



Crane Aerospace & Electronics

Product Support Team Directory



LEAR SIEGLER, INC.

HYDRO-AIRE



CABIN SYSTEMS

ELECTRICAL POWER SOLUTIONS

FLUID MANAGEMENT

LANDING SYSTEMS

MICROWAVE SOLUTIONS

SENSING & COMPONENT SYSTEMS



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Corporate Information

Crane Co.

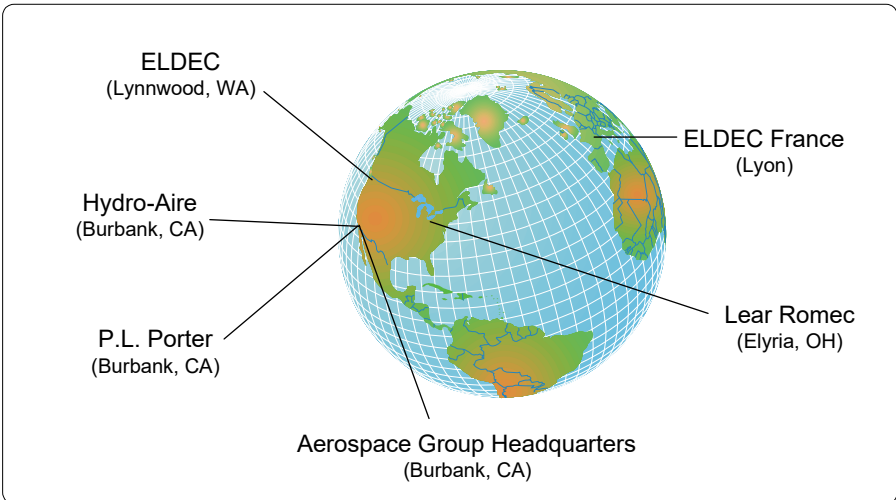
Crane Aerospace & Electronics is a segment of Crane Co., a diversified manufacturer of engineered industrial products with operations worldwide. As part of Crane Co., Crane Aerospace & Electronics has the resources and support of a large company, while being able to maintain the individualized customer service of a smaller company.

Crane Aerospace & Electronics

Crane Aerospace & Electronics brings together industry leaders – **ELDEC, ELDEC France, Hydro-Aire, Interpoint, Lear Romec, P.L. Porter, and Signal Technology** – to give you one integrated source for sensing systems, braking systems, electrical power systems and more. You'll find Crane Aerospace & Electronics equipment in some of the toughest aircraft environments, from engines to landing gear. Our products are in use on almost all U.S. and European aircraft where performance under severe conditions is an absolute necessity.

Crane Aerospace & Electronics companies are known for their technical strength, proven product reliability, innovative solutions and overall value. Each company is ISO9000 or AS9100 certified and committed to world-class processes. From application engineering, through design and manufacturing, Crane Aerospace & Electronics offers a comprehensive approach to product specification, design certification and service.

Aerospace Group Headquarters and Subsidiaries



Information herein is subject to change.
Please see our web site for the latest information.

www.craneeae.com

Introduction

You can depend on Crane Aerospace & Electronics for in-service support. Our extensive product support program is implemented at facilities worldwide, with a high-caliber staff that is focused on the needs of the airline industry.

All business contracts, spares and repair sales agreements, and field service needs are managed through the Product Support team. Your representatives for each of the company product lines are provided in this guidebook.

Long-term support agreements, exchange programs, and spares leasing are provided as a normal course of product support. We strive for custom, value-added support programs that make us faster and easier to do business with.

Our Organization

The Product Support organization coordinates overall technical support and business activity with airlines and other aftermarket customers. We offer a range of customized support services for the operators of Business, Regional, Transport and Cargo aircraft.

Our goals are to:

- Achieve 100% on-time repair turnaround time to our promised date
- Meet or exceed industry standards for responsiveness
- Meet terms of OEM product support agreements
- Provide proactive field applications engineering services
- Deliver World Class repair services, spares sales, retrofit and upgrade marketing services, to enhance the value of products to our customers
- Deliver high quality and timely technical publications

Group Vice President – Aftermarket Services



Gregg Herman
425.743.8163
gregg.herman@craneae.com

Product Support

Aviation Conference Participation

Product Support representatives support all ATA and General Aviation Maintenance/Operator Conferences. We feel this direct participation is vital for a company that seeks to do our best to assist our customers in the prevention and rapid resolution of operational and maintenance problems.

Product Improvement

The knowledge gained through customer visitation, maintenance conference attendance, and in-house evaluation of returned products enables the Aerospace Group to identify areas where product improvement is necessary.

Our Products

Crane Aerospace & Electronics products on which we provide technical support are:

- Battery Chargers
- Brake Controls
- Electrical Power Management and Distribution
- Engine Diagnostic System
- Fuel Boost Pumps
- Fuel Transfer Pumps
- Fuel Flow Transmitters
- Fuel Flow Electronics Units
- Fuel Flow Indicators
- Fuel Gauging Systems
- Fuel Jettison Pumps
- Hand Pumps and Check Valves
- Hydraulics
- Inverters
- Light Dimmers
- Lube and Scavenge Pumps
- Pressure Sensors
- Proximity Sensing Electronics Units
- Proximity Sensors
- Proximity Switches
- Seat Electrical Actuation Systems
- Seat Position Controls
- Tire Pressure Monitoring (SmartStem)
- Transformer Rectifier Units

AOG Requests

Crane Aerospace & Electronics will advise action taken, respond within 4 hours of request, or respond as required per contractual agreements.

For 24-hour a day AOG support, call the numbers listed below:

Site	CAGE	Business Hours	After Hours	SITA/ ARINC
ELDEC	08748	425.743.8100	425.743.8100	SEAECCR
ELDEC France	F9763	33.01.49.75.45.69 or 73 33.472.81.42.06.	33.01.49.75.45.69	-
Hydro-Aire	81982	818.526.2500	818.526.2600	BURHYXD
Lear Romec	51663	440.323.3211	440.323.3211	CLELRXD
P.L. Porter	02953	818.526.2500	818.526.2600	VNYOXXD

Please have the following information available for an AOG request:

- Name
- Company
- Phone and Fax Numbers
- City, State, Country
- Aircraft Tail Number
- CAGE Code on the Product
- Part Number
- New order or warranty/repair?
- Part is already at our site or on its way?
- PO Number
- Ship To Address
- Preferred Carrier, and authorization for alternative express shipping
- If new order – Quantity and Date required
- Is FAA 8130 tag required?
- If warranty and repair – Serial Number, Date shipped and How (air waybill and carrier if known)

Technical Assistance

Overview

Crane Aerospace & Electronics Field Application Engineers provide customer technical assistance for all products. These engineers maintain close communications with the airlines and OEMs to promote a high degree of customer satisfaction.

Applications Engineers systematically support airlines, worldwide, through the following services:

- Technical Visits
- Operator Conferences
- Industry Conferences
- Answers to customer-specific technical requests
- Scheduled Training Sessions

Our goal is to resolve any technical inquiries within 14 days or less.

Submit Technical Inquiries Online

Crane Aerospace & Electronics offers an internet resource to our airline and OEM customers, to assist in the support of our products. With SupportWeb, you can search for information that may answer your question, submit technical questions, review what you have submitted, and view the answers from our field applications engineers. This interactive question-and-answer tracking tool is for use by airline maintenance personnel that need assistance from our field applications engineers.



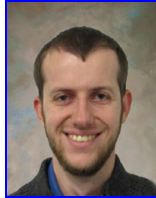
SupportWeb is at

<https://www.craneae.com/aftermarket/supportweb>

Field Service Contact

Our contacts for technical issues are shown below.

ELDEC
Lynnwood)



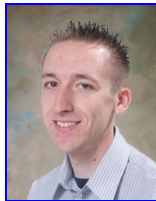
Toby Smith
425.743.8272
tobyn.smith@craneae.com

ELDEC
(Lynnwood)



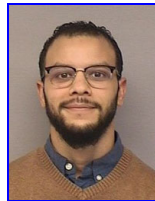
Aaron Ross
425.608.9519
aaron.ross@craneae.com

Hydro-Aire & PL Porter
(Burbank)



Jeremy Sturdy
818.526.5714
jeremy.sturdy@craneae.com

Hydro-Aire & PL Porter
(Burbank)



Abdul Elbeialy
818-526-2600
abdelrahman.elbeialy@craneae.com

Lear Romec
(Elyria)



John Desmone
440.284.5479
john.desmone@craneae.com

Spare Parts Sales

Overview

Crane Aerospace & Electronics is dedicated to assuring the accuracy and timely delivery of every order. With highly trained and skilled Customer Account Specialists, we ensure personal, consistent service. We are committed to being the industry leader in customer service.

Spare Parts Price Catalog (for Airlines)

Our Spare Parts Price Catalog is available online to authorized airlines and OEM customers. To request login credentials, please submit a registration form at www.craneeae.com/support/commercial-spares.

Spares Information Online (iStore)

The Crane Aerospace & Electronics web sites allow our customers to place Requests for Quotes, place orders for spare parts, check order status, and check price and availability. Please register at www.craneeae.com/RFQ.

Purchasing Spare Parts

Spare parts may be purchased online, by telephone (written confirmation is required), fax, SPEC2000, email, or letter. Purchase Orders should specify the PO number, part number, nomenclature, quantity, requested ship date, ship to address, billing address, method of shipment and price, if available. Requests for FAA 8130 tags must be received with the PO; other requirements may apply. PO acknowledgments are only sent where an exception is taken to the part number, delivery date, price or any other area of difference.

Requests for Quotes, Price & Availability

Upon request, Crane Aerospace & Electronics will provide price and availability quotations for spare parts not listed in the spare parts catalogs. Crane Aerospace & Electronics will respond to customer requests for price and delivery quotations within five business days. If required, quotations will be provided on an expedited basis; please note “Expedite” on your incoming request to assure priority status.

Provisioning Inventory

Crane Aerospace & Electronics maintains provisioning inventory in support of field spare parts requirements, as well as for its own internal repair and overhaul facilities. This provisioning inventory includes detail component parts, new end item assemblies and some overhauled exchange assemblies. In addition, Provisioning support has access to production stock when required.

Priority Orders

For an airline or operator that requires parts in less than normal re-order lead times, we will advise action taken on priority orders as follows:

Expedite

Part(s) required in less than normal lead time within 7 days

Critical

Imminent AOG or shop work stoppage within 24 hours

AOG

Aircraft grounded by part(s) requirements within 4 hours

Note: Items required for a grounded aircraft will have an AOG label affixed to the shipping container to facilitate immediate location in your receiving area.

Spare Parts Sales Contacts

ELDEC

Tel: 425.743.8307

Fax: 425.787.1426

16700 13th Ave West

Lynnwood, WA 98037-8503

Eldec.Spares.Crane@craneae.com

Hydro-Aire, PL Porter

Commercial Spares Team

3000 Winona Avenue

Burbank, CA 91504-2540

commspares@craneae.com

Domestic Customers (within U.S.)

Telephone: 888.236.5165

Fax: 888.236.5166

International Customers

Telephone: 818.526.2500

Fax: 818.526.2658

Lear Romec

241 South Abbe Rd.

Elyria, OH 44035-6239

Telephone: 440.323.3211

Fax: 440.284.0221

craneelyriaspares@craneae.com

ELDEC France Products

Patricia Jouvenceau

Telephone: 33.4728.14206 /33.6.7642.6558

Fax: 33.4.7237.7230

patricia.jouvenceau@craneaerospace.com.fr

Repair Stations



Each Crane Aerospace & Electronics site has an on-site repair station where all products designed and manufactured by that site can be tested, inspected, repaired, overhauled or upgraded. The Repair Station certification numbers are listed below and available Online at: <https://www.cranaeae.com/AboutUs/AboutUs.aspx#Quality>.

Site	FAA	EASA	CAAC
ELDEC Lynnwood	AG4RO49M	EASA.145.5067	CCAR 145 component maintenance: F5363
ELDEC France	L82Y367Y	FR.145.249	TCCA 810-04
Hydro-Aire/ PL Porter Burbank	QD3R785L	EASA.145.4560	F00100601
Lear Romec Elyria	C7CR238J	EASA.145.4357	F00100799

Additional information about the Repair Stations is listed below:

- ➔ FAA form 8130-3, equal to EASA Form One, provided as required
- ➔ Failure Analysis and trending data kept on record and reviewed regularly
- ➔ Calibration Certifications Traceable to N.I.S.T.

The Crane Aerospace & Electronics Customer Services Team offers world-class support to reduce your cost of operation and help keep your aircraft flying safely. Virtually all major aircraft models, including those manufactured by Boeing, Airbus, Bombardier and Embraer, fly with Crane Aerospace & Electronics aftermarket components on board.

Service that meets your needs

Your service requirements are extremely important to us. Crane strives to ensure that operators receive best-in-class support any time their Crane components require service. Our frontline employees are trained to provide product support throughout the life-cycle of our units. Our service facilities are tightly integrated and co-located with the OEM engineers who design our products, the field service engineers who track their reliability and the Technical Publications writers who create and maintain the Component Maintenance Manuals used to support them.

We'll ensure that you have the support you need to keep your Crane components flying. From the time your new aircraft is delivered until the time you retire it, we'll be there with you.

When you take advantage of Crane's Aftermarket Solutions you can depend on:

- Repair of electronics units with 10 days or less turn-around-times on 97% of orders processed
- New Aircraft/Engine Entry Into Service (EIS) Support
- Rogue unit identification and resolution processing
- 24-hour AOG support hotline
- Same Day availability of spares from our distribution warehouses
- Interactive question/answers available online through SupportWeb
- Flight Safety Investigations
- Root Cause Investigations/Technical Problem Solving
- Field Service Engineering Reliability Trending
- Operator & OEM Technical Training

Turnaround Times That Meet Your Schedule

OEM product support agreements guarantee fast repair turnaround times. With or without those agreements, Crane has a vested interest in ensuring that you are completely satisfied with our service. As an OEM, our ability to put new product on new airplanes is heavily dependent on the reputation that we maintain in the industry. AOG inventory, as well as rotatable and exchange pools, are available to support time-critical requirements and reduce turn-around-times. Crane has also partnered with UPS Logistics to place advanced exchange stock in locations close to our customers.

The Best Options For Your Maintenance Budget

Our material planners research the spares market to ensure that Crane remains competitive in the serviceable unit market. If you ever feel that you can get a better deal somewhere else on a comparable part or service, Crane will work with you to ensure you are being offered the best value for your maintenance budget. Whether your needs are for a fleet upgrade, modifications or retrofit programs; or a simple repair, upgrade, or exchange, Crane gives you options so you can make informed decisions about how to spend your maintenance dollars

United States

ELDEC products	Lynnwood, Washington, near Seattle
Hydro-Aire products	Burbank California, near Los Angeles
Lear Romec products	Elyria Ohio, near Cleveland
P.L. Porter Products	Burbank California, near Los Angeles

International Repair Stations

Saint Priest France, near Lyon France

ELDEC France has developed repair capabilities for some of the products manufactured by U.S.-based Crane Aerospace & Electronics companies. Please contact ELDEC France for an updated list of capabilities.

Repair Charges

Standard Repair Prices

Crane Aerospace & Electronics uses a flat fee standard repair charge and test-recertification charge for many Crane Aerospace & Electronics products. This flat fee will be quoted upon receipt of the repair item at Crane Aerospace & Electronics. Please provide authorization to proceed as soon as possible to minimize turn times. Our on-time delivery does not include customer approval time.

- Parts returned to Crane Aerospace & Electronics without purchase order coverage will be held for 30 days, and may be returned at customer expense, if no purchase order is received.
- Crane Aerospace & Electronics will notify you that certain non-repairable products are candidates to be scrapped.

Repair Agreements

Crane Aerospace & Electronics promotes the use of long-term negotiated pricing, thereby eliminating the need for repair price quotation and customer authorization on every action. Contact your Repair Station Customer Account Administrator for more information.

Modification Support and Pricing

Crane Aerospace & Electronics quotes modifications as follows:

- Turn-around times on program modifications are established in advance through the airframe engine manufacturer.
- Turn-around time on minor optional modifications is subject to part availability. Call for details.
- Purchase orders for cost of chargeable modification must be provided with hardware to be modified.
- The unit to be returned for modification must be a serviceable unit. Separate charges will be incurred to bring the unit to a serviceable condition that meets Crane Aerospace & Electronics specifications before performing the modification.

Repair Station Customer Service

Aftermarket Customer Account Administrators

Our Aftermarket Customer Account Administrators are listed below or on the pages that follow.

Lynnwood (ELDEC)



Susan Aylesworth

425.743.8307
susan.aylesworth@craneae.com

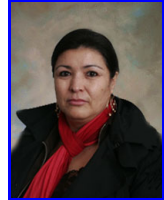
Lynnwood (ELDEC)



Heather Johannes

425.743.8533
heather.johannes@craneae.com

Lynnwood (ELDEC)



Maria Pederson

425.743.8202
maria.pederson@craneae.com

Lynnwood (ELDEC)



Dennis Sims

425.743.8253
dennis.sims@craneae.com

Lynnwood (ELDEC)



Mandeep Singh

425.743.8466
mandeep.singh@craneae.com

Lynnwood (ELDEC)



JT Williamson

425.743.8404
john.williamson@craneae.com

ELDEC Repair Station

Phone: 425.743.8255

Fax: 425.787.4223

eldecrepairadmin@craneae.com

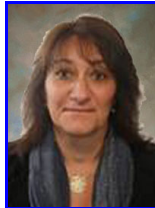
ELDEC Spares

Phone: 425.743.8235

Fax: 425.787.1426

Eldec.Spares.Crane@craneae.com

Lyon (ELDEC France)



Patricia Jouveineau

33.4.7281.4206 / 33.6.7642.6558

Fax: 33.4.7237.7230

patricia.jouveineau@craneaaerospace.com.fr

Repair Station Customer Service

Aftermarket Customer Account Administrators

Burbank (Hydro-Aire)



Sylvia Ascencio

818.526.2286

Fax: 818.526.2560

sylvia.ascencio@craneae.com

Burbank (Hydro-Aire)

Burbank (Hydro-Aire)



Karen Evans

818.526.2606

Fax: 818.526.2560

karen.evans@craneae.com

Burbank (Hydro-Aire)

Burbank (Hydro-Aire)



Morgan Gangi

818.526.2600 x 123262

Fax: 818.526.2560

morgan.gangi@craneae.com

Burbank (PL Porter)

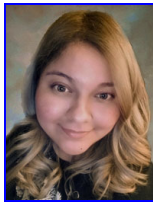


Anthony Noriega

818.526.2458

Fax: 818.526.2560

anthony.noriega@craneae.com



Evelin Ramos

818.526.2249

Fax: 818.526.2560

evelin.ramos@craneae.com



Maurice Stephens

818.526.2605

Fax: 818.847.2917

maurice.stephens@craneae.com

Hydro-Aire Repair Station

Phone: 818.526.2400

CAE-BUR-Repair-Admins@craneae.com

Hydro-Aire Spares

Phone: 818-526-2400

CommSpares@craneae.com

Elyria (Lear Romec)

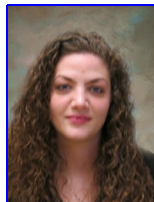


Connie Balmert

440.284.5484

connie.balmert@craneae.com

Elyria (Lear Romec)



Ashley Benjamin

440.284.5438

ashley.benjamin@craneae.com

Repair Station Customer Service

Repair Station Management

Lynnwood
(ELDEC)



Steve Peterson
Aftermarket Value
Stream Manager
425.743.8403
steve.peterson@craneae.com

Lynnwood
(ELDEC)



Darrell Snyder
Supervisor:
Customer Service
425.743.8147
darrell.snyder@craneae.com

Burbank
(Hydro-Aire, PL Porter)



Nancy Pinkston
Aftermarket Value
Stream Manager
818.526.2586
nancy.pinkston@craneae.com

Burbank
(Hydro-Aire, PL Porter)



Darren Arnone
Supervisor:
R&O Operations & Materials
818) 526-2545
Fax: 818.526.2560
darren.arnone@craneae.com

Burbank
(Hydro-Aire, PL Porter)



David Bonelli
Manager:
Customer Administration
818.526.2204
Fax: 818.526.2560
david.bonelli@craneae.com

Elyia
(Lear Romec)



Joe Baz
Aftermarket Value
Stream Manager
440.281.6350
joseph.baz@craneae.com

Lyon
(ELDEC France)



Patricia Jouvenceau
Customer Services Manager
33.4.7281.4206 /33.6.7642.6558
Fax: 33.4.7237.7230
patricia.jouvenceau
@craneaaerospace.com.fr

Product Returns

General

To assist Crane Aerospace & Electronics in processing your returns, all returned goods should include paperwork that clearly indicates:

- Reason for return, including PIREPs (where applicable)
- Repair purchase order number
- Correspondence reference numbers
- The unit is a warranty or repair return
- Time Since Overhaul and Time Since New

Crane Aerospace & Electronics reserves the right to refuse any returned parts that:

- Do not have a Return Material Authorization (RMA) (Hydro-Aire parts only)
- Do not include bill of lading, original packaging and documents
- Are received after 30 days from original invoice date

Return Material Authorization (RMA)

When returning a part for credit or repair, please see our web site for an RMA form, or call us for an RMA number to ensure prompt and efficient handling of your returned item (Hydro-Aire parts only).

Warranty Returns

The return of parts that do not conform to specification during the warranty period should:

- Identify the reason for rejection
- Be returned via standard freight
- Identify the aircraft fuselage or tail number, the make, and the flying time (time since new) on the part(s)
- For engine component removals, identify the Engine Serial Number (ESN) and the engine/component flight hours (time since new).

Parts Not Under Warranty

The return of parts for test, inspection, repair, overhaul, or modification should include a repair purchase order and identify the reason for return. A copy of the repair purchase order should accompany the shipment.

Turn-around Time on Commercial Product Repairs

Scheduled turn-around time is 10 calendar days (or less) for avionics and 14 days (or less) for mechanical products, or as agreed with the customer. The TAT time is based on the later of:

- Date of receipt of hardware, or
- Date that authorization to proceed is received (TAT does not include time for customer approval)

Purchased Part Returns

Parts purchased from Crane Aerospace & Electronics may be returned within 30 days for any of the following reasons:

- Overshipments—Quantity of parts received is in excess of quantity specified on the purchase order
- Wrong Part Number—Receipt of parts different from those specified on the purchase order (when Crane Aerospace & Electronics has not notified the customer in writing that the part received is a substitute replacement for the ordered part)

ELDEC Products

Repairs

Attn: Repair Station
Crane Aerospace & Electronics
16700 13th Avenue West
Lynnwood, WA 98037-8503

General

Crane Aerospace & Electronics
ELDEC Aerospace Corp
16700 13th Avenue West
Lynnwood, WA 98037-8503

Crane Aerospace & Electronics
ELDEC France
10 rue de Lombardie
69800 Saint Priest
France

Hydro-Aire Products

Repairs

Attn: Repair Station
Crane Aerospace & Electronics
3000 Winona Avenue
Burbank, CA 91504-2540

General

Crane Aerospace & Electronics
3000 Winona Avenue
Burbank, CA 91504-2540

Lear Romec Products

Repairs

Attn: Repair Station
Crane Aerospace & Electronics
241 South Abbe Road
Elyria, Ohio 44035-6239

General

Crane Aerospace & Electronics
241 South Abbe Road
Elyria, Ohio 44035-6239

P.L. Porter Products

Repairs

Attn: Repair Station
Crane Aerospace & Electronics
3000 Winona Avenue
Burbank, CA 91504-2540

General

Crane Aerospace & Electronics
3000 Winona Avenue
Burbank, CA 91504-2540

Technical Publications

Overview

The Technical Publications group writes and distributes Component Maintenance Manuals and other related technical documentation. The group consists of highly skilled technical writers using the latest in computerized document-processing hardware and software. The Technical Publications group also publishes Provisioning files, Service Bulletins and Service Letters.

Publications Index

The Publications Index is a list of technical manuals and related Service Bulletins, Service Letters, and Temporary Revisions. This list is provided to our customers at no charge. For more information, see our web site or contact our distribution coordinator at the numbers below.

Ordering Publications

Crane Aerospace & Electronics distributes Component Maintenance Manuals and related technical documentation to approved airline operators at no charge. To order, please see our web site (www.cranae.com/TechPubOrder) or contact the distribution coordinator at the number below.

Distribution Coordinator



Linda Monzel

425.743.8662

linda.monzel@cranae.com

Tech Pubs Supervisor



Clint Owen

425.743.8662

clint.owen@cranae.com

Tech Pubs Manager



Sherrie Lundgren

425.743.8416

sherrie.lundgren@cranae.com

Group email: pubs@cranae.com

Overview

Crane Aerospace & Electronics provides shop and line level training for all products; both in-house and field training programs are available. All training includes theory, operation, servicing, troubleshooting, and maintenance of our products. Training programs use video, graphic aids, and handbooks, coupled with hands-on experience. Training is generally conducted at the manufacturing sites, where the full facilities of engineering and manufacturing are available to the trainees.

Training at our facilities is generally free of charge, whereas field training on-site can be arranged (please contact us for terms and conditions).

Training programs are typically customized for each customer, and include:

- Planning
- Operation
- Repair and Overhaul
- Reference Material
- Applicable Component Maintenance Manuals
- Other Technical Data
- Special Support Equipment Information

Requests for Training

To arrange for product training, please contact the applicable site below:

Site	Contact	Telephone/ email
ELDEC	Toby Smith	425.743.8272 tobyn.smith@craneae.com
	Aaron Ross	425.743.8553 aaron.ross@craneae.com
Hydro-Aire	Jeremy Sturdy	818.526.5714 jeremy.sturdy@craneae.com
	Abdul Elbeialy	818-526-2600 Ext.12#256 abdelrahman.elbeialy@craneae.com
Lear Romec	John Desmone	440.284.5479 john.desmone@craneae.com
P.L. Porter	Jeremy Sturdy	818.526.5714 jeremy.sturdy@craneae.com
	Abdul Elbeialy	818-526-2600 Ext.12#256 abdelrahman.elbeialy@craneae.com

Product Support Business Management

Product Support Managers

Product Support Manager



Brian Komar
440.284.5433
brian.komar@craneae.com

Director, Product Support
Flight Safety & FDR Analysis



Greg Jones
425.743.8473
gregory.jones@craneae.com

Web Sites

Crane Aerospace & Electronics is committed to providing new communications channels with our customers. Our web sites use the latest internet technology to give our customers access to:

- Order Status (Spares and Repairs)
- Order Placement
- Product Support/Customer Service
- Repair & Overhaul Returns

For more information, go to www.craneae.com

SupportWeb is another internet resource for our airline and OEM customers. With Support Web, you can search for technical information, submit technical questions, review what you have submitted, and view the answers from our field applications engineers. For more information, go to www.craneae.com/after-market/supportweb.

Electronic Data Interchange

Crane Aerospace & Electronics uses EDI systems in Spec2000, X.12 and EDI-FACT protocols. Our SITA/ARINC information is shown below:

Site	CAGE	SITA/ARINC
ELDEC	08748	SEAECCR
Hydro-Aire	81982	BURHYXD
Lear Romec	51663	CLELRXD
PL Porter	02953	VNYOOXD

eBusiness Contact

For additional information about our eBusiness initiatives, please contact info@craneae.com

Warranty

General

Crane Aerospace & Electronics warrants that all articles furnished, repaired, modified, or overhauled will conform to the applicable specifications and drawings, and be free from defects in material and workmanship. The obligation of Crane Aerospace & Electronics under this warranty, however, is limited to repairing or, at our option, replacing any articles or parts that are returned, transportation prepaid to the factory by the Customer, subject to the provisions of the applicable program warranties.

Crane Aerospace & Electronics supports aircraft operators with spares and technical support as specified in the OEM Product Support Agreements. Crane Aerospace & Electronics makes every effort to support all of its products for as long as the products remain in commercial revenue air service.

Crane Aerospace & Electronics Warranty Reimbursement Program allows customers to make repairs, corrections and modifications to Crane Aerospace & Electronics equipment during the Warranty Period in situations where the return of the product to a Crane Aerospace & Electronics authorized repair center is not feasible. Reimbursement will not be made to second or third party facilities.

A customer claim for reimbursement must be submitted to Crane Aerospace & Electronics within 90 days of completing repair or approved modification. Parts removed under warranty must be held for 60 days for optional inspection and quality audit by Crane Aerospace & Electronics.

For further information on warranties, please contact your appropriate Repair and Overhaul Customer Service representative.

Non-Liability

Crane Aerospace & Electronics Corporation is not liable for defects or failures because of negligence, unauthorized repair, malfunctions or failure, when the operating, maintenance or overhaul manual or related instructions have not been followed.

Please see your individual Repair and Overhaul Administrator for details.

Key Contacts Summary

AOG Requests

ELDEC	425.743.8100
ELDEC France	33.1.4975.4569
Hydro-Aire	
Business Hours	818.526.2500
After Hours	818.526.2600
Lear Romec	440.323.3211
PL Porter	
Business Hours	818.526.2500
After Hours	818.526.2600
Flight Safety Investigations	
Greg Jones	425.743.8473
.....	Mobile: 206.245.8788

Product Support Business Management

Director of Product Support	
Greg Jones	425.743-8473
Product Support Manager	
Brian Komar	440.284.5433

Repair Station Customer Service

Repair and Overhaul Management	
Darren Arnone	818.526.2545
Joe Baz.....	440.281.6350
David Bonelli.....	818.526.2204
Steve Peterson.....	425.743.8403
Nancy Pinkston.....	818.526.2586
Patricia Jouvenceau	33.4.7281.4206 /
.....	33.6.7642.6558
Darrell Snyder.....	425.743.8147
Group VP – Aftermarket Services	
Gregg Herman	425.743.8163
ELDEC Team:	
Susan Aylesworth.....	425.743.8307
Heather Johannes.....	425.743.8533
Maria Pederson.....	425.743.8202
Dennis Sims.....	425.743.8253
Mandeep Singh.....	425.743.8466
JT Williamson.....	425.743.8404
ELDEC France:	
Patricia Jouvenceau	33.4.7281.4206 /
.....	33.6.7642.6558
Hydro-Aire:	
Sylvia Ascencio	818.526.2286
Karen Evans.....	818.526.2606
Morgan Gangi.....	818.526.2600 x123262
Anthony Noriega	818.526.2458
Evelin Ramos.....	818.526.2249
Maurice Stephens	818.526.2605
Lear Romec:	
Connie Balmert.....	440.284.5484
Ashley Benjamin	440.284.5438

Key Contacts Summary

Spare Parts Sales

ELDEC	
.....	425.743.8235
Hydro-Aire, PL Porter	
.....	888.236.5165 or 818.526.2500
Lear Romec	
.....	440.323.3211
ELDEC France Products	
Patricia Jouvenceau	33.4.7281.4206 /
.....	33.6.7642.6558

Technical Assistance

ELDEC:	
Toby Smith	425.743.8272
Aaron Ross	425.608.9519
Hydro-Aire:	
Jeremy Sturdy	818.526.5714
Abdul Elbeialy	818.525.2600
Lear Romec:	
John Desmone	440.284.5479
P.L. Porter:	
Jeremy Sturdy	818.526.5714
Abdul Elbeialy	818.525.2600
Technical Publications Distribution Coordinator	
Linda Monzel	425.743.8662
Technical Publications Supervisor:	
Clint Owen	425.743.8674
Technical Publications Manager	
Sherrie Lundgren	425.743.8416



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Lynnwood, WA 98037-8503
425.743.1313

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3000 Winona Avenue
Burbank, CA 91504-2540
818.526.2600

LEAR ROMEC

241 South Abbe Road
Elyria, OH 44035-6239
440.323.3211

P.L. PORTER

3000 Winona Avenue
Burbank, CA 91504-2540
818.526.2600