

Worldwide Support

call or send us an email to let us know how we can help you today!

Crane Aerospace & Electronics

info@craneae.com

phone: +1 425-743-1313

www.craneae.com

Brand/Site Contacts

ELDEC (CAGE 08748)

Lynnwood, Washington
Steve Peterson
Tel: +1-425-743-8403
email: Steve.Peterson@craneae.com

ELDEC France (CAGE F9763)

Bron, France
Patricia Jouvenceau
Tel: +33-4-7826-1010
email: Patricia.Jouvenceau@craneaerospace.com.fr

Hydro-Aire (CAGE 81982)

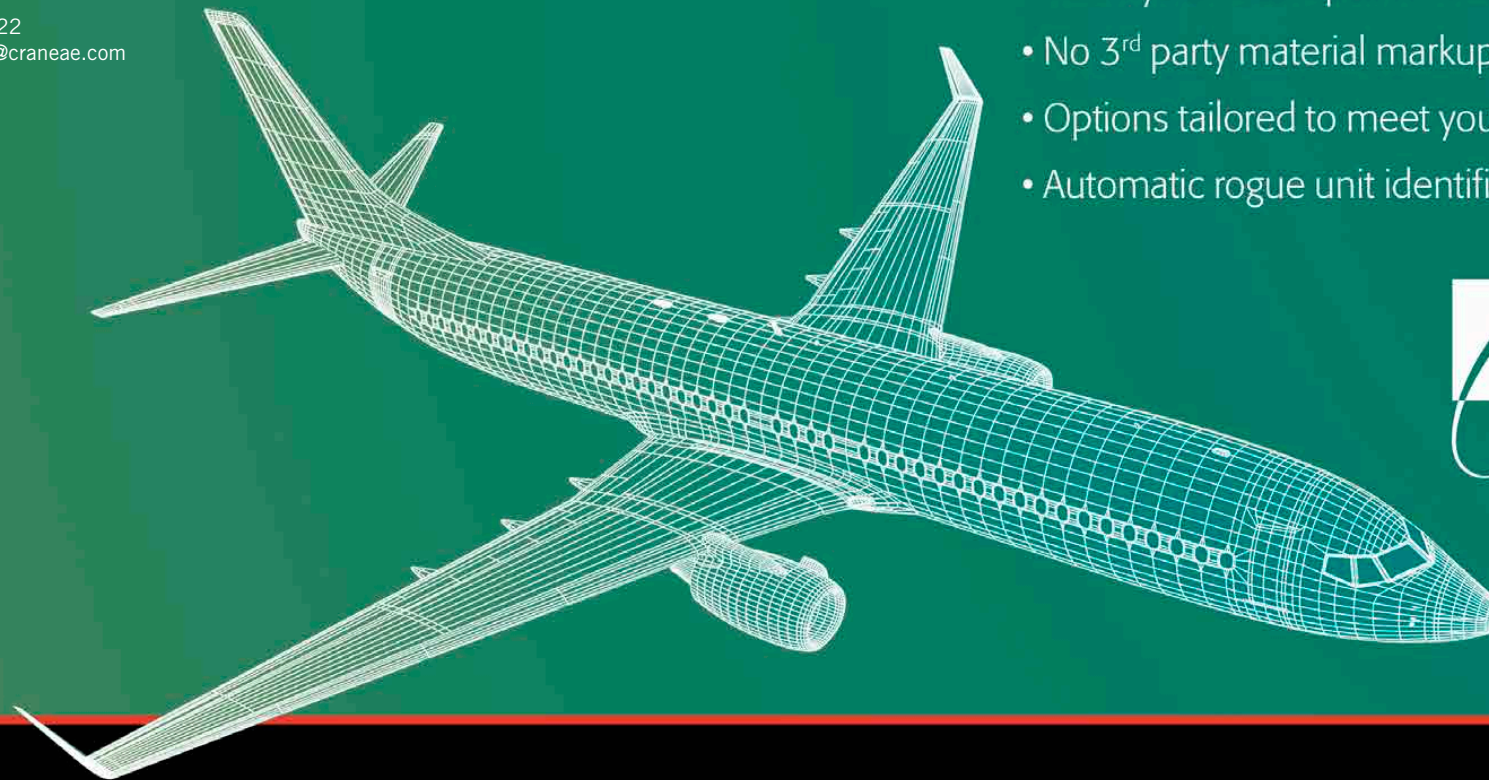
P.L. Porter (CAGE 02953)
Burbank, California
Nancy Pinkston
Tel: +1-818-526-2586
email: Nancy.Pinkston@craneae.com

Lear Romec (CAGE 51633)

Elyria, Ohio
Michael Seal
Tel: +1-440-326-5522
Email: Michael.Seal@craneae.com

Aftermarket Services & Support

- 24-hour AOG support hotline
- New generation, reliable, exchange options
- 10 Days or less repair turn-around time
- No 3rd party material markups
- Options tailored to meet your maintenance budget
- Automatic rogue unit identification and resolution



The Crane Aerospace & Electronics Customer Services Team offers world-class support to reduce your cost of operation and help keep your airplanes 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 Entry Into Service (EIS) Support
- Automatic rogue unit identification and resolution processing

- 24-hour AOG support hotline
- Next Day availability of spares from our distribution warehouses
- Interactive question/answers available online through SupportWeb at: www.craneae.com/CustomerService/SupportWebOverview.aspx.
- Flight Safety Investigations
- Root Cause Investigations/Technical Problem Solving
- Field Service Engineering Reliability Trending
- Operator & OEM Technical Training
- Proactive Voice of the Customer (VOC) monitoring to ensure that your feedback is heard, tracked and used to continually improve your service experience. Provide feedback to our VOC analysts and management team any time at: www.craneae.com/ContactUs/VoiceofCustomer.aspx.

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 it is volume discounts for returning customers; fleet upgrade, modification 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.

Solutions that simplify your order management processes

When you order through Crane, online pricing, ordering and status are available around the clock through iStore at: www.craneae.com/CustomerService/iStoreRegistration.aspx.

If you are interested in fixed price agreements, Power-by-the-hour (PBH) contracts, Performance-based Logistics (PBL) contracts or Exchange/Leasing/Loan arrangements, we will work with you to find the solutions that simplify your order management processes.

Repairs you can trust

As the original equipment manufacturer, we use only genuine factory parts to repair your units. Systematic reliability monitoring and trending enables product improvements. Our factory trained technicians have direct access to design, test and sustaining engineering teams.

Our goal is to meet your most critical requirements. FAA, EASA and CAAC approved repair stations provide safe, compliant and reliable repairs to customers around the globe.

- View our certifications on line at: www.craneae.com/Quality
- View our service capabilities list on line at: www.craneae.com/CustomerService/RepairCapabilities.aspx

New Spares, Serviceable Surplus Units, Exchanges, Modifications, Overhauls & Repairs – Crane can support all your aftermarket needs.

