

Service Center Philosophy

As you read through this issue of The Embraer Advantage, we trust that Embraer's renewed commitment to the ongoing care of your aircraft is becoming clearer.

Our effort to assemble the finest team of service centers, both authorized and factory-owned, is paying dividends with more locations, better training and on-site inventories. These authorized centers come on board with sterling reputations in the industry and with proven experience in jet maintenance appropriate for their authorization. Our goal is to provide our Executive Jet customers with many options for the care of their Embraer Jets. Factory-owned or independent; large shop or small shop; north, east, south, or west, we've got you covered.

All of our service centers house new aircraft-support technology in the hands of seasoned professionals. Each center is thoughtfully placed for geographical convenience and positioned for solid customer service first time, every time. As an operator of an Embraer Executive Jet, you can count on them for ongoing technical service, and material support, and for larger, immediately available inventories of operationally critical parts.

We invite you to read more about our Executive Jet service commitment in this special Embraer Service Center insert.

Legacy European Service Center Network



Embraer Service Center in Europe Opens at Le Bourget

Le Bourget is indeed a great place to land. It is world-renowned and long-standing as the busiest executive aviation airport in Europe. It is located 20 minutes from downtown Paris and is the home of the biennial Paris Air Show.

As previously reported, the Embraer Executive Jet Service Center there received EASA Part 145 Certificate in February and in May obtained approval from the Aruba Civil Aviation Authority: yet another milestone in the center's development.

The Le Bourget Service Center's technical support services are specifically tailored to Embraer's Executive Jets family. Its scope of maintenance covers Legacy 600 inspections up to the 42-months while full line and base maintenance will be provided for both the Phenom 100 and the Phenom 300 as they enter service later this year and in 2009, respectively.

With a total of more than 37,000 square feet (3,500 square meters) and a 20,451 square feet (1,900 square meter) hangar, the Embraer Executive Jets Center at Le Bourget can accommodate up to four Legacys at the same time or up to ten Phenom 100s!

To accompany its development and satisfy the important demand from Legacy 600 customers, the center continues to actively recruit experienced mechanics to supplement its existing staff of aircraft technicians.

Significant investments have made this service center one of Europe's most inviting for customers. Deluxe VIP offices and a comfortable lounge have been completed as part of a \$1,300,000 renovation. The accommodations include a separate meeting room, offices with full phone, fax, printing and internet access capabilities, as well as electronics entertainment.

Embraer has also invested more than \$300,000 in ground support and troubleshooting equipment. The center is fully equipped with a



Le Bourget Service Center

ground power unit (GPU), nitrogen and oxygen servicing capabilities, and is equipped to provide on-site aircraft cleaning, fueling, catering and security.

Its proximity to the Embraer Distribution Center for the EMEA region – just a short 15-minute drive away – will benefit customers as logistics costs and aircraft down time will drop drastically.

Its service offerings aren't limited to the site at Le Bourget, however. AOG aircraft anywhere in Europe are also being served by technicians on duty to provide support 24/7 every day. Regardless of the AOG aircraft's location, the Embraer Executive Jet Center's technical staff is prepared to deploy teams to help get our customers' aircraft back in the air as efficiently as possible. The AOG support team can be reached by calling directly to +33 6 7343 9641 or dialing the main switchboard at +33 1 4938 4500.

"We are thrilled to offer yet another support base in Europe for our Executive Jet customers," said Maurício Aveiro, Vice President, Customer Support - Executive Jets. "The Le Bourget facility is further confirmation of our commitment to building a dedicated Executive Jets customer support network."

Embraer Authorized Service Centers are categorized into three levels of capabilities:

1. Unscheduled maintenance, AOG support, removal and installation of components and scheduled maintenance up to, but not including the "24 month inspection."
2. Unscheduled maintenance, AOG support, removal and installation of components, engine and APU. All scheduled maintenance, modifications and repairs.
3. Capable to perform the same levels of maintenance provided by Category 1 and 2 and also have in-house capability to perform complete aircraft painting and complete interior refurbishment.



1. ABS Jets

K letišti - Hangar C, Prague, Czech Republic. Prague Ruzyně Airport - South (PRG)

Level: 2

ABS Jets is a Level 2 Embraer Executive Aircraft Service Center providing customers in Central and Eastern Europe with highly regarded Maintenance and Repair services. Operating out of its facilities at Terminal 3 on Prague's Ruzyně Airport, ABS Jets also offers 24/7 handling services and ample hangar space for business jet operators. In addition, it is an FAA PART 145 maintenance and repair location and the largest business jet operator in the new European Union countries.



2. Inflight Engineering Services

Essex, UK. London Stansted Airport (STN)

Level: 2

Inflight Engineering Services Limited, located at London's Stansted Airport, provides round-the-clock, seven-days per week service and support as an approved Level 2 Embraer Legacy Service Center. Noted for its manufacturing and maintenance capabilities, VIP completions and technical support, Inflight Engineering Services is an EASA and FAA approved line and heavy maintenance provider for a wide range of aircraft.



3. Jet Aviation

Düsseldorf, Germany. Düsseldorf International Airport (DUS)

Level: 2

Jet Aviation Flugzeugwartung GmbH is a wholly owned subsidiary of Jet Aviation Holding AG, one of the world's leading business aviation services companies. Founded in 1975, Jet Aviation Flugzeugwartung GmbH holds both EASA PART 145 and FAA Repair Station Certificates. A Level 2 Embraer Authorized Service Center since 2002, the Düsseldorf-based operation offers a full range of maintenance support and 24/7 AOG services.



4. OGMA – Indústria Aeronáutica de Portugal

Alverca do Ribatejo, Portugal. Alverca (LPAR) • Embraer owned Service Center

Level: 3

As a "One-Stop-Shop" provider, OGMA, located in Alverca, Portugal provides a full range of aircraft support services, including line and heavy maintenance, engine repair and overhaul, fuselage painting, professional cleaning, cabin interior refurbishments and upgrade and modification work.



5. Ruag Aerospace

Zurich, Switzerland. Zurich Airport (ZRH)

Level: 2

RUAG Aerospace, located at the Business Aviation Center at the Zurich, Switzerland Airport, is a leading supplier and integrator of systems and components for civilian and military aircraft. It is actively involved in aircraft construction, outfitting and maintenance of both fixed wing aircraft and helicopters. RUAG's Aircraft Services business unit is a Level 2 Embraer Executive Aircraft Service Center offering a comprehensive range of maintenance, modernization, special outfitting and painting services for business and executive jets. It is a Swiss FOCA-approved, EASA 145.0227 service facility and provides 24/7 AOG service 365 days a year.

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 **EMBRAER**
Executive Jets