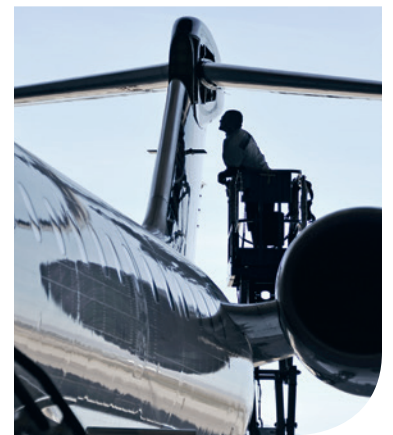


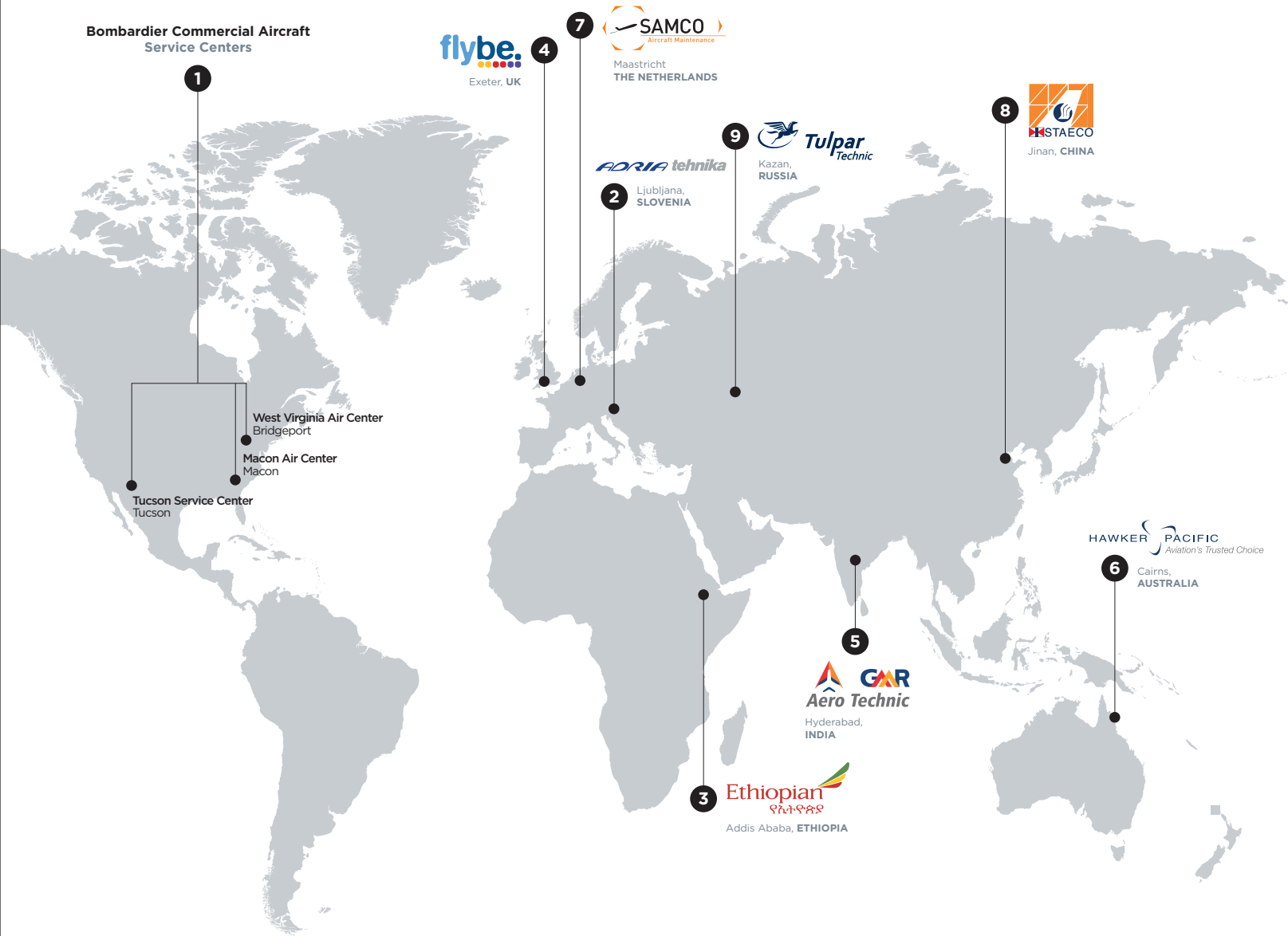


## AUTHORIZED SERVICE FACILITIES



**Bombardier Commercial Aircraft  
Customer Services**

**BOMBARDIER**  
the evolution of mobility



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## Service Centers

Bombardier Commercial Aircraft is committed to ensuring that a full range of maintenance services are available to our customers, worldwide. By choosing to have your aircraft maintained at one of our wholly owned service facilities, or at an Authorized Service Facility, you can rest assured that you will receive top quality service at competitive rates.

### Bombardier Commercial Aircraft Service Centers

To meet the maintenance needs of our North American customers, Bombardier Commercial Aircraft has three wholly owned maintenance facilities:

#### West Virginia Air Center

Bombardier Aircraft Services  
West Virginia Air Center  
2400 Aviation Way  
Bridgeport, WV 26330  
USA

##### Chad Hill

Director of Operations Comm  
Tel: 304-848-5090  
Mobile: 1 (304) 677-8210  
chad.hill@aero.bombardier.com

#### Tucson Service Center

Bombardier Aircraft Services  
Tucson Service Center  
1255 East Aero Park Blvd., Building X  
Tucson, AZ 85765  
USA

##### Steve Michael

Director of Operations  
Tel: 520-746-5191  
Mobile: 1 (304) 677-9435  
steve.michael@aero.bombardier.com

#### Macon Air Center

100 East Drive  
Macon, GA 31216  
USA

##### Curtis Bryant

Director of Operations Comm  
Tel: 478-803 4707  
Mobile: 1 (478) 972-2703  
curtisbryant@aero.bombardier.com

### Bombardier Service Centers contact

#### Don Nolan

Director, Sales and Business Development  
Tel: 520-991-6155  
don.nolan@aero.bombardier.com

The above facilities provide complete CRJ and Q Series maintenance, repair, overhaul and line station services. Our Tucson facility will also have C Series capability in time for North American entry into service. Our competitive service offerings allow operators of Bombardier commercial aircraft to plan fleet maintenance accurately and cost effectively. And with over 1,200 qualified technicians, delivering services 24/7, we are dedicated to ensuring that your aircraft are returned to service on time and on budget.



## Authorized Service Facilities

To meet the maintenance needs of operators who are located outside of North America, Bombardier Commercial Aircraft has designated select, independent MROs as *Authorized Service Facilities (ASFs)*. Our ASFs are strategically located around the world to provide you with base and other maintenance services in the regions in which you operate.

While the specific capabilities of each ASF varies, they can all generally provide the following:

- Base and Line maintenance, including turn-key AMO services
- Start-up technician support
- Continuing Airworthiness Management (CAMO)

To be designated a Bombardier Commercial Aircraft ASF, prospective MROs must meet and maintain stringent quality and business process standards. ASFs must also use OEM technical publications, recommended parts and tooling. For this reason, when you entrust your aircraft to a Bombardier Commercial Aircraft ASF you know the job will be done right the first time.

## Bombardier Commercial Aircraft Authorized Service Facilities contact

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**David Young**

Manager, Fleet Services and Authorized Service Facilities  
Bombardier Commercial Aircraft  
Tel: 416-375-3473  
david.young@aero.bombardier.com



## **ADRIA** tehnika



### **ADRIA TEHNIKA**

Zgornji Brnik 130h  
4210 Brnik-Aerodrom  
Ljubljana, Slovenija

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E-mail [info.maintenance@adria.si](mailto:info.maintenance@adria.si)

[www.adriatehnika.com](http://www.adriatehnika.com)

### **CERTIFICATIONS**

- EASA Part 145, base and line maintenance
- EASA Part 147
- CAMO per EASA Part M
- And others

### **Bombardier Commercial Aircraft authorized types:**

CRJ Series  
100/200/700/900/1000

The commercial aviation industry has changed dramatically over the past number of years. Increased price competitiveness, higher costs and even the speed of travel has placed enormous pressure on the MRO business. At Adria Tehnika, we have adapted to these pressures by transforming into a lean, dynamic organization capable of providing our customers with cost effective maintenance solutions despite the challenges.

And at Adria Tehnika we are fully aware of the responsibility that comes with what we do: responsibility to our customers, our employees and the environment. With this in mind, our highly motivated and qualified staff continually deliver high quality services within the shortest possible downtimes and at competitive prices.

### **Looking for a trusted aircraft MRO partner?**

Contact us and let us prove all of the above.



#### **ETHIOPIAN AIRLINES**

Bole International Airport  
P.O. Box 1755, Addis Ababa,  
Ethiopia

Tel. + 251 11 665 2222

E-mail [CustomerRelations@ethiopianairlines.com](mailto:CustomerRelations@ethiopianairlines.com)

[www.ethiopianairlines.com](http://www.ethiopianairlines.com)

#### **CERTIFICATIONS**

- EASA Part 145, base and line maintenance
- FAA
- ECAA AMO
- And others

#### **Bombardier Commercial Aircraft authorized types:**

Q400

Ethiopian Airlines operates a fleet of modern aircraft and its MRO service performs complete aircraft maintenance, as well as engine and component overhaul from its facility at Bole International Airport in Addis Ababa, Ethiopia. The facility employs an all-Ethiopian workforce of over 1,000 licensed technicians and support staff.

Established in 1945, award-winning Ethiopian Airlines is the flagship carrier of Ethiopia. In 2012, the airline received one of Bombardier's top honors - an Airline Reliability Performance Award - for outstanding dispatch reliability on its Q400 aircraft fleet. The airline became the first to take delivery of the NextGen version of the Q400 turboprop airliner outfitted with a dual-class configuration. These five dual-class aircraft are currently in service with the airline and its affiliate, ASKY Airlines of Togo and Malawian of Malawi.



## FLYBE AVIATION SERVICES LTD

Exeter International Airport  
Exeter, Devon EX5 2BA.  
United Kingdom

Commercial Contact: Craig Radford  
Tel. +44 (0) 1392 266 626  
E-mail [aviation.services@flybe.com](mailto:aviation.services@flybe.com)

[www.flybeas.com](http://www.flybeas.com)

## CERTIFICATIONS

- EASA Part 145, base and line maintenance
- EASA Part 21G
- EASA Part 21J
- CAMO per EASA Part M
- EASA Part 147
- EASA Part 66
- ISO 9001-2008

### Bombardier Commercial Aircraft authorized types:

Dash 8/Q Series  
100/200/300/400

CRJ Series  
100/200/700/900

Challenger  
800/850/870/890

Flybe Aviation Services (FAS) Ltd is one of the world's leading regional aircraft MRO and completion centres. With its headquarters in Exeter, UK, employing more than 500 staff, Flybe Aviation Services has more than 25 years of industry experience.

At our maintenance facility in Exeter, we provide base and line maintenance (scheduled checks, modifications, repairs), engineering services, component maintenance, design and technical services, parts trading, CAMO and technical training courses.



**Bombardier  
Commercial Aircraft  
authorized types:**

Q400

**GMR AERO TECHNIC LIMITED**

Plot No. 1,  
C/o GMR Hyderabad Aviation SEZ Ltd.  
RIGA, Shamshabad, Hyderabad  
500 409 Telangana, India.

Tel. +91 40 6725 1020.  
E-mail [purchase@gmraerotech.in](mailto:purchase@gmraerotech.in)

[www.gmraerotech.in](http://www.gmraerotech.in)

**CERTIFICATIONS**

**Base Maintenance Approval**

- BDGCA, EASA
- DGCA, EASA, Cayman Islands
- DGCA, EASA, Channel Islands
- DGCA, EASA

GMR Aero Technic Limited (GAT) is a subsidiary of GMR Hyderabad International Airport Ltd. GAT operates an integrated, world class third party airframe Maintenance, Repair & Overhaul (MRO) facility located in Rajiv Gandhi International Airport at Hyderabad, India. The Company provides airframe heavy maintenance services in its MRO facility and line maintenance at Hyderabad Airport.

GAT has Base Maintenance capability covering all MPD tasks up to 4C checks, and performs specialized repairs including Structures, Composite, Machining, Flight Control balancing, Battery overhaul, Welding, recharging Oxygen cylinders, Galley refurbishment, Seat repair, Non-Destructive Testing (NDT), Carpet & upholstery. GAT also has a dedicated paint hangar wherein complete aircraft painting up to narrow body aircraft can be performed using rub-down or strip-down method.

The MRO Facility has all the required tools and equipment to perform base maintenance on the approved aircraft types. Currently GAT employs more than 400 skilled Aircraft Maintenance Engineers and Technical staff.





**HAWKER PACIFIC**

Hangar 149  
 Tom McDonald Drive  
 Cairns Airport  
 GLD 4870, Australia

Tel. + 61 2 9708 8555

[www.hawkerpacific.com.au](http://www.hawkerpacific.com.au)

**CERTIFICATIONS**

- ECASA Australia Part 145 Line and Base
- CASA PNG Part 145 Line and Base
- EASA Part 145 Line and Base
- And others

**Bombardier Commercial Aircraft authorized types:**

Dash 8/Q Series  
 100/200/300/400

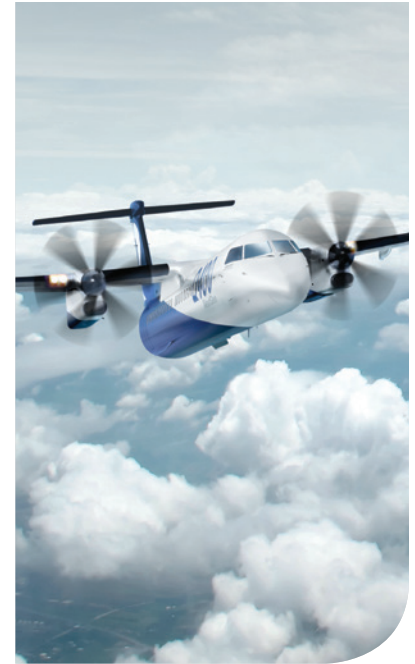
Hawker Pacific is a world-class international aviation sales and aircraft support company. It was founded in 1978 and is headquartered in Sydney, Australia. It has a strong facility network across Australia/Pacific, Asia and the Middle East.

The Hawker Pacific operational structure is founded on the interconnectivity of five groups, Aircraft Support, Spares & Logistics, Flight Services, Aircraft Sales and Government & Defense. This comprehensive group structure puts Hawker Pacific in the unique position of delivering an unparalleled range of customer specific turn-key solutions.

Hawker Pacific Aircraft Support is internationally recognized as a high-performance, customer-focused organization that ensures clients' operational, maintenance, engineering and modification needs are delivered on time and on budget.

Through the development of strong OEM relationships, stringent quality management systems, extensive certification, a highly trained work force and heavy investments on facility infrastructure, Hawker Pacific Aircraft Support now leads the region for maintenance and modification servicing.

The Aircraft Support one-stop-shop philosophy is delivered through the all-inclusive specialized divisions of Airframe, Hawker Pacific Technologies (Design Engineering), Engines / Components and Avionics.



## SAMCO AIRCRAFT MAINTENANCE

Horsterweg 19  
6199 AC Maastricht Aachen Airport  
The Netherlands

Tel. +31 (0)43 358 79 53  
E-mail [sales@samco.aero](mailto:sales@samco.aero)

[www.samco.aero](http://www.samco.aero)

## CERTIFICATIONS

- EASA Part 145 Base and Line maintenance
- EASA Part 21 DAO
- EASA Part M CAMO
- FAA Part 145 Repair Station
- And others

### Bombardier Commercial Aircraft authorized types:

Dash 8/Q Series  
100/200/300/400

CS100/CS300

Established in 1988, SAMCO Aircraft Maintenance is an independent MRO providing a complete range of maintenance services for jet and turboprop aircraft. Supported by years of experience, SAMCO's dedicated and well trained staff are able to deliver to our customers consistent, quality and cost effective maintenance solutions while at the same time maintaining the highest levels of punctuality and safety.

From our modern facilities in The Netherlands SAMCO provides start-up technician support during entry-into-service, base and line maintenance, Continuing Airworthiness Management services (CAMO), logistics support and Part 21 design organization services. Our well established customer base is concentrated in Europe, Africa, the Middle East and Russia and we currently operate customer line stations in Africa, Russia and Scandinavia.

June 2015 heralded the beginning of a new and exciting time for SAMCO when Bombardier selected us to be a C Series Authorized Service Facility. Since that time, SAMCO has been busy training our staff and preparing our facility in preparation for C Series entry-into-service.

SAMCO is well known for its flexibility and solution-based approach to aircraft maintenance. Building on a solid knowledge base, we are able to define a level of service that continues to make SAMCO a leader in our market segment.



## STAECO

Yao Qiang International Airport (ZSJN)  
Jinan, Shandong  
China 250107

Tel. + 86-531-58802933/4  
E-mail [staeco@staeco.com](mailto:staeco@staeco.com)

[www.staeco.com](http://www.staeco.com)

## CERTIFICATIONS

- CAAC (China)
- FAA (USA)
- EASA (Europe)
- JCAB (Japan)
- CAA (Australia)

### Bombardier Commercial Aircraft authorized types:

CRJ Series  
200/700/900  
Q400

STAECO or Taikoo (Shandong) Aircraft Engineering Co., Ltd. is a Joint-Venture of Shandong Aviation Group, Hong Kong Aircraft Engineering Co., Ltd. (HAECO), Taikoo (Xiamen) Aircraft Engineering Co., Ltd. (TAECO) and Huakai Aviation Consulting Service Co., Ltd. A leading MRO for narrow-body, regional and business jet aircraft, STAECO is backed with the best practices, experience, management and integrated valued chain of our joint venture partners.

STAECO is capable of performing heavy checks, major modifications, avionic upgrades, cabin and cockpit refurbishment, exterior repainting and other CRJ and Q400 maintenance activities to suit the needs of our customers.

STAECO currently operates five hangars at the Yaoqiang International Airport, Jinan (ZSJN) which can accommodate up to twelve regional aircraft at the same time. Back-shops include sheet metal, composite, machining, painting, heat-treatment and welding. Total storage is approximately 3,000 square meters including bonded and customer storage areas.



**TULPAR TECHNIC, LTD.**

Laishevsky District  
Kazan International Airport,  
Republic of Tatarstan  
420017, Russia Federation

**Tel.** +7 (843) 537 77 37, +7 (843) 267 87 84

**E-mail** [technic@tulpar.ru](mailto:technic@tulpar.ru)

**[tulpartechnic.ru](http://tulpartechnic.ru)**

**CERTIFICATIONS**

- EASA Part 145
- Bermuda Approval
- FAR - 145
- TRACE Certificate

**Bombardier  
Commercial Aircraft  
authorized types:**

CRJ Series  
100/200

Challenger  
300/850

Tulpar Technic has been operating for more than 10 years and has grown from the modest maintenance arm of Tulpar Air Airline to an independent enterprise on September 1, 2010.

In 2013, Tulpar Technic became the first Bombardier Authorized Service Facility in Russia and the C.I.S region and is currently authorized for Bombardier commercial and business aircraft including CRJ100/200, Challenger 850 and Challenger 300.

We welcome the opportunity to offer different types of maintenance services from basic - such as Base and Line Maintenance - to specialized - NDT, Wheel and Battery Shop services - as well as customized services.

Our station in Kazan provides management services based on TQM, ground handling services for all aircraft types at the International Airport of Kazan and temporary storage.

Our vision is to focus on continued growth, our reputation for excellence, reliability and quality technical services that meet the needs of all our Customers.