MRO & Support Services
Available Worldwide 24/7/365

MRO SERVICES
SPARE PARTS
UPGRADES & RETROFITS
TECHNICAL SUPPORT

UTC Aerospace Systems
Where ingenuity takes off™
Comprehensive Accessory Repair & Exchange (CARE)

Flexible options and a guaranteed level of service result in maximum dispatch reliability and lower total cost of ownership

The UTC Aerospace Systems CARE program offers total repair and LRU management services and is fully supported by an industry-leading network of top OEM accessory suppliers.

**REPAIR SERVICE**
- Guaranteed Maintenance Cost
- Predictable Budgets
- Highest Quality from OEM/OEM-Certified/Repair Shops

**INVENTORY SERVICE**
- Guaranteed Availability
- Reduced Provisioning & Carrying Costs

**On-Site Support (OSS)**

The On-Site Support program is a performance-based material management program designed to lower total costs through a simplified supply chain and improved product performance. Parts management is provided direct from the OEM, in addition to dedicated support to meet customers’ stringent parts supply and product performance requirements.

**Customer Response Center**

UTC Aerospace Systems provides a simplified approach to AOG and technical support through a single Customer Response Center.

- 100+ product lines supported
- 1,300+ customers utilized annually
- 12,000+ cases resolved each year
- 24/7/365 experienced staff available
Prime Solutions

Nacelle Maintenance Management

The Prime Solutions suite of services from UTC Aerospace Systems is a flexible nacelle system maintenance program designed for fleet operators who want the option of predictable agreements tailored to their individual needs. With Prime Solutions, the options range from protection against the unforeseen to full-service asset and component management through the entire life cycle of the system.

As one of the world’s most experienced nacelle system OEMs, UTC Aerospace Systems has customers around the world who benefit from our technical expertise and unmatched global support network. Our strategically placed MRO facilities ensure customer access to services when they are needed most. Prime Solutions can deliver the highest value, dedicating multiple exclusive sets of assets per customer.

Leverage the expertise of a PROVEN nacelle system OEM

Nacelle MRO Capabilities

<table>
<thead>
<tr>
<th>Aircraft</th>
<th>Nacelle</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIRBUS</td>
<td></td>
</tr>
<tr>
<td>A300/A310</td>
<td>JT9D-7R4, PW4000, CF6-80C2</td>
</tr>
<tr>
<td>A320 Family</td>
<td>CFM56-5A/B, V2500-A1/A5</td>
</tr>
<tr>
<td>A330neo</td>
<td></td>
</tr>
<tr>
<td>A330</td>
<td>PW1100G</td>
</tr>
<tr>
<td>A340-200/300</td>
<td>PW4168, CF6-80E1, Trent 700</td>
</tr>
<tr>
<td>A340-500/600</td>
<td>CFM56-5C</td>
</tr>
<tr>
<td>A350XWB</td>
<td>Trent 500</td>
</tr>
<tr>
<td>A380</td>
<td>Trent XWB</td>
</tr>
<tr>
<td>BOEING</td>
<td></td>
</tr>
<tr>
<td>717</td>
<td>BR715</td>
</tr>
<tr>
<td>737CL</td>
<td>CFM56-3</td>
</tr>
<tr>
<td>737NG</td>
<td>CFM56-7</td>
</tr>
<tr>
<td>747-200/300</td>
<td>JT9D-7 Series</td>
</tr>
<tr>
<td>747-400</td>
<td>PW4000, CF6-80C2, RB211-524</td>
</tr>
<tr>
<td>757</td>
<td>RB211-535EA, PW2000</td>
</tr>
<tr>
<td>767</td>
<td>PW4000, CF6-80C2, RB211-524</td>
</tr>
<tr>
<td>777</td>
<td>Trent 800, GE90, PW4000</td>
</tr>
<tr>
<td>787</td>
<td>Trent 1000, GEnx</td>
</tr>
<tr>
<td>MD-11</td>
<td>PW4000, CF6-80C2</td>
</tr>
<tr>
<td>MD-80</td>
<td>JT8D-200</td>
</tr>
<tr>
<td>MD-90</td>
<td>V2500-5</td>
</tr>
<tr>
<td>BOMBARDIER</td>
<td></td>
</tr>
<tr>
<td>C Series</td>
<td>PW1500G</td>
</tr>
<tr>
<td>EMBRAER</td>
<td></td>
</tr>
<tr>
<td>E2</td>
<td>PW1900G</td>
</tr>
<tr>
<td>E190</td>
<td>CF34-10</td>
</tr>
<tr>
<td>MITSUBISHI</td>
<td></td>
</tr>
<tr>
<td>MRJ</td>
<td>PW1200G</td>
</tr>
</tbody>
</table>

Upgrades and Retrofits

UTC Aerospace Systems provides a suite of retrofit options to bring current platforms up to next-generation standards. Operators realize significant life-of-aircraft savings when they opt for one of our newest technologies to replace costly and less efficient legacy systems.

Examples of the value delivered by UTC Aerospace Systems upgrades and retrofits include:

- **Airbus A320 Family LED Lighting Retrofits**
  Potential 30% weight savings and 63% decrease in power consumption

- **Boeing 737NG Carbon Brake Retrofit**
  700lb weight reduction and 300% - 400% increased brake life versus steel brake

- **Boeing 747 Freighter Common Turntable**
  Cargo system weight reduction through simplified architecture

- **Embraer E170/190 Evacuation Slide Upgrades**
  Reduce total operating cost by up to 65% through longer overhaul and repack intervals

- **IAE V2500 AS and Select Variants Variable Stator Vane Actuator (VSV) Actuator**
  Reduce cost of ownership through increased durability and VSV system load capability

- **Aircraft Data Management Electronic Flight Bag**
  Use and manage aircraft data to help increase operational efficiency and enhance flight safety
UTC Aerospace Systems is dedicated to providing comprehensive, custom-tailored life cycle support for its products. As one of the largest manufacturers of original equipment in the industry, support begins in the engineering and design phase and continues to new product introduction and in-service improvements.

<table>
<thead>
<tr>
<th>Actuation Systems</th>
<th>Aero Nozzles, Blades &amp; Vanes</th>
<th>Aerostructures</th>
<th>Camera Imaging Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brugherio, Italy</td>
<td>Singapore</td>
<td>Albaia, Brazil</td>
<td>Hood River, OR, USA</td>
</tr>
<tr>
<td>Cleaverham, UK</td>
<td></td>
<td></td>
<td>Malvern, UK</td>
</tr>
<tr>
<td>Luersna, Italy</td>
<td></td>
<td></td>
<td>Westminster, UK</td>
</tr>
<tr>
<td>Monroe, NC, USA</td>
<td></td>
<td></td>
<td>Prestwick, UK</td>
</tr>
<tr>
<td>Oakville, Canada</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Marcel Vernon, France</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St. Duen l’Aumône, France</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Singapore</td>
<td>Taorma, Italy</td>
<td>Singapore</td>
<td></td>
</tr>
<tr>
<td>Rockefeller, UK</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tokyo, Japan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Xiamen, China</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cargo Systems</th>
<th>Cockpit &amp; Crew Seats</th>
<th>Electric Systems</th>
<th>Engine &amp; Control Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dubai, UAE</td>
<td>Colorado Springs, CO, USA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jamestown, ND, USA</td>
<td>Monterey, CA, USA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monroe, NC, USA</td>
<td>Paris, France</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Singapore</td>
<td>Singapore</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Xiamen, China</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Environmental Control Systems</th>
<th>Evacuation Systems</th>
<th>Fire Detection &amp; Suppression</th>
<th>Landing Gear</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frankfurt, Germany</td>
<td></td>
<td></td>
<td>Bermont, Canada</td>
</tr>
<tr>
<td>Klang, Malaysia</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maastricht, Netherlands</td>
<td></td>
<td></td>
<td>Burgundy, Canada</td>
</tr>
<tr>
<td>Windsor Locks, CT, USA</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lighting Systems</th>
<th>Propeller Systems</th>
<th>Rescue Hoists &amp; Cargo Winches</th>
<th>Sensors &amp; Sensing Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lippstadt, Germany</td>
<td>Figeac, France</td>
<td>Brea, CA, USA</td>
<td>Burnsville, MN, USA</td>
</tr>
<tr>
<td>Monroe, NC, USA</td>
<td>Maastricht, Netherland</td>
<td>Monroe, NC, USA (Hoist only)</td>
<td>Dubai, UAE</td>
</tr>
<tr>
<td>Singapore</td>
<td>Windsor Locks, CT, USA</td>
<td>St. Duen l’Aumône, France</td>
<td>Plymouth, UK</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UAV Flight Management Systems</th>
<th>Wheels &amp; Brakes</th>
<th>Where ingenuity takes off</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hood River, OR, USA</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

utcaerospacesystems.com