



CLASS Program Announcement

In order to provide a higher level of customer service and continue to support our new products entering into the market, we at Hawker Beechcraft Corporation (HBC) have found it necessary to change the way we support some of the older airplanes. We are excited to introduce a new program at HBC called **CLASS, (Classic Legacy Aircraft Service & Support)** which will provide continued support for the classic or older legacy airplanes on a charged fee basis.

HBC Global Customer Service and Support currently provides technical support on all models of airplanes manufactured and delivered by HBC with the exception of some military variants, military surplus, the Model 18 and Staggerwing. This totals over 38,000 airplanes with a wide variance in age and design.

In the Technical Support department at HBC, we currently average over 12,000 technical inquiries per month supporting these airplanes and provide technical assistance free of charge regardless of the age or model of the airplane. Many of the airplanes operating in this fleet have been resold numerous times and have seen service all over the world. Some of these models were delivered over 40 years ago. We receive inquiries regularly for services and information such as: researching original configurations of very old aircraft, looking up part numbers or technical information already in our publications, searching for material specifications, and sending out maintenance manual pages that are missing or sections of manuals for airplanes AOG at a non HBC rated facility. At the same time, our new fleets continue to grow and the demands for technical support on these expanded fleets and newer models continue to escalate. The airplanes that fall into the CLASS support category are as follows:

- **Musketeer, Sundowner, Skipper, Duchess, Duke, Debonair, Twin Beech, Queen Air, Twin Bonanza And All Model 35 Series**
- **Model 36 Series Prior To Serial Number Prefix E-2600**
- **Model A36TC And B36TC All Serials**
- **Model 55, 56, 58P And 58TC All Serials**
- **Model 58 Series Prior To Serial Number Prefix TH-1600**
- **King Air 90 Model Series Prior To Serial Number Prefix LJ-1300**
- **King Air E-90 All Serials**
- **King Air F-90 All Serials**
- **King Air 100 Model Series All Serial Numbers Prefixes**
- **King Air 200 Model Series Prior To Serial Number Prefix BB-1400**
- **King Air 200C / B200C Prior To Serial Number BL-138**
- **King Air 200T / B200T Prior To Serial Number BT-39**
- **King Air 300 Model Series, All FA And FF Serial Number Prefixes**
- **All MU-300 Models And Straight Model 400's, RJ Serial Number Prefix**
- **All 125 Series Airplanes From Model 1/1A Through Model 800A/B and 1000**

Note

Future updates to this program may include additional serials numbers.

The following services will be provided on a fee basis:

- All Requests for Information Already Contained in Our Publications
- All Requests for Single System Wiring Diagrams
- Technical Advice or Troubleshooting Assistance for CLASS Category Airplanes
- All Requests for Drawing Research to Support Modifications

We are activating this service on December 7, 2009. You may contact the HBC Technical Support hotline at 1-800-429-5372 or 1-316-676-3140 for further assistance.

In conjunction with CLASS, we are also pleased to announce the new Pay-Per-View Technical Publications Web based tool. This web based tool allows access to our Technical Publications for a limited amount of time and charges only for the viewing time needed. You will not need to purchase an aircraft maintenance library CD to be able to use this new tool in the event of an AOG situation or when access to a maintenance library is needed for a limited time.

We at HBC look forward to continuing to serve your technical support needs and value your business.

Classic Legacy Aircraft Support & Service Program FAQ's

Q: What is the Classic Legacy Aircraft Support & Service?

A: CLASS a new service program where Hawker Beechcraft will charge for technical support and services for aircraft models which have been out of production for many years. Depending on the nature of the incoming request, there will be a fee charged for the assistance provided which is shown in Table one.

Q: Why has Hawker Beechcraft Corporation decided to introduce this new policy for old aircraft?

A: There are several contributing factors:

Hawker Beechcraft and business aviation as a whole has enjoyed steady growth over the past few years and the complexity of the new models requires an increasing level of service and support. Most of our older aircraft have been re-sold repeatedly since originally entering service. In fact, some are now owned and operated by their fourth or fifth operator. Many of these operators are new to business aviation and they require a different level and a different type of support.

Q: When does a specific model become a Classic Legacy aircraft?

A: An aircraft will be categorized as "Classic Legacy Aircraft" at Hawker Beechcraft's discretion; in general the aircraft that will participate in the program have been out of production for at least 10 years.

Q: What is the justification for the out of production cut-off?

A: As new models or variants come into service, the demands for our time to help educate the public on the nuances of maintaining the product are increasing. As out of production models have become mature they should require less support from Hawker Beechcraft because the level of field service knowledge increases and there is not as great a need for our services.

Q: When will the new policy come into effect?

A: December 7, 2009.

Q: What will CLASS customers be charged for?

A: We will charge for engineering/service requests, troubleshooting and technical/field service support.

Q: Will there be minimum charges?

A: There will be minimum charges based on the type of services requested. The rate chart will define all applicable charges.

Q: Will rates vary between domestic and international operators?

A: No, the same rates are applicable to all Classic Legacy aircraft worldwide.

CLASS RATE CHART

Type Of Service	Rate in USD	Minimum Charge
Original Configuration Research (Drawing Research for Modifications/Parts)	\$125 per Hour	One Hour
Material Specification Requests (Drawing Request) All Aircraft	\$125 per Hour	One Hour
Avionics Component Part and Serial Number Request All Aircraft	\$125 per Hour	One Hour
Publications Information Unavailable from Pay-Per-View	\$125 per Hour	One Hour
To Assist with Troubleshooting Assistance	\$125 per Hour	One Hour
Letters of Authorization or Approval from HBC	\$125 per Hour	One Hour
Single Wiring Diagram All Aircraft	\$75 per Drawing	
On-Site Technical Support	\$800 per Day Plus Expenses	
Access to Manual Sets on the Web 24 to 48 hrs	*1 See Web Online Manuals	
AOG Call Out Fee (Applicable for services required outside standard business hours)	\$500 Flat Fee + Applicable Rate Per Hour	

Note *1 – <http://pubs.hawkerbeechcraft.com>