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# Corporate Information

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## Crane Co.

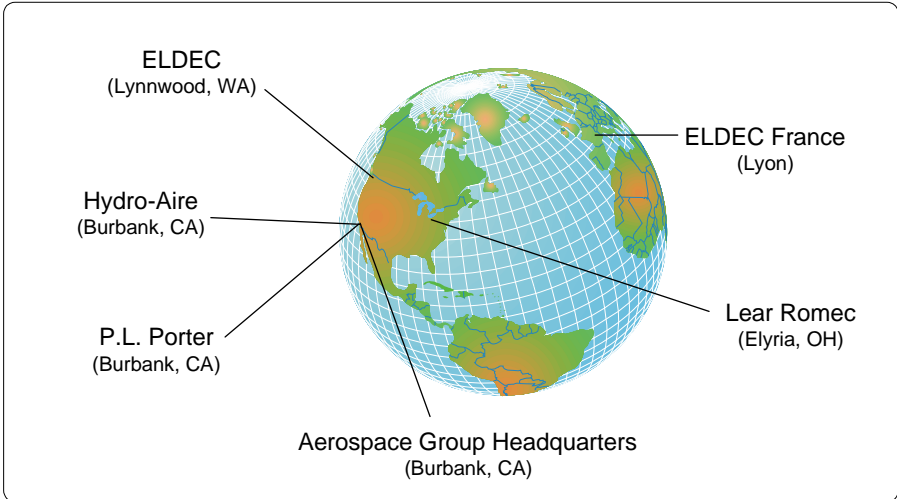
Crane Aerospace & Electronics is a segment of Crane Co., a diversified manufacturer of engineered industrial products with operations worldwide. As part of Crane Co., Crane Aerospace & Electronics has the resources and support of a large company, while being able to maintain the individualized customer 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.craneae.com](http://www.craneae.com)

## Introduction

You can depend on the Aerospace Group of 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 Aerospace Group's 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% ontime 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 its customers
- Deliver high quality and timely technical publications

## Group Vice President – Aftermarket Services



**Brian Barrett**  
818.526.5739  
brian.barrett@craneae.com

# Product Support

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## Aviation Conference Participation

Aerospace Group 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:

- Airweighs
- 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

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## Overview

The Aerospace Group Field Applications 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

<http://www.craneae.com/AftermarketSupport/AftermarketSupport.aspx>

## Field Service Contact

Our contacts for technical issues are shown below.

ELDEC



**Nancy Merrill**  
425.743-8272  
nancy.merrill  
@craneae.com

ELDEC



**David Silovich**  
425.743-8553  
david.silovich  
@craneae.com

Hydro-Aire



**Jeremy Sturdy**  
818.526.5714  
jeremy.sturdy  
@craneae.com

Hydro-Aire



**Jared Bigcraft**  
818.526.526-5731  
jared.bigcraft  
@craneae.com

Lear Romec



**Doug Wright**  
440.326.5591  
doug.wright  
@craneae.com

Lear Romec



**John Desmone**  
440.284.5479  
john.desmone  
@craneae.com

PL Porter  
Asia Pacific



**Nordin Hashim**  
+65.96512545  
nordin.hashim  
@craneae.com

L Porter  
Europe & Russia



**David McClean**  
44.7899.918.407  
david.mcclean  
@craneae.com

PL Porter  
Middle East & Africa



**Moatasem Aiyad**  
+971.50.11.945.11  
moatasem.aiyad  
@craneae.com

PL Porter  
North & South America



**David Allison**  
818.450.4365  
david.allison  
@craneae.com

# Spare Parts Sales

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## 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.craneae.com/Catalog](http://www.craneae.com/Catalog).

## 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.craneae.com/Catalog](http://www.craneae.com/Catalog) for access to iStore.

## 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

Crane-Eldec.Spares@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**

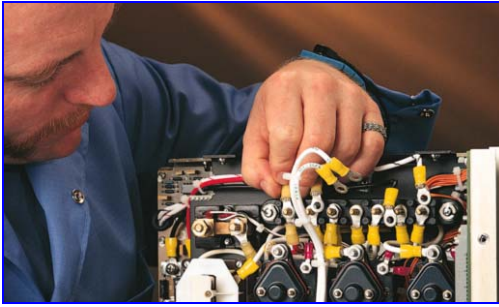
Patricia Jouvenceau

Telephone: 33.4.7826.1010

Fax: 33.4.7237.7230

patricia.jouvenceau@craneae.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.

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	–
Lear Romec Elyria	C7CR238J	EASA.145.4357	–

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
- Next Day availability of spares from our distribution warehouses
- Interactive question/answers available online through Support-Web
- 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.cranee.com/ContactUs/VoiceofCustomer.aspx](http://www.cranee.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.

## 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

### **Bron 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.

## Authorized Repair Stations

Fuel Pumps, Engine Fuel Flowmeters, Brake Control Wheel Speed Transducers and Control Valves:

### **Guangzhou Aircraft Maintenance Engineering Co., Ltd (GAMECO)**

Heng Shi Road, North Area  
Baiyun International Airport  
Guangzhou 510470  
P.R. China

Contact:  
wulf@gameco.com.cn  
86.20.86.12.10.35

ELDEC Fuel Flow products:

### **Paris France**

EADS SECA  
1 boulevard du 19 Mars 1962  
BP 50064  
F-95503 Gonesse Cedex

Contact:  
jean.paris@seca.eads.net  
33.1.30.18.54.12  
33.1.30.18.54.90

# Repair Charges

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## 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 accrued to bring the unit to a serviceable condition that meets Crane Aerospace & Electronics specifications before performing the modification.

## Repair Station Customer Account Administrator Contacts

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

Lynnwood (ELDEC)



**Kelly Clark**

425.743.8622

kelly.clark@craneae.com

Lynnwood (ELDEC)



**William McManus**

425.743.8151

william.mcmanus@craneae.com

Lynnwood (ELDEC)



**Maria Pederson**

425.743.8202

maria.pederson@craneae.com

Lynnwood (ELDEC)



**Mandeep Singh**

425.743.4223

mandeep.singh@craneae.com

ELDEC Repair Station

Phone: 425.743.8255

Fax: 425.787.4223

eldecrepairadmin@craneae.com

ELDEC France



**Patricia Jouvenceau**

33.4.7826.1010

Fax: 33.4.7237.7230

patricia.jouvenceau@craneae.com.fr

# Repair Station Customer Service

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## Repair Station Customer Administration Contacts

Hydro-Aire



**Sylvia Ascencio**

818.526.2286  
Fax: 818.526.2560  
sylvia.ascencio@craneae.com

Hydro-Aire



**Jennifer Boonkoku**

818.526.2672  
Fax: 818.526.2560  
jennifer.boonkoku@craneae.com

Hydro-Aire



**Maurice Stephens**

818.526.2605  
Fax: 818.847.2917  
maurice.stephens@craneae.com

Hydro-Aire



**Anthony Noriega**

818.526.2458  
Fax: 818.526.2560  
anthony.noriega@craneae.com

Hydro-Aire



**Isaac Perla**

818.526.2206  
Fax: 818.526.2560  
isaac.perla@craneae.com

Hydro-Aire



**Luis Rodriguez**

818.526.2253  
Fax: 818.526.2560  
luis.rodriquez@craneae.com

Lear Romec



**Connie Sanders**

440.284.5484  
Fax: 440.323.5185  
connie.sanders@craneae.com

Lear Romec



**Josh Bolen**

440.284.5438  
Fax: 440.323.5185  
josh.bolen@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

Lynnwood (ELDEC)



**Ismail Mahama**

Supervisor: Repair Station (1st Shift)  
425.743.8342  
ismail.mahama@craneae.com

Lynnwood (ELDEC)



**Jeb Carico**

Supervisor: Repair Station (2nd Shift)  
425.743.8135  
jeb.carico@craneae.com

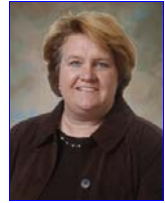
Lyon (ELDEC France)



**Patricia Jouvenceau**

Customer Services Manager  
33.4.7826.1010  
Fax: 33.4.7237.7230  
patricia.jouvenceau@craneae.com.fr

Burbank (Hydro-Aire, PL Porter)



**Nancy Pinkston**

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

Burbank (Hydro-Aire, PL Porter)



**David Bonelli**

Supervisor: Customer Administration  
818.526.2204  
Fax: 818.526.2560  
david.bonelli@craneae.com

Burbank (Hydro-Aire, PL Porter)



**Eder Villalbazo**

Supervisor: Repair Station  
818.526.2262  
Fax: 818.526.2560  
eder.villalbazo@craneae.com.fr

Elyria (Lear Romec)



**Ira Maggard**

Aftermarket Value Stream Manager  
440.326.5506  
ira.maggard@craneae.com

# Product Returns

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## 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 Corporation  
16700 13th Avenue West  
Lynnwood, WA 98037-8503

Crane Aerospace & Electronics  
ELDEC France  
18, Rue du 35ième  
Régiment d'Aviation  
69500 BRON  
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

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## 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

A list of the current revisions of all technical manuals is provided to approved airline operators at no charge. This index is available for purchase by other approved customers. For more information, see our web site or contact our distribution coordinators at the numbers below.

## Ordering Publications

Crane Aerospace & Electronics distributes Component Maintenance Manuals, Service Bulletins and Service Letters to approved airline operators at no charge. To order, please see the applicable web site or contact the distribution coordinators at the numbers below.

ELDEC, Lear Romec, P.L. Porter



**Linda Monzel**

425.743.8662

Fax: 425.743.8113

[linda.monzel@craneae.com](mailto:linda.monzel@craneae.com)

Hydro-Aire



**Terri Cobal**

818.526.2559

Fax: 818.842.6117

[terri.cobal@craneae.com](mailto:terri.cobal@craneae.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	Nancy Merrill	425-743-8272 nancy.merrill@craneae.com
Hydro-Aire	Brian Ramsey	818.526.2495 brian.ramsey@craneae.com
Lear Romec	Doug Wright	440.326.5591 doug.wright@craneae.com
P.L. Porter	Matt Craney	818.526.2417 matt.craney@craneae.com

# Product Support Business Management

## Product Support Managers

ELDEC  
Product Support Manager  
Flight Safety & FDR Analysis



**Greg Jones**  
425.743-8473  
gregory.jones@craneae.com

Hydro-Aire  
Product Support Manager



**Brian Ramsey**  
818.526.2495  
brian.ramsey@craneae.com

Lear Romec  
Product Support Manager



**Jim Nolish**  
440.284.5431  
jim.nolish@craneae.com

PL Porter  
Product Support Manager



**Matt Craney**  
818.526.2417  
thomas.craney@craneae.com

ELDEC France



**Patricia Jouvenceau**  
Customer Services Manager  
33.4.7826.1010  
Fax: 33.4.7237.7230  
patricia.jouvenceau@craneae.com.fr

Crane Aerospace & Electronics brand promise is to be a respected, innovative Aerospace Company worthy of our heritage, employees, customers and share holders.

Our on-going mission is to improve our Excellence in Execution, ensure we invest in the right new programs to support the shape and growth of the Aerospace industry and meet our customer's needs.

Our intention is to be in a position of clarity to allow us to adapt early to the market changes, and most importantly continue to bring value and satisfaction to our customers

Our mission will be realized through core values – and doing things the “Crane Way” where respect, trust, transparency and teamwork are a given.

It is our goal to be “your first choice partner for the provision of reliable Aerospace Products and Solutions worldwide.”

Therefore, we are particularly interested to find out how we are serving your organization and supporting your business needs, so that we can improve wherever possible.

In order to do this we have a VOC Team led by **Denise White, Analyst VOC, Demand Management.**

You can find the Link to Crane Aerospace & Electronics' Online survey at [www.cranee.com/ContactUs/VoiceOfCustomer.aspx](http://www.cranee.com/ContactUs/VoiceOfCustomer.aspx) or at the [www.cranee.com](http://www.cranee.com) Home page under “Your feedback is important to us. Tell Us How We Are Doing.”

Thank you from Crane Aerospace & Electronics!



**Denise White**

425.743.8304

[denise.white@cranee.com](mailto:denise.white@cranee.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 and links to the specific site's eCommerce pages, go to [www.craneae.com/CS](http://www.craneae.com/CS).

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/SupportWeb](http://www.craneae.com/SupportWeb).

## Electronic Data Interchange

Crane Aerospace & Electronics uses EDI systems in Spec2000, X.12 and EDIFACT 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:

eBusiness Leader



**Al Miller**

425.743.8482

[al.miller@craneae.com](mailto:al.miller@craneae.com)



## 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

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## AOG Requests

ELDEC.....	425.743.8100
ELDEC France.....	33.1.4975.4573
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	
ELDEC:	
Greg Jones.....	425.743.8473
Hydro-Aire:	
Brian Ramsey.....	818.526.2495
Lear Romec:	
Doug Wright.....	440.326.5591

## Product Support Business Management

Product Support Managers	
Matt Craney.....	818.526.2417
Greg Jones.....	425.743-8473
Patricia Jouvenceau.....	33.4.7826.1010
Jim Nolish.....	440.284.5431
Brian Ramsey.....	818.526.2495

## Repair Station Customer Service

Repair and Overhaul Management	
David Bonelli.....	818.526.2204
Jeb Carico.....	425-743-8135
Steve Peterson.....	425.743.8403
Nancy Pinkston.....	818.526.2586
Ira Maggard.....	440.326.5506
Ismail Mahama.....	425.743.8342
Patricia Jouvenceau.....	33.4.7826.1010
Darrell Snyder.....	425-743-8147
Eder Villalbaz.....	818.526.2262
Group VP – Aftermarket Services	
Brian Barrett.....	818.526.5739
ELDEC Team:	
Kelly Clark.....	425.743.8622
William McManus.....	425.743.8151
Maria Pederson.....	425.743.8202
Mandeep Singh.....	425.743-4223
Hydro-Aire:	
Sylvia Ascencio.....	818.526.2286
Jennifer Boonkokua.....	818.526.2672
Anthony Noriega.....	818.526.2458
Maurice Stephens.....	818.526.2605
Isaac Perla.....	818.526.2206
Luis Rodriquez.....	818.526.2253
Lear Romec:	
Connie Sanders.....	440.284.5484
Josh Bolen.....	440.284.5438

## Spare Parts Sales

ELDEC	
.....	425.743.8307
Hydro-Aire, PL Porter	
.....	888.236.5165 or 818.526.2500
Lear Romec	
.....	440.323.3211
ELDEC France Products	
Patricia Jouvenceau.....	33.4.7826.1010

# Key Contacts Summary

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## Technical Assistance

### ELDEC:

Nancy Merrill .....425.743.8272

David Silovich .....425.743.8553

### Hydro-Aire:

Jeremy Sturdy .....818.526.5714

Jared Bigcraft .....818.526.5731

### Lear Romec:

Doug Wright .....440.326.5591

John Desmone .....440.284.5479

### P.L. Porter:

Nordin Hashim .....-65.96512545

David McClean.....44.7899.918.407

MoatasemAiyad.....+971.50.11.945.11

David Allison.....818.450.4365

## Technical Publications

### ELDEC, Lear Romec, P.L. Porter:

Linda Monzel .....425.743.8662

### Hydro-Aire:

Terri Cobal.....818.526.2559

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