce authorized distributor

NOTE: As a Customer Option, a twelve (12) month warranty extension can be purchased from the Rolls-Royce Warranty Administrator. If interested, contact information is given in Section 4(a).

Following any repair which is covered by the terms of 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 any such covered repair.

## 4. Obtaining Warranty Authorization for Repairs:

- a) To obtain warranty authorization for repairs the Purchaser, or a Rolls-Royce authorized FIRST Network facility or Rolls-Royce field support personnel (on behalf of Purchaser), must 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. Notification must be to the Rolls-Royce Warranty Administrator via the Internet, Email, Telephone, or

Mail contacts below. The Warranty Administrator will verify that the engine is within its warranty period and is eligible for warranty, and then issue a warranty authorization number (to track the repair) to the Purchaser and First Network facility.

Internet: <https://fast.aeromanager-online.com>  
Email: [FAST@Rolls-Royce.com](mailto:FAST@Rolls-Royce.com)  
(*email for warranty authorization*)  
[Helicoptercustsupp@rolls-royce.com](mailto:Helicoptercustsupp@rolls-royce.com)  
(*email for technical questions*)

Telephone: (USA) 317-230-2720

Mail: Rolls-Royce Corporation  
450 South Meridian Street  
Speed Code MC-NB-04-08  
Indianapolis, IN 46225-1103 USA

The Purchaser may choose any Rolls-Royce authorized FIRST network facility for the warranty repair.

- b) The Purchaser should not disassemble an engine into modules, or remove parts from the engine without Rolls-Royce's prior authorization. Modules and parts may only be removed from engines by individuals who are authorized by Rolls-Royce to perform this work. Engines/modules/parts must be shipped in accordance with published Rolls-Royce procedures.
- c) The Rolls-Royce authorized FIRST Network repair facility selected by Purchaser must receive the engine/module/part within ninety (90) days after the written notification of defect is sent. The Purchaser is responsible for transportation charges to and from the FIRST Network repair facility.
- d) The Purchaser may not obtain warranty coverage for used parts or LRUs via Rolls-Royce's authorized parts distributor (Boeing Distribution Inc. - BDI). Only new, zero-time parts purchased directly from BDI may be returned to BDI for warranty credit. Used parts and LRUs must be processed for warranty via a Rolls-Royce authorized FIRST Network facility.
- e) 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 nonconformity of the engine at the time of delivery to the Purchaser with the specifications in effect at the time of manufacture by Rolls-Royce.
- f) 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/module/part at its sole expense.

**5. Other Warranties:** TSelect accessory manufacturers (summarized below) provide warranty for their product that fall within the Rolls-Royce New Engine Limited Warranty. The Rolls-Royce FIRST Network is authorized to work directly with these manufacturers to process warranty claims. Rolls-Royce will work with the FIRST Network shops in enforcing these manufacturer warranties. In the event the accessory manufacturer's warranty coverage is less than the Rolls-Royce New Engine Limited Warranty, the Rolls-Royce New Engine Limited Warranty will cover the expense of qualified repairs.

- Honeywell: Fuel Control Units, Power Turbine Governors, Double Check Valves (Series II, RR300)
- Woodward: Prop Governors and Overspeed Governors (Series II turboprop)
- Triumph Engine Controls: Engine Control Units, Hydro-Mechanical Units (Series IV)
- Triumph Engine Controls: Fuel Pumps (all models)
- Collins (Delavan): Fuel Nozzles (all models)
- Collins: Electronic Engine Controls, Fuel Metering Units, Fuel Pump Power Units (C47E Series)
- Skurka Aerospace: Starter-Generators, Generator Controls Units (RR300)

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

- a) Any malfunction, defect, or nonconformity discovered or reported after the expiration of the warranty period.
- b) Future performance (SHP, TOT margin) of the engine following repair is not warranted/guaranteed.
- c) Consumables, including the following:
- External seals (e.g. gearbox lip seals)
  - Oil, fuel, and air filters
  - Gaskets, washers, o-rings, etc.
  - Small external parts, such as nuts, bolts, clamps, etc.
  - Oils, lubricants, sealants, etc.
- d) Labor associated with removal and installation of the engine, engine module, engine accessory, or engine LRUs.
- e) Labor associated with all troubleshooting of engine, accessories, and LRUs.
- f) Labor associated with all line maintenance and inspections (both scheduled and unscheduled) for the engine, accessories, and LRUs.
- g) Transportation charges and any other surcharges, import taxes, duties, handling fees, or other fees that may be levied in transporting an engine, accessory, or LRU to or from a Rolls-Royce designated repair facility.



# Universal M250 And RR300 New Engine Limited Warranty

- h) FAA mandated life limits (FH and cycles) listed in Chapter 5 of each engine model's Operation & Maintenance Manual are not guarantees, and therefore are not covered by this limited warranty.
- i) Foreign object damage (FOD) in operation, transit, or in storage.
- j) Failures, malfunctions, or non-conformities of the engine attributable in whole or in part due to:
  - The failure to store, preserve, install, operate, maintain, repair or replace the engine or modules/parts in accordance with applicable recommendations by Rolls-Royce.
  - Acts of God, combat damage, misuse, corrosion, erosion, neglect or accident.
  - The alteration of an engine/module/part which is not in accordance with published Rolls-Royce procedures.
  - The use of parts or components not manufactured by Rolls-Royce or installed by a Rolls-Royce authorized repair facility. modules or parts which have been repaired by someone other than a Rolls-Royce authorized repair facility.
- k) Parts which are replaced as a result of the purchaser's elected maintenance or as a result of the purchaser's decision to transfer modules, 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 and are not covered by this Limited Warranty. Any change to the engine configuraton (modules, accessories, or parts) without pre-approval by the Rolls-Royce Warranty Adminstrator will void this engine limited warranty

## 7. Legal Terms and Conditions:

- a) **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.**
- b) 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.

- c) 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.
- d) 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.
- e) 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.
- f) 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.
- g) 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.
- h) 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.
- i) 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.**



# Universal M250 & RR300 Spare Part/Module Limited Warranty

Rolls-Royce Corporation issues the following express Limited Warranty for all new spare parts and modules, 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 M250 or RR300 spare part or module 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 spare part or module at the time of delivery to the Purchaser with the specifications in effect at the time of manufacture by Rolls-Royce. THIS IS A LIMITED WARRANTY, AS DEFINED IN SECTION 7.

**2. Who is Covered:** Anyone who purchases a new Rolls-Royce M250 or RR300 spare part or module from Rolls-Royce's authorized distributor or a FIRST Network facility 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 expires upon the first occurrence of any of the following events:

- One thousand (1,000) hours of operation (as defined in the engine Operations and Maintenance Manual)
- Twenty-Four (24) calendar months from the date of delivery to the Purchaser from a Rolls-Royce authorized distributor or FIRST Network facility.

Following any repair which is covered by the terms of this Limited Warranty, the part or module 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 any such covered repair.

**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.**

#### 4. Obtaining Warranty Authorization for Repairs/Replacements:

a) To obtain warranty authorization for repairs/replacements the Purchaser, or a Rolls-Royce authorized FIRST Network facility or Rolls-Royce field support personnel (on behalf of Purchaser), must 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. Notification must be to the Rolls-Royce Warranty Administrator via the Internet, Email, Telephone, or

Mail contacts below. The Warranty Administrator will verify that the part or module is within its warranty period and is eligible for warranty, and then issue a warranty authorization number (to track the repair/replacement) to the Purchaser and First Network facility. If a part was purchased new from a Rolls-Royce authorized distributor or FIRST Network facility, proof of purchase (receipt) showing the date of purchase will be required.

Internet: <https://fast.aeromanager-online.com>  
Email: [FAST@Rolls-Royce.com](mailto:FAST@Rolls-Royce.com)  
(*email for warranty authorization*)  
[Helicoptercustsupp@rolls-royce.com](mailto:Helicoptercustsupp@rolls-royce.com)  
(*email for technical questions*)

Telephone: (USA) 317-230-2720

Mail: Rolls-Royce Corporation  
450 South Meridian Street  
Speed Code MC-NB-04-08  
Indianapolis, IN 46225-1103 USA

The Purchaser may choose any Rolls-Royce authorized FIRST Network facility for the warranty repair or part replacement.

- b) The Purchaser should not disassemble modules without Rolls-Royce's prior authorization. Modules and parts may only be removed from engines by individuals who are authorized by Rolls-Royce to perform this work. Modules and parts must be shipped in accordance with published Rolls-Royce procedures.
- c) The Rolls-Royce authorized FIRST Network facility selected by Purchaser must receive the module or part within ninety (90) days after the written notification of defect is sent. The Purchaser is responsible for transportation charges to and from the FIRST Network repair facility.
- d) The Purchaser may not obtain warranty coverage for used parts or modules via Rolls-Royce's authorized parts distributor (Boeing Distribution Inc. - BDI). Only new, zero-time parts purchased directly from BDI may be returned to BDI for warranty credit. Used parts and modules must be processed for warranty via a Rolls-Royce authorized FIRST Network facility.
- e) 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 nonconformity of the part or module at the time of delivery to the Purchaser with the specifications in effect at the time of manufacture by Rolls-Royce.
- f) In the event the warranty claim is denied, the Purchaser may be given the option to pay the Rolls-Royce FIRST Network facility to make the necessary repairs or part replacement. If the Purchaser chooses not to proceed with the repair or replacement, the Purchaser is responsible for coordinating the

return of the module or part at its sole expense.

**5. Other Warranties:** Select accessory manufacturers (summarized below) provide warranty for their product that fall within the Rolls-Royce Spare Part/Module Limited Warranty. The Rolls-Royce FIRST Network is authorized to work directly with these manufacturers to process warranty claims. Rolls-Royce will work with the FIRST Network shops in enforcing these manufacturer warranties. In the event the accessory manufacturer's warranty coverage is less than the Rolls-Royce Limited Warranty Period (Section 3), the Rolls-Royce Spare Part/Module Limited Warranty will cover the expense of qualified repairs.

- Honeywell: Fuel Control Units, Power Turbine Governors, Double Check Valves (Series II, RR300)
- Woodward: Prop Governors and Overspeed Governors (Series II turboprop)
- Triumph Engine Controls: Engine Control Units, Hydro-Mechanical Units (Series IV)
- Triumph Engine Controls: Fuel Pumps (all models)
- Collins (Delavan): Fuel Nozzles (all models)
- Collins: Electronic Engine Controls, Fuel Metering Units, Fuel Pump Power Units (C47E Series)
- Skurka Aerospace: Starter-Generators, Generator Control Units (RR300)

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

- a) Any malfunction, defect, or nonconformity discovered or reported after the expiration of the warranty period.
- b) Future performance (SHP, TOT margin) of the engine following part replacement or part/module repair is not warranted/guaranteed.
- c) Consumables, including the following:
- External seals (e.g. gearbox lip seals)
  - Oil, fuel, and air filters
  - Gaskets, washers, o-rings, etc.
  - Small external parts, such as nuts, bolts, clamps, etc.
  - Oils, lubricants, sealants, etc.
- d) Labor associated with removal and installation of the engine, engine module, engine accessory, or engine LRUs.
- e) Labor associated with all troubleshooting of engine, accessories, and LRUs.
- f) Labor associated with all line maintenance and inspections (both scheduled and unscheduled) for the engine, accessories, and LRUs.



# Universal M250 & RR300 Spare Part/Module Limited Warranty *continued*

- g) Transportation charges and any other surcharges, import taxes, duties, handling fees, or other fees that may be levied in transporting an engine, accessory, or LRU to or from a Rolls-Royce designated repair facility.
- h) FAA mandated life limits (FH and cycles) listed in Chapter 5 of each engine model's Operation & Maintenance Manual are not guarantees, and therefore are not covered by this limited warranty.
- i) Foreign object damage (FOD) in operation, transit, or in storage.
- j) Failures, malfunctions, or non-conformities of an engine, module, and associated parts attributable in whole or in part due to:
  - The failure to store, preserve, install, operate, maintain, repair or replace the engine or modules/parts in accordance with applicable recommendations by Rolls-Royce.
  - Acts of God, combat damage, misuse, corrosion, erosion, neglect or accident.
  - The alteration of an engine/module/part which is not in accordance with published Rolls-Royce procedures.
  - The use of parts or components not manufactured by Rolls-Royce or installed by a Rolls-Royce authorized repair facility.
  - The use of modules or parts which have been repaired by someone other than a Rolls-Royce authorized repair facility.
- k) Parts which are replaced as a result of the purchaser's elected maintenance or as a result of the purchaser's decision to transfer modules, 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 and are not covered by this Limited Warranty. Any change to the engine configuration (modules, accessories, or parts) without pre-approval by the Rolls-Royce Warranty Administrator will void this engine limited warranty.

## 7. Legal Terms and Conditions:

- a) **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.**
- b) 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.

- c) 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.
- d) 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.
- e) 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.
- f) 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.
- g) 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.
- h) 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.
- i) 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.**





# RR300 Owner/Operator Quick Reference Guide

# RR300 Owner/Operator Quick Reference Guide

SUBJECT	Description	How
<b>FAST Website</b> Is an all-in-one IT Tool that encompasses the Service and Support of the RR300	<b>User Account Request</b>	<b>URL: <a href="https://FAST.aeromanager-online.com">https://FAST.aeromanager-online .com</a></b> • Click I agree > Go to Login > To Register for FAST, click here to request an account • Fill out Form • Note: Use Export Control License: NLR 9E8991
	<b>Technical Manuals</b>	<b>Technical Publications are located in FAST&gt;iWarranty&gt;Service Hub&gt;Document Management&gt;Document Administration&gt;RR300 Operator Technical Publications</b> • Operation & Maintenance Manual (OMM) • Line Illustrated Parts Catalog (UPC) • Engine Maintenance Manual (EMM) Owner/Operator
	<b>Technical Manuals in CD format</b>	<b>Manuals in CD Format and Revision Service may be purchased through Boeing (important: revision service must be purchased prior to CD expiration to avoid additional expense).</b>
	<b>Bulletins</b>	<b>Public Epubs - log into FAST&gt;Public Epubs&gt;RR300 Engine Series</b> • Service Bulletins (SB) • Notice to Operator (NTO) • Parts Information Letter (PIL)
	<b>How To Manuals</b>	<b>How to Manuals are located in FAST&gt;iWarranty&gt;Service Hub&gt;Document Management&gt;Document Administration&gt;RR300 Operator Information.</b> • EMU Uploads - Field Service Reports (Event Reporting) - Operating Reports - Warranty Requests • Warranty Claims
	<b>Warranty Claims Processing For an event that is within the Warranty period</b>	<ol style="list-style-type: none"> <li><b>1. Complete a Warranty Request - this will ensure that the event is applicable and covered . (if returning the part back to Boeing for credit , attach a copy of the approved Warranty Request).</b></li> <li><b>2. For reimbursement of work completed at your facility, please refer to Warranty Claims how to manual.</b></li> </ol>
<b>Polices &amp; Procedures</b>	<b>In the event that additional information is required</b>	<b>Review your Service Center Contract and Policy Manual Policy Manual located:</b> log into FAST > iWarranty > Document Management > Document Administration > Policy Manual > RR300 > SC Policy Manual



# RR300 Owner/Operator Quick Reference Guide

SUBJECT	Description	How
<b>EMU</b> (Engine Monitoring Unit)	<b>Technical Support - For clarification of Technical Manual material, and assistance with troubleshooting</b>	DDU software is included with the new aircraft; the software should be installed per installation instructions. The software is only compatible with Microsoft Windows. Apple computers - please install software that emulates the Windows Environment. *A standard USB cable (square-end to rectangle end) is required to connect via the aircraft connector.
<b>EMU</b> (Engine Monitoring Unit)	<b>Uploading an EMU File</b>	<b>Summary Report (current snapshot) and Flight History (complete History) - Log into FAST&gt;Upload Center&gt;Select files</b> *When submitting a flight history data file for an engine exceedance, notify Rolls-Royce Customer Support at <a href="mailto:helicoptercustsupp@rolls-royce.com">helicoptercustsupp@rolls-royce.com</a> for review.
<b>Engine Training</b>	<b>As needed by the Service Center to perform approved maintenance tasks. Customer &amp; Product Training on the Web</b>	<ol style="list-style-type: none"> <li><b>Rolls-Royce Customer Training - Contact Customer Support</b></li> <li><b>FAST - in Public Epubs &gt; General &gt; RR300 Training Courses</b></li> <li><b>FAST- in Public Epubs &gt; RR300&gt; NTO &gt; NTO RR300-021</b> <a href="http://www.rolls-royce.com/customers/civil-aerospace/customer-training.aspx">http://www.rolls-royce.com/customers/civil-aerospace/customer-training.aspx</a></li> </ol>
<b>Parts Ordering</b>	<b>To restock inventory, purchase for an operator, or procure for a repair/warranty event</b>	<b>To restock inventory, purchase for an operator, or procure for a repair/ warranty event</b>
<b>Technical Support - For clarification of Technical Manual material, and assistance with troubleshooting</b>	<b>Rolls-Royce Regional Manager Rolls-Royce Customer Support</b>	<b>Rolls-Royce Regional Manager Rolls-Royce Customer Support</b>



© 2021 Rolls-Royce Corporation

The information in this document is the property of Rolls-Royce Corporation and may not be copied, communicated to a third party or used for any purpose other than that for which it is supplied without the express written consent of Rolls-Royce Corporation.

While the information is given in good faith based on the latest information available to Rolls-Royce Corporation, no warranty or representation is given concerning such information, which must not be taken as establishing any contractual or other commitment binding upon Rolls-Royce Corporation or any of its subsidiary or associated companies.

M250®, TotalCare®, FIRST network® are registered trademarks of Rolls-Royce Corporation.

Model 250 is a trademark of Rolls-Royce Corporation.

GTP 10402 (03/21)



**Rolls-Royce Corporation**  
450 South Meridian Street  
MC-NB-04-02  
Indianapolis, Indiana  
46225-1103 USA

Phone: +1 (888) 255-4766  
+1 (317) 230-2720  
Fax: +1 (317) 230-1422

Email: [helicoptercustsupp@Rolls-Royce.com](mailto:helicoptercustsupp@Rolls-Royce.com)  
[www.RollsRoyceFIRSTnetwork.com](http://www.RollsRoyceFIRSTnetwork.com)  
[www.Rolls-Royce.com](http://www.Rolls-Royce.com)