

## 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 clear.

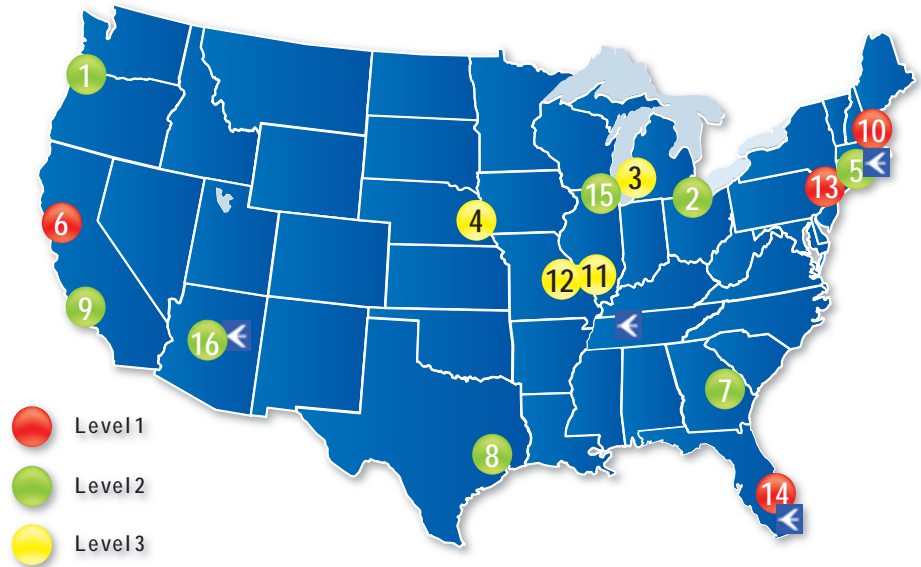
Our effort to assemble the finest team of service centers, both authorized and factory-owned, is paying dividends with more locations, better training and on-site inventories. These authorized centers come on board with sterling reputations in the industry and with proven experience in jet maintenance 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.

It's no surprise that companies like Duncan Aviation, Premier/WestStar Aviation, Midcoast Aviation and Landmark Aviation all are voted in the ten best maintenance centers by readers of *Professional Pilot* magazine. In fact, the only other ranked service centers happen to be owned by the competition.

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 North American Service Center Network



## Construction at Embraer Executive Jet Services Ramps Up

Construction of three new U.S. Embraer wholly-owned executive jet service centers is progressing on schedule. These dedicated factory operated service centers are located at Phoenix-Mesa Gateway Airport in Mesa, Arizona; at Bradley International Airport in Windsor Locks, Connecticut; and at Ft Lauderdale-Hollywood International Airport in Fort Lauderdale, Florida. According to Bob Davis, Managing Director and Chief Operating Officer of Embraer Executive Jet Services, these sites were chosen for their "easy access for customers and suppliers, the skilled aviation workforce in the community, and the infrastructure and existing resources of the airport."

"We are pursuing an aggressive, but very doable, schedule for the completion of all three centers. We will meet all the deadlines – fast-track construction, staffing, FAA certifications and all the requirements necessary to serve customers on first deliveries of the Phenom."

At both Windsor Locks and Mesa the steel structure assembly is underway and site preparation activities are in progress at Ft Lauderdale. All three facilities will be comprised of hangar, shops, offices, and customer-use areas maximized for comfort, convenience, and business continuity. Each will offer full aircraft support: routine inspections as well as scheduled and unscheduled maintenance for the Embraer Executive Jets. AOG teams will be available for dispatch from each facility as well. Remember too that Embraer Aircraft Maintenance Services (EAMS) in Nashville, Tennessee is standing by, fully certified for Phenom MRO, with the capacity needed to backup operations at the new service centers.

The combined investment in the three U.S. facilities comes as part of a far-reaching, \$100-million Embraer customer-support system characterized by worldwide aircraft services. "At NBAA 2006 we announced this worldwide commitment to service," Bob Davis recalls, "and now we're fully dedicated to keeping that promise."



## 1. Aero Air, LLC

Hillsboro, OR (HIO)

Level: 2

Aero Air, LLC is the Pacific Northwest's premiere Embraer, Legacy and Phenom Service Center. The FAA Certified, 24/7 operation has over 50 years of proven aviation, safety and customer service excellence.



## 2. Constant Aviation

Cleveland, OH (CLE)

Level: 2

Constant Aviation has been involved with the EMB-135 product line since 1998. We are proud of our expertise as demonstrated by our history - the first Authorized Service Center to complete a 48-month inspection and the only company to remove and replace a complete wing assembly as well as three EMB-135 nose sections. To date, we have completed nine 48-month or equivalent inspections and have logged over 750,000 hours on the EMB-135 platform.



## Duncan Aviation, Inc

3. Battle Creek, MI (BTL)

4. Lincoln, NE (LNK)

Level: 3

Duncan Aviation, Inc. is the largest family-owned service provider in the world. With 430,000 square feet in Lincoln, Nebraska, and 325,000 square feet in Battle Creek, Michigan, both of Duncan Aviation's full-service facilities have technicians with Embraer training as well as all the equipment necessary to serve Embraer operators. Duncan Aviation's tip-to-tail service capabilities include airframe and engine maintenance, interior and paint refurbishment, avionics installations, avionics/instrument/accessory repair and parts support. Over the years, customers have come to know Duncan Aviation for experienced crews, friendly staff, clean facilities, reliability and high-quality service.



## 5. ExcelAire

Ronkonkoma, NY (ISP)

Level: 2

ExcelAire is a dynamic aviation firm specializing in worldwide jet and helicopter charters, aircraft management, maintenance and sales. Founded in 1985 with roots in aviation maintenance, ExcelAire now holds FAA Certified Air Carrier and Approved Repair Station Certificates as well as an Embraer Service Center designation. ExcelAire is located at Long Island MacArthur Airport (ISP) in New York.



## 6. KaiserAir

Oakland, CA (OAK)

Level: 1

KaiserAir is a full-service, world class FBO operating out of Oakland, California. KaiserAir provides NATA Safety First Line Services and offers the lowest fuel price in the Bay Area. KaiserAir's wide range of maintenance services includes wheel & brake, battery, upholstery, sales & acquisitions, and emergency maintenance assistance. KaiserAir operates 24 hours a day/365 days a year.



## 7. Landmark Aviation

Augusta, GA (AGS)

Level: 2

Landmark Aviation is located on Bush Field Airport (AGS). This Authorized Embraer Service facility has been in operation since 1976. With over 200 professionals under the management of VP GM Chris Swan, the facility boasts over 140,000 square feet of office, hangar and back shop space. The facility is dedicated to engine, airframe and avionics maintenance. Augusta is also in close proximity to Standard Aero's Maryville, TN location where RR3007 engine maintenance is performed.



## 8. Landmark Aviation

Houston, TX (IAH)

Level: 2

Landmark Aviation is located on George Bush International/Houston Airport (IAH), this Authorized Embraer Service facility has been in operation since 1971. With over 150 professionals under the management of VP GM Jerry Torrance, the facility boasts over 120,000 square feet of office, hangar and back shop space. The facility is dedicated to engine, airframe and avionics maintenance.



## 9. Landmark Aviation

Los Angeles, CA (LAX)

Level: 2

Landmark Aviation is located on Los Angeles International Airport (LAX), this Authorized Embraer Service facility has been in operation since 1946 (opened as AirResearch). With over 170 professionals currently under the management of VP GM David Lamb, the facility boasts over 140,000 square feet of office, hangar and back shop space. The facility is dedicated to engine, airframe and avionics maintenance.



## 10. Midcoast Aviation

Bedford, MA (BED)

Level: 1

The Bedford facility, located just outside of Boston, provides line maintenance and avionics support for a wide range of aircraft. Midcoast Bedford is an FAA Certified Repair Station (#JAVR120F), holds EASA Repair Station Approval and is an Authorized Embraer Legacy Service Center.



## 11. Midcoast Aviation

Cahokia, IL (CPS)

Level: 3

The Midcoast St. Louis Downtown Airport facility is the company's largest and most diversified with more than 500,000 square feet in eight hangars. Located in Cahokia, Illinois, the operation provides a full scope of services: scheduled inspection, unscheduled repair, avionics repair and upgrades, engine service, interior design and refurbishment, exterior design and paint, structural repair or modification, component and accessory.

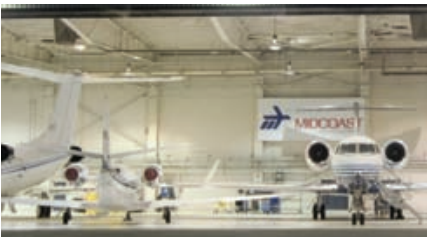


## 12. Midcoast Aviation

St. Louis, MO (STL)

Level: 3

Midcoast Aviation has maintained a presence at Lambert since the company was founded in 1971. The Lambert-St. Louis International Airport operation includes one hangar totaling 36,000 square feet. The facility operates under FAA Class IV Certified Repair Station No. R03R822L, which allows technicians there to work on all makes and models of aircraft including the Embraer Legacy.



## 13. Midcoast Aviation

Teterboro, NJ (TEB)

Level: 1

Midcoast Aviation Teterboro is an FAA Certified Repair Station, #JZBR710K, holds EASA 145 and Bermuda DCA authorizations and is an Authorized Embraer Legacy Service Center. Teterboro also provides scheduled maintenance to Jet Aviation's managed fleet and services third-party aircraft. In addition, Midcoast Teterboro provides aircraft avionics and electrical systems installations.



## 14. Midcoast Aviation

West Palm Beach, FL (PBI)

Level: 1

Established in 1982, Midcoast Aviation West Palm Beach provides maintenance and avionics services. The facility is an FAA Certified Repair Station (#EYKR782D) and holds Bermuda DCA, Venezuelan INAC and EASA 145 approvals. In addition, Midcoast West Palm Beach is an Authorized Embraer Legacy Service Center.



## 15. North American Jet

Wheeling, IL (PWK)

Level: 2

North American Jet Maintenance is Chicago's premiere full line aircraft maintenance provider. Modern, well-equipped facilities, Rapid Response Teams to respond to your AOG needs anywhere in the Mid-West, and expert technicians set us apart.



## 16. Swift Aviation

Phoenix, AZ (PHX)

Level: 2

Swift Aviation is located at Sky Harbor International Airport in Phoenix, Arizona. Swift has been an authorized Legacy Service Center since 2003. Swift is equipped with the tooling, 30,300 square foot hangar, factory trained technicians and FAA approved ratings to completed up to your 60 month inspections. Our mobile AOG team is ready to meet your offsite maintenance needs either domestic or global.

# Phenom Service Centers

First, we set the bar high. Three years ago, Embraer embarked on the creation of a network of service centers to support the Phenom light jets, a network to be completed well before first aircraft deliveries. We targeted these first service centers specifically, seeking established companies with sterling reputations for technical expertise and strong customer service. Geographical location played a role as well. "We wanted easy accessibility for Phenom operators to waiting maintenance and repair facilities," explained Vice President, Customer Support North America Embraer Executive Jets, Scott Kalister.

The Embraer Advantage caught up with representatives of two of these new service centers to find out what they had to say about Embraer and their commitment to the Phenom program.

At Eagle Creek Aviation Services, Indianapolis, IN, Phenom support begins with obvious excitement about the aircraft themselves. "The Phenoms match our business model perfectly," says Eagle Creek CEO Matt Hagans. "With an unbeatable price/value/

performance curve, the Phenoms are the ideal step-up for the owner-flown and small-business-flown customers we serve.

In preparation for the aircraft's entry-into-service, Eagle Creek's director of training spent a week in Brazil to ensure that the education of technicians addresses operators' specific, real-world needs. "I believe that Embraer has done an outstanding job in preparing the support network for these aircraft," Matt says. "It has been a huge task to create an international network of facilities such as ours, each equipped with the proper tooling, the necessary inventory of parts and, most of all, highly skilled technicians who know the Phenoms very, very well."

For Duncan Aviation, the partnership with Embraer involved, first of all, some strategic decision-making. Duncan's Vice President of Aircraft and FBO Services, Rich Baeder explains, "The fit between Embraer's product offerings and Duncan's core business guided the formation of our relationship. Originally, Duncan's association with Embraer was

based on the Legacy 600. Springboarding from that existing relationship, Embraer and Duncan spent a lot of time formulating the proper support structure for the Phenom products. Duncan was happy to assist Embraer in the development of their support plan for the Phenoms."

"Once that relationship was established, we moved through the details, a process that stretched across a couple of years. At the same time, of course, we were working toward regulatory certification for maintenance and repair of Phenoms." Both Embraer authorization and FAA certification addressed the procurement of all necessary documentation for support of the 100 and the 300, capital investment in the tooling required for Phenom service, and training of technicians to appropriate levels of proficiency.

Embraer is building genuine partnerships with each of these newly authorized Phenom service centers. In our shared endeavor, owners and pilots will find expert maintenance and repair facilities ready and waiting on the morning of first Phenom deliveries later this year.

### Phenom Authorized Service Centers:

**AeroAir (HIO)**  
Hillsboro, Oregon

**Duncan Aviation (BTL)**  
Battle Creek, Michigan

**Duncan Aviation (LNK)**  
Lincoln, Nebraska

**Eagle Creek Aviation, (EYE)**  
Indianapolis, Indiana

**Elliott Aviation (MLI)**  
Moline, Illinois

**Stevens Aviation (GYH)**  
Greenville, South Carolina

**WestStar Aviation (DAL)**  
Dallas, Texas

**WestStar Aviation (GJT)**  
Grand Junction, Colorado

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*Executive Jets*