



2019 | **RR300** FIRST network Directory



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# FIRST network Service Location Map

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# Rolls-Royce RR300 FIRST network Map



# Rolls-Royce RR300 Service Center Information

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### H+S Aviation

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### H+S Aviation

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# Authorized Maintenance, Repair & Overhaul Centers (AMROC)

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# 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 M250 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 M250 fleet active and flying with minimum down time.

# AeroMaritime Mediterranean, Ltd.



## AeroMaritime Mediterranean Ltd.

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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 RR300 Engine Training Programs
- TotalCare® and Warranty Administration

## Key Personnel

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**Ian Mamo Porteli**  
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**Primary Rolls-Royce Regional Manager:**  
**Simon Kemp**



# Asia Pacific Aerospace Pty. Ltd (APA)



## Asia Pacific Aerospace

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### Tony Cotroneo

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## 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

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**Primary Rolls-Royce Regional  
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# DallasAirmotive



## DallasAirmotive

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## 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

### Mark Johnstone

President & COO, BBA Aviation  
Global Engine Services

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### Paul Knight

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## 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

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### Primary Rolls-Royce Regional Manager:

**Simon Kemp**

# Industry Aviation Services



## IAS

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### Elizeu Alcantara

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## 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

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**Regional Manager: Karim Shaaban**



# StandardAero Limited



## StandardAero Limited

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## 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

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### Primary Rolls-Royce

Regional Manager: Dave Rollins

# StandardAero (Asia) Pte. Ltd.



## StandardAero (Asia) Pte. Ltd.

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

### 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 Authorised 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

**StandardAero. Lifetime Commitment.**

### Key Personnel

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**Primary Rolls-Royce Regional Manager:**

**Jia Fei**



# Authorized Repair Facilities (ARF)

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## Cadorath Aerospace Inc.

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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 Authorized Repair Facility with a 60,000+ Sq. ft. climate controlled workshop, located in Winnipeg, Canada.

Servicing the M250 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

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**Primary Rolls-Royce Regional Manager:**  
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# Cadorath Lafayette



## Cadorath Aerospace Lafayette

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**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 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

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**Carl Landriault**

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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 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**

CEO

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

### **Pamela Tranelis**

COO

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

### **Kyle Bower**

Director of Operations

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

### **Andy Archer**

Quality Manager

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

### **Primary Rolls-Royce Regional Manager:**

**Greg Houston**



**Christopher Trsek**  
President



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

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# 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®

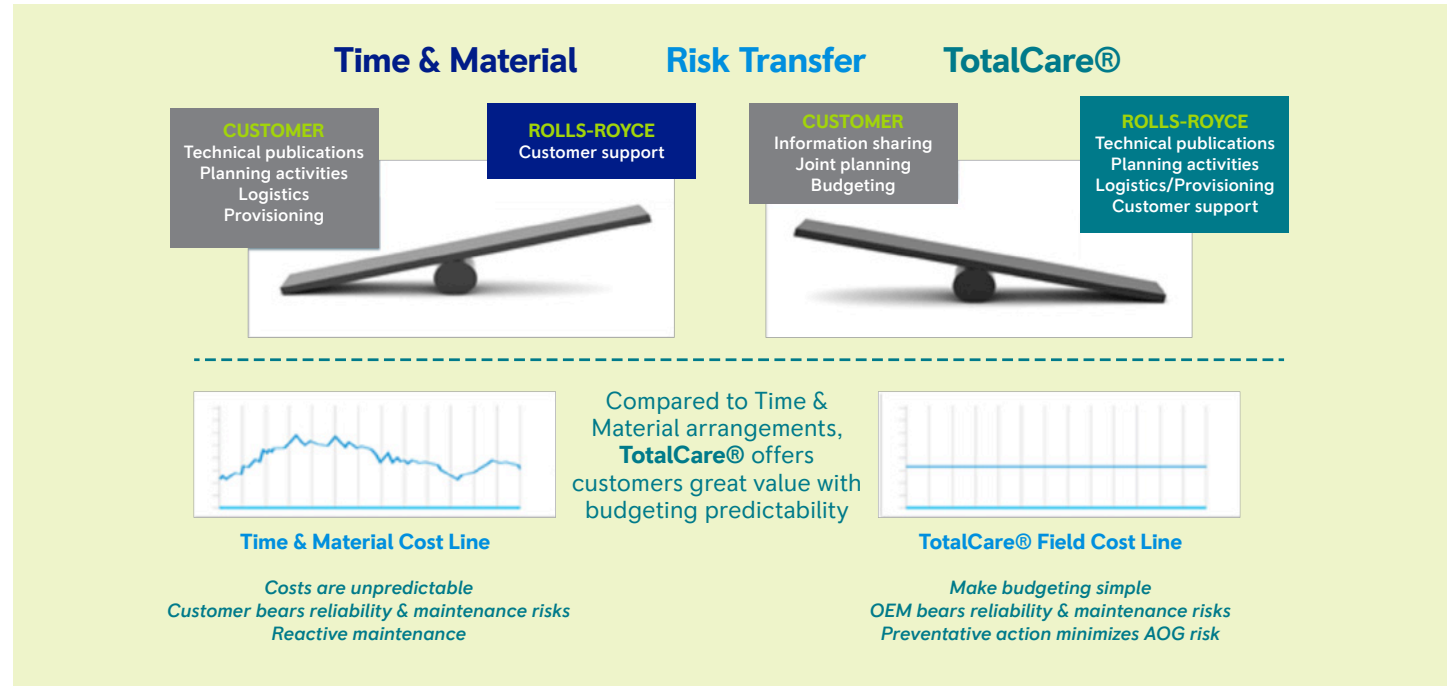
By choosing TotalCare, you will experience:

**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

# Rolls-Royce Aftermarket Services

## TotalCare® OneK+

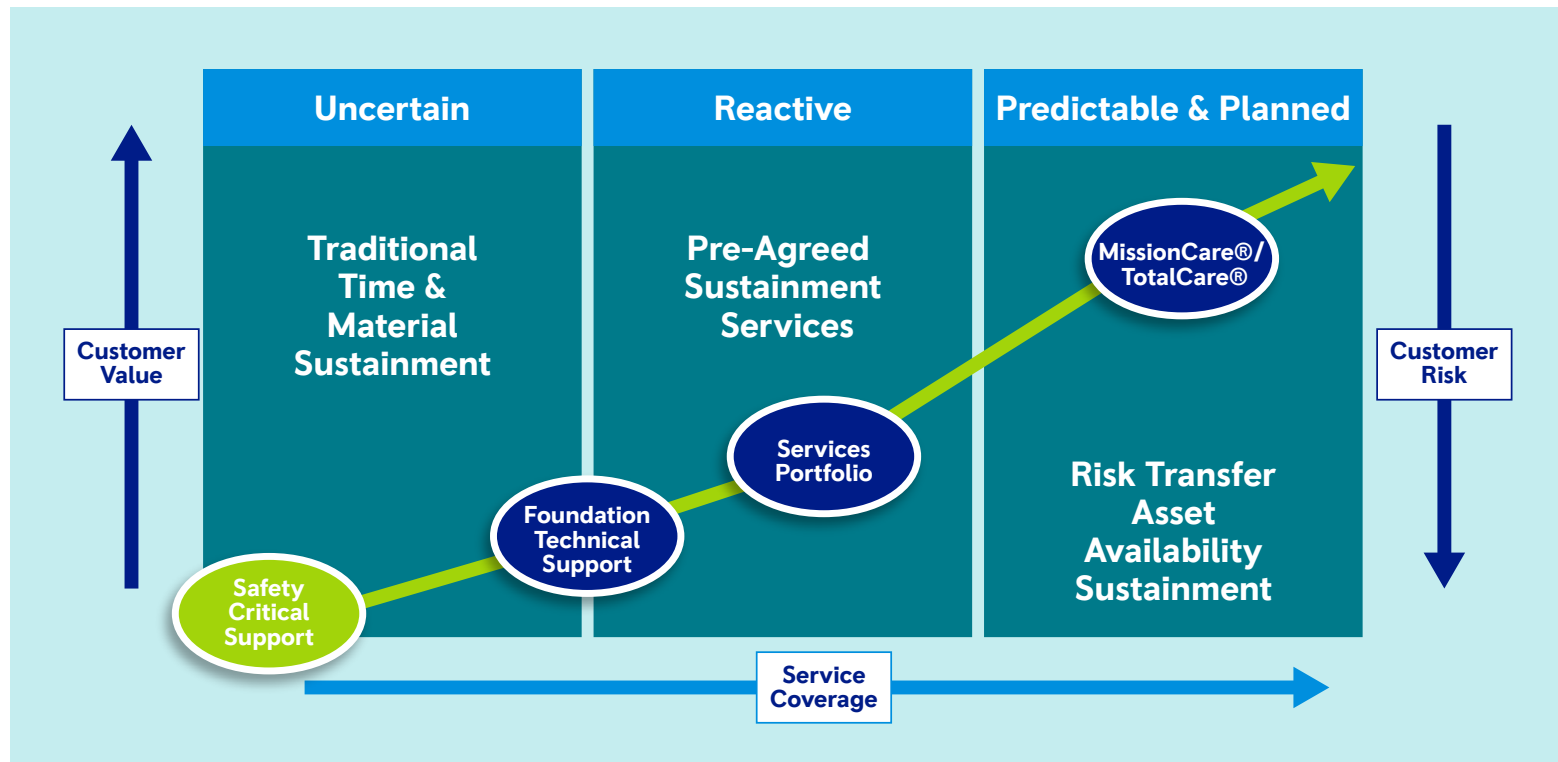
Engine maintenance (off-wing) plan for an engine between zero (0) Engine Flying Hours and up to (1750/2000 Engine Flying Hours), but not including the first scheduled HMI/PMI

## TotalCare® OneK

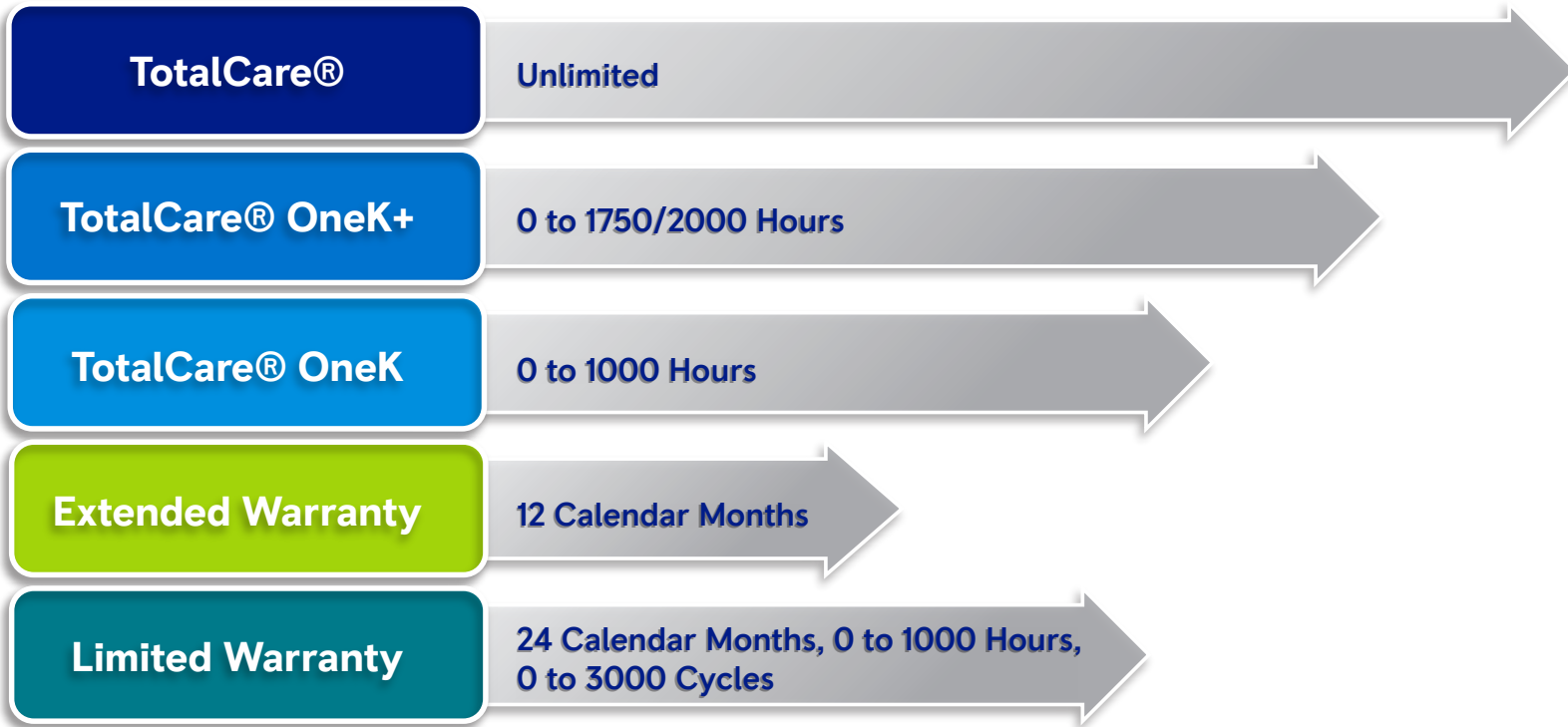
Engine maintenance (off-wing) plan for an engine between zero (0) and 1,000 Engine Flying Hour

## 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

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

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# 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 - 2019 Schedule

Course/Code	Days	Objectives	Topics of discussion	2019 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>	<p>January 28 - February 1                      April 22 - 26                      May 20 - 24                      July 8 - 12                      September 9 - 13                      November 4 - 8</p>
<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>	<p>Contact Registrar                      +1 (317) 230-2586                       Jill Jupin                      jill.jupin@rolls-royce.com</p>
<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

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# 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 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

Note: As a customer option, a twelve (12) month warranty extension can be purchased from the Rolls-Royce RR300 Warranty Administrator. If interested, contact information is given in paragraph 4(a) below.

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. 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  
Phone: (US) 317-230-5003  
RR300 Warranty Administrator  
Phone: (North American Toll Free) 1-800-308-9610

450 South Meridian Street  
Email: FAST@rolls-royce.com Speed Code MC-NB-04-08  
Indianapolis, Indiana 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 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 *continued*

## 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.**



# 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 expires upon the first occurrence of any of the following events:

- One thousand (1,000) hour 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 Rolls-Royce designated Distributor

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  
Phone: (US) 317-230-5003  
RR300 Warranty Administrator  
Phone: (North American Toll Free) 1-800-308-9610

450 South Meridian Street  
Email: FAST@rolls-royce.com Speed Code MC-NB-04-08  
Indianapolis, Indiana 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 *continued*

## 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.**



# RR300 Owner/Operator Quick Reference Guide

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2019 | **RR300** FIRST network Directory

# 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> <ul style="list-style-type: none"> <li>Click I agree &gt; Go to Login &gt; To Register for FAST, click here to request an account</li> <li>Fill out Form</li> <li>Note: Use Export Control License: NLR 9E8991</li> </ul>
	<b>Technical Manuals</b>	<b>Technical Publications are located in FAST &gt;iWarranty &gt;Document Management &gt; Document Administration &gt; RR300 Service Center Technical Publications</b> <ul style="list-style-type: none"> <li>Operation &amp; Maintenance Manual (OMM)</li> <li>Line Illustrated Parts Catalog (UPC)</li> <li>Engine Maintenance Manual (EMM) Owner/Operator</li> </ul>
	<b>Technical Manuals in CD format</b>	<b>Manuals in CD Format and Revision Service may be purchased through Aviall (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</b> <ul style="list-style-type: none"> <li>Service Bulletins (SB)</li> <li>Notice to Operator (NTO)</li> <li>Parts Information Letter (PIL)</li> </ul>
	<b>How To Manuals</b>	<b>How to Manuals are located in FAST &gt;iWarranty &gt;Document Management &gt; Document Administration &gt; RR300 Service Center Information.</b> <ul style="list-style-type: none"> <li>EMU Uploads - Field Service Reports (Event Reporting) - Operating Reports - Warranty Requests</li> <li>Warranty Claims</li> </ul>
	<b>Warranty Claims Processing For an event that is within the Warranty period</b>	<ol style="list-style-type: none"> <li><b>Complete a Warranty Request - this will ensure that the event is applicable and covered . (if returning the part back to Aviall for credit , attach a copy of the approved Warranty Request).</b></li> <li><b>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; EMU</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>



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