With the largest, most extensive service network of any aviation manufacturer, we keep our family in the air no matter where they fly.
Valued Friends and Customers,

We are in the midst of an exciting time at Textron Aviation. With the coming together of Beechcraft and Cessna earlier this year, a strengthened product support and service network has resulted for Beechcraft, Cessna and Hawker customers.

Our combined network includes 21 company-owned service facilities and more than 40 mobile service units around the world all dedicated to delivering award-winning service directly to our customers.

The Textron Aviation service organization continues to look for ways to enhance the aircraft ownership experience through simplifying aircraft ownership, reducing operating costs and increasing resale value. We continue to invest in aircraft improvements in terms of network accessibility, upgrade and modification options, parts distribution and compliance capabilities.

Building long-term relationships through uncompromising service and product support continues to be the driving spirit of the Textron Aviation team. Our combined experience, resources and unequalled tenure deliver the highest level of customer service to you. Reliability and service are hallmarks of the Cessna, Beechcraft and Hawker brands.

Through this directory, you have access to a worldwide support team dedicated to providing you the support and resources you need to ensure you receive a best-in-class service experience.

As always, I welcome your feedback and can be reached at BThress@txtav.com or by phone at 316.517.0349.

Brad Thress
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INDEX

COMPANY-OWNED SERVICE CENTER NETWORK .................................. 1
  Domestic .................................................................................. 3
  International ........................................................................... 17

AFTERMARKET SALES ................................................................. 27
  Aftermarket Representatives .................................................. 28

FIELD SERVICE ........................................................................ 33
  Field Service Engineers ......................................................... 34

MOBILE SUPPORT SERVICES ..................................................... 41
  Pre-Positioned Mobile Service Unit Locations ....................... 42

PARTS AND PROGRAMS ............................................................. 45
  Cessna Parts Support ............................................................... 46
  Hawker, Beechcraft Parts Support ........................................ 46
  ProAdvantage Programs Support ........................................... 46
  ProAdvantage Programs ........................................................ 47
  ProAdvantage Eligibility Chart .............................................. 48

TECHNICAL SUPPORT AND PUBLICATIONS .............................. 51
  Cessna Technical Support ........................................................ 51
  Hawker, Beechcraft Technical Support ................................... 51
  Cessna Publications Support .................................................. 52
  Hawker, Beechcraft Publications Support .............................. 52
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Introducing our 21 company-owned Textron Aviation Service Centers around the world — global service for global business customers. Our Textron Aviation Service Centers provide maintenance inspections, parts, repairs, avionic modifications, equipment installations, interior and exterior refurbishment, and other specialized services for your aircraft.

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YOUR PARTNER IN THE FIELD.

Field Service Engineers

Field Service is your partner in the field and your direct, local contact to your Beechcraft, Cessna or Hawker aircraft.

Our Field Service Engineers (FSE) team forms a worldwide network of service engineers dedicated to keeping your aircraft ready to fly and to answering your specific questions.

Every aircraft is assigned a specific FSE, based on its location. Your FSE is ready to provide on-site support, diagnostic assistance, and AOG support for every aircraft model. Each FSE is a certified A&P mechanic with access to extensive technical manuals and detailed vendor documentation.
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<td><a href="mailto:grae@txtav.com">grae@txtav.com</a></td>
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<tr>
<td>IAN HUNT</td>
<td>Jet &amp; Propeller</td>
<td>Lanseria, South Africa</td>
<td>+27-76-5033350</td>
<td><a href="mailto:ihunt@txtav.com">ihunt@txtav.com</a></td>
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<tr>
<td>GARTH MOFFATT</td>
<td>Jet &amp; Propeller</td>
<td>Durban, South Africa</td>
<td>+27-82-833-9199</td>
<td><a href="mailto:gmoffatt@txtav.com">gmoffatt@txtav.com</a></td>
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<tr>
<td>TAKIS KAMBOURELIS</td>
<td>Jet &amp; Propeller</td>
<td>Athens, Greece</td>
<td>+1-316-734-5260</td>
<td><a href="mailto:ekambourelis@txtav.com">ekambourelis@txtav.com</a></td>
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<tr>
<td>MIKE SILVIA</td>
<td>Propeller Products</td>
<td>Karlsruhe, Germany</td>
<td>+49-721-68078537</td>
<td>+49-175-438-9468</td>
<td><a href="mailto:msilvia@txtav.com">msilvia@txtav.com</a></td>
</tr>
<tr>
<td>STEWART BAXTER</td>
<td>Propeller Products</td>
<td>Perth, Scotland</td>
<td>+44-1738-561683</td>
<td>+44-7747-513220</td>
<td><a href="mailto:sbaxter@txtav.com">sbaxter@txtav.com</a></td>
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<tr>
<td>CRAIG GANDERTON</td>
<td>Structures Only</td>
<td>Bremen, Germany</td>
<td>+44-4221-2836075</td>
<td>+44-173-1695398</td>
<td><a href="mailto:cganderton@txtav.com">cganderton@txtav.com</a></td>
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<tr>
<td>JOAQUIN VILLORIA</td>
<td>Structures Only</td>
<td>Dusseldorf, Germany</td>
<td>+44-211-4549776</td>
<td>+44-174-1033108</td>
<td><a href="mailto:jvilloria@txtav.com">jvilloria@txtav.com</a></td>
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</table>
Mobile Support Services

Our Mobile Service Units (MSU) are equipped with everything required for both scheduled and unscheduled aircraft service. These vehicles are stocked and ready to perform inspections, RVSM checks, and engine, tire, and brake service on your aircraft — all at your location. Save time, lower costs, and reduce flight cycles with our MSU program.

To dispatch an MSU, call the regional Service Center closest to you.
## Pre-Positioned Mobile Service Unit Locations

### Domestic

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Atlanta, GA</td>
<td>1-877-859-4476</td>
</tr>
<tr>
<td>Baton Rouge, LA</td>
<td>1-877-821-4728</td>
</tr>
<tr>
<td>Calgary, AB</td>
<td>1-877-851-4763</td>
</tr>
<tr>
<td>Canton, OH</td>
<td>1-877-851-5653</td>
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<tr>
<td>Carlsbad, CA</td>
<td>1-877-855-4292</td>
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<tr>
<td>Charleston, SC</td>
<td>1-877-859-4476</td>
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<tr>
<td>Chicago, IL</td>
<td>1-877-851-5653</td>
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<tr>
<td>Dallas, TX</td>
<td>1-877-821-4728</td>
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<tr>
<td>Denver, CO</td>
<td>1-877-857-4428</td>
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<tr>
<td>Ft. Lauderdale, FL</td>
<td>1-877-851-4626</td>
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<td>Hayward, CA</td>
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<td>Houston, TX</td>
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<td>Indianapolis, IN</td>
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<td>Las Vegas, NV</td>
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<td>Manassas, VA</td>
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<td>Minneapolis, MN</td>
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<td>Oklahoma City, OK</td>
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<td>Seattle, WA</td>
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<td>Teterboro, NJ</td>
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<td>Van Nuys, CA</td>
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### International

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<tr>
<td>Cannes, France</td>
<td>+1 33-0-1-49922200</td>
</tr>
<tr>
<td>Dusseldorf, Germany</td>
<td>49-211-454-970</td>
</tr>
<tr>
<td>London, UK</td>
<td>44-01302-511-047</td>
</tr>
<tr>
<td>Valencia, Spain</td>
<td>+1 34-96-196-92-00</td>
</tr>
</tbody>
</table>
PARTS AND PROGRAMS
PROTECTING THE QUALITY AND VALUE OF YOUR AIRCRAFT.

Parts and Programs

Textron Aviation offers worldwide parts availability and service programs designed to reduce your maintenance costs precisely and predictably. This includes guaranteed maximums on labor and materials fees, predictable pricing, a dependable parts inventory, and no surprises. Our owner-support system is made up of programs that increase efficiency, reduce costs, and optimize the resale value of your aircraft. With our programs, you can protect nearly every system in your aircraft, including wear-out items. You’ll have the convenience of a single point of contact to handle any questions or concerns as well as expedited turnaround times on service events.
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CESSNA PARTS SUPPORT:
1-800-835-4000
316-517-6002
cpdsc@txtav.com

HAWKER, BEECHCRAFT PARTS SUPPORT:
1-888-727-4344
316-676-3300
parts@txtav.com

Programs Support

PROADVANTAGE CESSNA PROGRAMS:
316-517-1001
proadvantage@txtav.com

PROADVANTAGE BEECHCRAFT, HAWKER PROGRAMS:
316-517-5022
supportplus@txtav.com
**ProAdvantage Programs**

Designed to increase efficiency, reduce costs, and optimize the resale value of your aircraft, our ProAdvantage programs allow you to accurately budget for your maintenance costs and save with long-term price protection.

**ProParts**
ProParts covers airframe systems and avionics parts required for line, scheduled, and unscheduled maintenance with monthly payments based on reported flight hours.

**PowerAdvantage**
PowerAdvantage covers parts for line maintenance, scheduled and unscheduled engine events, hot section inspection (HSI), and overhaul.

**PowerAdvantage+**
PowerAdvantage+ adds all life-cycle limited components and P&WC shop labor at HSI as well as overhaul to your PowerAdvantage coverage.

**ProIgnition**
A limited selection of PowerAdvantage benefits covering engine ignition path parts and consumables.

**ProTech/ProTech Lite**
Locks in labor costs based on the consumer price index, stabilizing them during the contract term.

ProTech Lite is available for those operations utilizing their own or local maintenance facility.

**AuxAdvantage**
Stabilizes costs for APU parts replacement and overhauls with a fixed hourly rate for parts and depot-level labor at both scheduled and unscheduled maintenance events.

**ProPropeller**
ProPropeller covers the scheduled propeller removal and overhaul, for certain parts and labor, per the Maintenance Manual requirement.

**TapAdvantage**
OEM engine support for Citation jets powered by Williams International including Citation models in the 525 series.

**Eagle Service™ Plan (ESP® Program)**
Pay-per-hour engine service plan that provides a long-term engine maintenance costs guarantee.
# ProAdvantage

## ELIGIBILITY CHART

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Our model-specific teams have proven to be invaluable in answering questions and solving problems. Staffed with experts dedicated exclusively to the support of one model, both current and legacy, you can be assured of top-level guidance and support.

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