

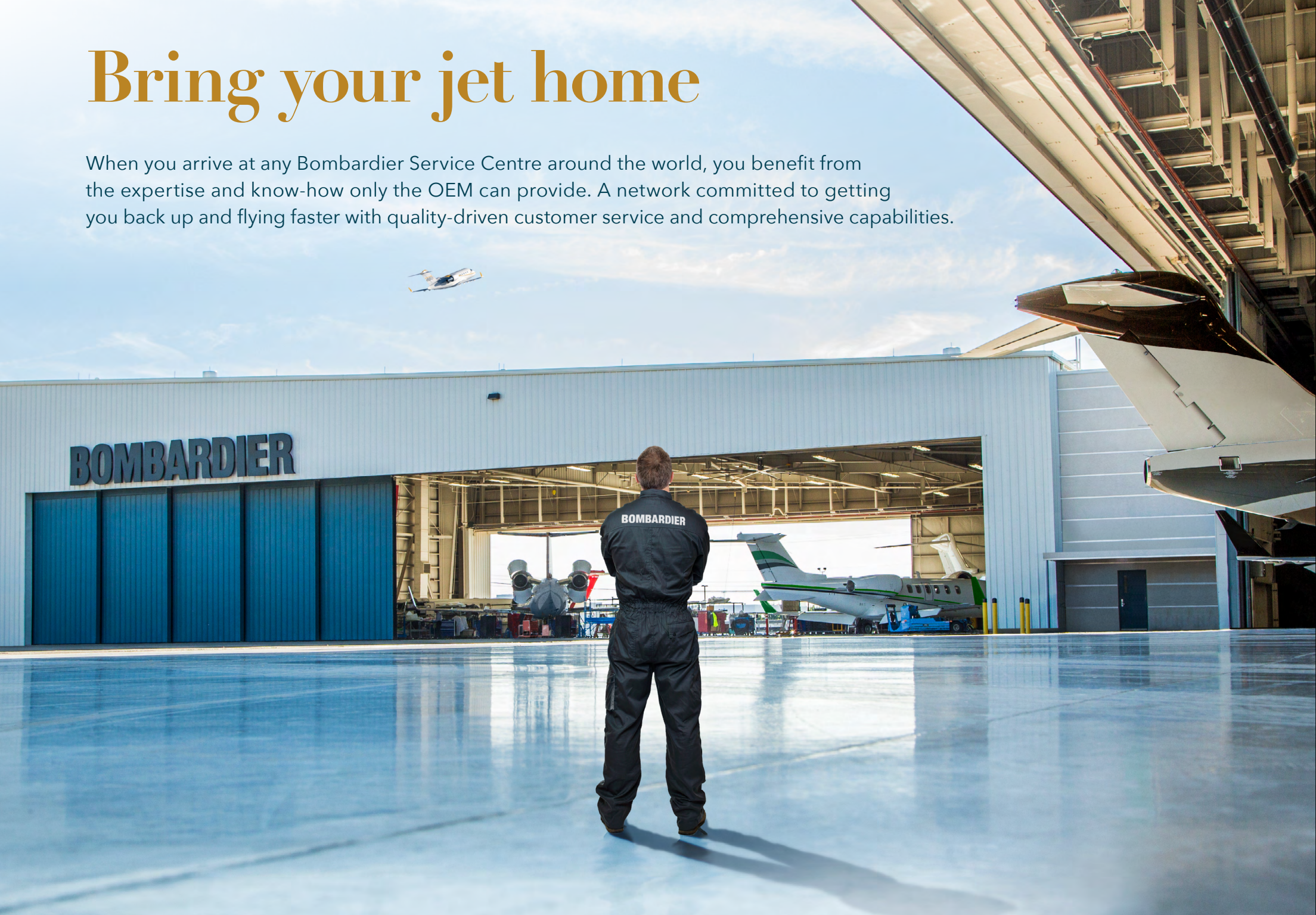
Service Centres & Line Stations

Capabilities Matrix

BOMBARDIER

Bring your jet home

When you arrive at any Bombardier Service Centre around the world, you benefit from the expertise and know-how only the OEM can provide. A network committed to getting you back up and flying faster with quality-driven customer service and comprehensive capabilities.






Service centres worldwide

We work around the clock to keep you flying. Behind the scenes, a network of technicians and customer service representatives anticipate your every need – wherever, whenever.



To schedule your aircraft at a Bombardier Service Centre, please contact a Regional Sales Manager or email: servicesales@aero.bombardier.com




For 24/7 AOG and unscheduled maintenance support, please contact the Customer Response Centre (CRC):
North America (toll free) **1-866-JET-1247** (1-866-538-1247) | International **+1-514-855-2999**

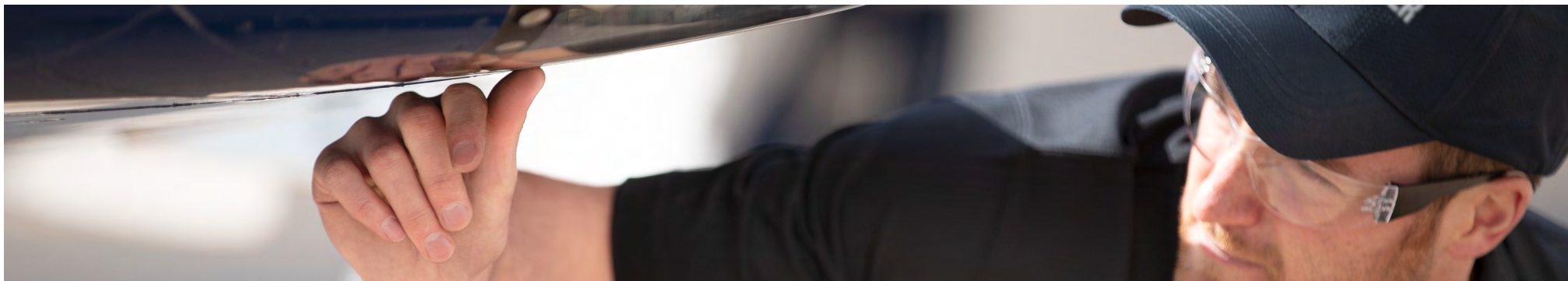
UNITED STATES		SERVICE	LEVEL OF SERVICE	COUNTRY APPROVALS		OEM AUTHORIZATIONS
	Dallas Service Centre 7336 Aviation Place Dallas Love Field Airport Dallas, TX 75235 +1-469-791-4000	Airframe	Heavy	Aruba Australia Brazil Bermuda Canada - TCCA Cayman Islands EASA FAA	Guernsey Isle of Man Mexico San Marino UK	General Electric Honeywell Collins Aerospace Rolls Royce Pratt & Whitney Sundstrand
		Avionics	Heavy			
		Engine	Line			
		Interior	Heavy			
		Paint	Light			
		Engineering	Support			
		Battery	O/H			
	Miami - Opa Locka Service Centre 15000 NW 37th Ct. Opa Locka, FL, 33054 +1-954-622-1200	Airframe	Heavy	Argentina Aruba Australia Bermuda Brazil - ANAC Canada - TCCA Cayman Islands Chile	EASA FAA Guernsey Isle of Man Mauritius Mexico San Marino UK	General Electric Honeywell Collins Aerospace Rolls Royce PWC Avco-Lycoming
		Avionics	Heavy			
		Engine	Heavy ⁶			
		Interior	Heavy ⁶			
		Paint	Light ⁶			
		Engineering	Support			
	Hartford Service Centre Bldg. 85-173 Bradley International Airport Windsor Locks, CT 06096 +1-860-627-9491	Airframe	Heavy	Aruba Australia Bermuda Brazil - ANAC Canada - TCCA Cayman Islands EASA FAA	Guernsey Isle of Man Mexico Pakistan San Marino UK	General Electric Honeywell Collins Aerospace Rolls Royce Pratt & Whitney
		Avionics	Heavy			
		Engine	Heavy			
		Interior	Heavy			
		Paint	Light			
		Engineering	Support			
		Wheel shop	O/H			
		Battery	O/H			



UNITED STATES (CONTINUED)		SERVICE	LEVEL OF SERVICE	COUNTRY APPROVALS		OEM AUTHORIZATIONS
	Tucson Service Centre 1255 East Aero Park Blvd. Tucson, AZ 85756 +1-520-746-5100	Airframe	Heavy	Australia	Guernsey	General Electric Honeywell Collins Aerospace Rolls Royce Pratt & Whitney Allied Signal Avco-Lycoming
		Avionics	Heavy	Bermuda	India	
		Engine	Heavy	Brazil	Isle of Man	
		Interior	Heavy	Canada - TCCA	Mexico	
		Paint	Full	Cayman Islands	San Marino	
		Engineering	Support	China	UK	
		Battery	O/H	EASA		
				FAA		
	Wichita Service Centre 1 Learjet Way Wichita, KS 67209 +1-316-946-2287	Airframe	Heavy	Argentina	Guernsey	General Electric Honeywell Collins Aerospace Pratt & Whitney Rolls Royce
		Avionics	Heavy	Aruba	Isle of Man	
		Engine	Heavy ⁵	Australia	Mexico	
		Interior	Heavy ⁶	Bermuda	San Marino	
		Paint	Full ¹	Brazil - ANAC	UK	
		Engineering	Support	Canada - TCCA		
		Wheel shop	O/H	Cayman Islands		
		Battery	O/H	EASA		
		Landing Gear	O/H	FAA		
		Components Repair	O/H			

EUROPE		SERVICE	LEVEL OF SERVICE	COUNTRY APPROVALS		OEM AUTHORIZATIONS
	London Biggin Hill Service Centre Building 401, Churchill Way Biggin Hill Airport Westerham Kent, UK TN16 3BN +44-2083-531900	Airframe	Heavy ²	Aruba	Pakistan	Collins Aerospace General Electric Honeywell Rolls Royce
		Avionics	Heavy ²	Bermuda	Qatar	
		Engine	Heavy ²	Canada - TCCA	South Africa	
		Interior	Intermediate	Cayman Islands	Transport Canada	
		Paint	Full ²	EASA	Turkey ³	
		Engineering	Support	FAA	UAE	
		Battery	O/H	Guernsey	UK CAA (incl. IOM, San Marino and Turkey)	
				India		
	Berlin Service Centre Walter-Rieseler-Strasse 1 Building G3710 12529 Schoenefeld Berlin, Germany +49-30-915-811-700	Airframe	Heavy	Aruba	German Mil.	General Electric Honeywell Collins Aerospace Rolls Royce
		Avionics	Heavy	Belarus	Kazakhstan	
		Engine	Heavy	Bermuda	Mauritius	
		Interior	Heavy	Cayman Islands	Morocco	
		Paint	Light	Canada - TCCA	Russia	
		Engineering	Support + DAS	EASA (Incl. Isle of Man, San Marino, Turkey)	UAE	
		Wheel shop	O/H	FAA	UK (CAA)	
		Battery	O/H	Guernsey		

ASIA-PACIFIC		SERVICE	LEVEL OF SERVICE	COUNTRY APPROVALS		OEM AUTHORIZATIONS
	Singapore Service Centre 10 Seletar Aerospace Heights Seletar Aerospace Park Singapore 797546 +65-9711-0291	Airframe	Heavy	Aruba Australia Bermuda Canada - TCCA Cayman Islands China EASA (incl. Isle of Man and San Marino) FAA Guernsey Hong Kong	India Indonesia Malaysia Pakistan Philippines Singapore South Korea Qatar Taiwan UAE UK	General Electric Honeywell L3 Collins Aerospace Rolls Royce Universal Avionics Pratt & Whitney
		Avionics	Heavy			
		Engine	Line			
		Interior	Heavy			
		Paint	Full			
		Engineering	Support			
		Wheel shop	O/H			
		Battery	O/H			
		FBO	Flight & Ground			
	Melbourne Service Centre Hangar 82, 20 Bristol Street Essendon Fields, VIC 3041 Australia +61-3-9122-4000	Airframe	Heavy	Australia - CASA Bermuda Cayman Islands FAA (incl. Isle of Man and San Marino)		General Electric Rolls Royce Honeywell Pratt & Whitney
		Avionics	Heavy			
		Engine	Line			
		Interior	Light			
		Paint	Light			
		Wheel shop	O/H			
		Battery	O/H			
	Tianjin Service Centre 21# Qihang Road, Comprehensive Bonded Area Tianjin Airport Economic Area Tianjin, 300308, P.R. China +86-22-598-62600	Airframe	Heavy	Aruba CAAC Bermuda Cayman Islands China EASA FAA Hong Kong	Isle of Man Macau	General Electric Honeywell Rolls Royce Collins Aerospace
		Avionics	Heavy			
		Engine	Heavy			
		Interior	Light			
		Paint	Light			
		Wheel shop	O/H			
		Battery	O/H			



LINE STATIONS & MRT TRUCKS		SERVICE	LEVEL OF SERVICE	COUNTRY APPROVALS		OEM AUTHORIZATIONS
	Line Stations Geneva, Switzerland Linz, Austria Nice and Paris, France +43-664-809-95333	Airframe	Line	Aruba Bermuda Brazil - ANAC Canada - TCCA Cayman Islands EASA (incl. Isle of Man and San Marino)	FAA Guernsey Qatar	General Electric Honeywell Rolls Royce
	Luton, United Kingdom +44-208-3531900	Avionics	Line			
		Engine	Line			
		Wheel shop	Tire change + NDT only ⁴			
		Battery	O/H ⁴			
	Dubai, UAE +971 56 361 4908 +971 04 884 4600 (Office number) Mon to Fri – 07.00 to 17.00	Airframe	Line	UK CAA EASA FAA TCCA UAE Qatar South Africa	India Bermuda Cayman Guernsey Pakistan Mauritius Aruba	General Electric Honeywell Collins Aerospace Rolls Royce
		Avionics	Line			
		Engine	Line			
		Airframe	Line	GCAA Aruba Bermuda Cayman Guernsey EASA India Isle of Man San Marino		General Electric
		Avionics	Line			
		Engine	Line			
		Interiors	Line			
		Paint	Light			
	US Line Stations Teterboro and Van Nuys, USA	Airframe	Line	Argentina Aruba Australia Bermuda Brazil - ANAC Canada - TCCA Cayman Islands EASA FAA	Guernsey Isle of Man Mexico San Marino UK	General Electric Honeywell Collins Aerospace Pratt & Whitney Rolls Royce
	MRT Trucks Chattanooga, Charlotte, Chicago, Columbus, Dulles, Hammond, Orlando, San Francisco, Santa Ana, Scottsdale, Seattle, Teterboro, Tulsa, Van Nuys, White Plains, Wichita, USA +1 866-538-1247 (option 4, option 2)	Avionics	Line			
		Engine	Line			
		Battery	O/H ⁴			
		Wheel shop	O/H ⁴			



For full details on the capabilities of Bombardier Service Centres around the world, please visit: businessaircraft.bombardier.com

LEVEL OF SERVICE LEGEND

AIRFRAME

Line: Troubleshooting, servicing, minor repairs, routine checks.

Heavy: Full airframe capability including major mods/STCs, structural repairs and full line service.

AVIONICS

Line: Troubleshooting and line component replacement.

Heavy: Full on-wing avionics capability including major mods/STCs, plus full line service.

ENGINE

Line: Troubleshooting, servicing, minor inspections and line component replacement.

Heavy: Engine capabilities include MPI/HSI and full line service.

INTERIOR

Line: Facility has capability to clean aircraft and perform minor cosmetic repairs.

Light: Facility has capability to repair or re-cover interior liners, seats, side ledges, baggage area and can replace carpet. Also offers full line service.

Intermediate: Same as light with additional capacity to replace laminates and veneers, repair or refinish cabinet surfaces and wood throughout the aircraft. Also offers full line service.

Heavy: Full refurbishment, completion and line service capabilities, including complete reconfiguration of full line service.

PAINT

Light: Capability to touch-up, spot-in or sand-paint small parts or aircraft areas.

Full: In addition to light service, facility has capability to chemically strip and repaint the entire aircraft and/or major components of the aircraft.

ENGINEERING

Support: Facility has engineering on-site to support maintenance and modifications.

DAS: Designated Alteration Station capable of designing, certifying and supporting maintenance and modifications.

WHEEL SHOP/BATTERY

O/H: Overhaul capabilities.

FBO

Flight & ground: Flight and ground handling.

1. Learjet & Challenger 300 / 600 Series 2. No Learjet 60 or Challenger 850 aircraft capabilities 3. via EASA approval
4. Wheel and battery shop in certain locations only 5. Learjet / Learjet 31 / Learjet 35 / Learjet 36 / Learjet 40 / Learjet 45 /
Learjet 55 / Learjet 60 / Learjet 60XR / Learjet 70 / Learjet 75 & line for Challenger / Global 6. Through 3rd party vendor