



DEUTSCHE AIRCRAFT

# CUSTOMER SUPPORT MANUAL



## Introduction

Dear valued customer,

This handy guide presents all necessary information for supporting your daily 328 aircraft business activities and provides guidance in terms of procedures and processes. Its use will efficiently ensure a perfect co-operation between the operator and Deutsche Aircraft GmbH (DA), its partners and suppliers. All aspects related to effective customer support services as well as all important contacts are listed.

Our Services include:

- Technical Support
- Material Support
- Technical Publications Support
- Part 147 Training Support
- Simulator Training Support
- Maintenance Support
- On-site Support
- Entry-into-service Support
- Aircraft Maintenance and Refurbishment

We aim to achieve the highest level of customer satisfaction and are therefore constantly exploring new ways to further enhance our support portfolio. Your suggestions are highly welcome at any time.

Our ultimate goal is to keep a satisfied customer operating a reliable and 100% airworthy 328 aircraft. We commit ourselves with dedication, extensive know-how and flexibility. That's why you can rely on your 328 aircraft and on the support of the entire DA team.



Nico Neumann – Accountable Manager

## Record of Revisions

REVISION	DATE	INSERTED BY	INSERT DATE
2014 / 1	Oct 09/2014	328SSG	Oct 31/2014
2015 / 1	Apr 01/2015	328SSG	Apr 01/2015
2015 / 2	Apr 13/2015	328SSG	Apr 13/2015
2018 / 1	Jul 06/2018	328SSG	Jul 06/2018
2019 / 1	Apr 18/2019	328SSG	Apr 18/2019
2022 / 1	Jan 18/2022	DA	Jan 18/2022

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## Location

Deutsche Aircraft GmbH (DA) is based at Oberpfaffenhofen Airfield, 20 km south west of Munich, Germany.

How to find DA:

### Car Navigation Info

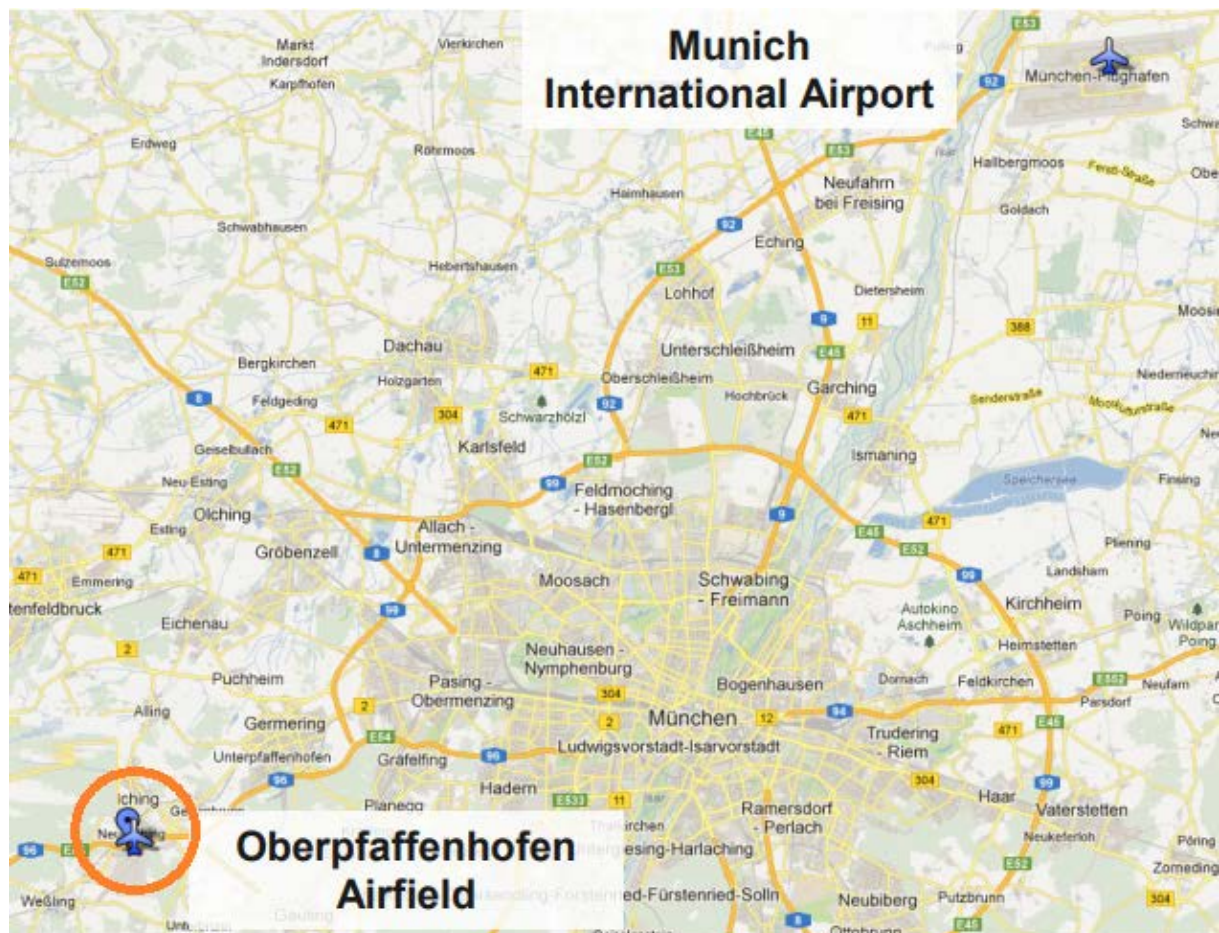
Please enter the following address:

Zip Code: 82234

City: Wessling

Street: Claude-Dornier-Straße / Sonderflugplatz Oberpfaffenhofen

The distance between Munich Airport and Oberpfaffenhofen Airfield is about 60km.



1 Approach by road



## 1.1 Directions from Munich airport to DA

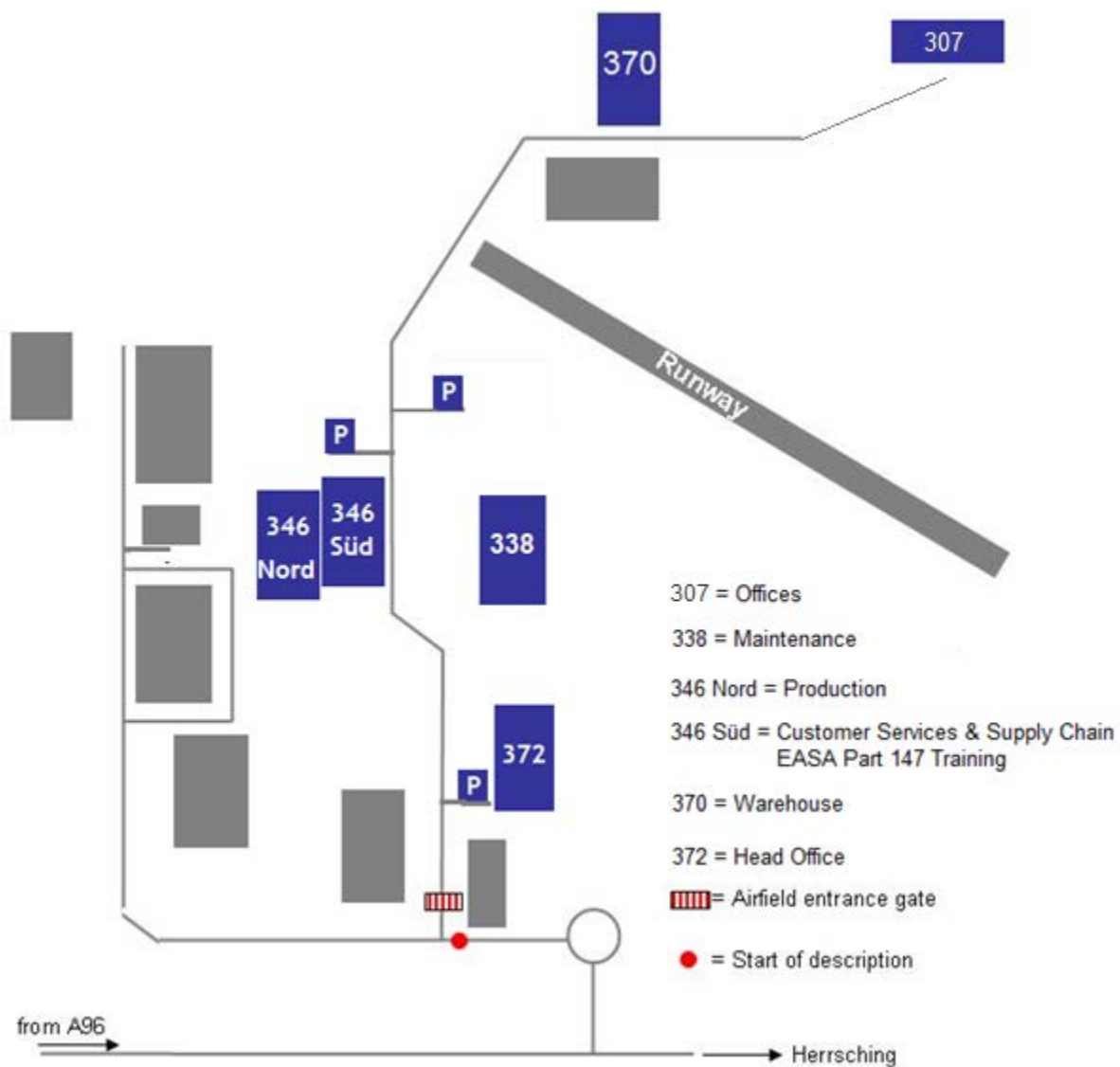
- Follow the motorway A92 direction "München"
- The motorway leads into motorway A99
- Follow motorway A99 till turnoff A96 direction "Lindau"
- Take Exit 32 "Oberpfaffenhofen / Herrsching"

Turn left at the traffic light and follow the road for about 300 metres, then turn left to arrive at the location „Sonderflughafen Oberpfaffenhofen“.

## 1.2 How to find DA on the Oberpfaffenhofen airfield

The description starts at the red point on the map bellow.

- **To reach Management (Bldg. 372)**  
Register at the Airfield entrance gate to enter the airport security area, and then drive some 50 metres to arrive at building 372.
- **To reach Production Dept. and Quality Management (Bldg. 346 Nord)**  
Register at the Airfield entrance gate to enter the airport security area, and then drive some 300 metres to arrive at building 346 Nord.
- **To reach Customer Support / Training, Supply Chain and Incoming Dept. (Bldg. 346 Süd)**  
Register at the Airfield entrance gate to enter the airport security area, and then drive some 300 metres to arrive at building 346 Süd.
- **To reach Maintenance (Bldg. 338)**  
Register at the Airfield entrance gate to enter the airport security area, and then drive some 300 metres to arrive at hangar 338.
- **To reach Warehouse (Bldg. 370)**  
Register at the Airfield entrance gate to enter the airport security area, and then drive some 600 metres to arrive at building 370 on the other side of the runway.
- **To reach Engineering (Bldg. 307)**  
Register at the Airfield entrance gate to enter the airport security area, and then drive some 800 metres to arrive at building 307 on the other side of the runway.



## 2 Location of Buildings

For further information how to find DA please contact us.

Management Assistant:

Phone: +49 (0) 8153 88111-2700

Fax: +49 (0) 8153 88111-5145

E-mail: [info@deutscheaircraft.com](mailto:info@deutscheaircraft.com)

Global Support Centre:

Phone: +49 (0) 8153 88111-6666

Fax: +49 (0) 8153 88111-6565

E-mail: [gsc.op@deutscheaircraft.com](mailto:gsc.op@deutscheaircraft.com)



## 1.3 Airfield Data

The airfield comes with an excellent traffic connection like the near expressway and railway station. It is certified for all aircraft, with limitations in runway and taxiway load factors only.

All landings/departures at Special Airport Oberpfaffenhofen (EDMO) are subject to „PPR“ (Prior Permission Required) by the Airport Operator (EDMO Sonderflughafen GmbH).

For detailed information please check <https://www.edmo-airport.de/>.

Runway: 2.286 x 45 m

Landing systems: ILS/DME, CAT I, Min. 1000 m / 200 ft



## 2 Contacts

### 2.1 General

#### **Access by Road**

**Deutsche Aircraft GmbH**

Claude-Dornier-Straße  
Sonderflughafen Oberpfaffenhofen  
82234 Wessling / Germany

#### **Postal Address**

**Deutsche Aircraft GmbH**

P.O. Box 1252  
82231 Wessling / Germany  
Phone: +49 (0) 8153 88111-0

### 2.2 Customer Support Departments

#### **Technical Support / AOG Support**

Global Support Centre

Phone: +49 (0) 8153 88111-6666

Fax: +49 (0) 8153 88111-6565

E-mail: [gsc.op@deutscheaircraft.com](mailto:gsc.op@deutscheaircraft.com)

#### **Technical Publications Support**

Phone: +49 (0) 8153 88111-6666

Fax: +49 (0) 8153 88111-6565

E-mail: [techpub@deutscheaircraft.com](mailto:techpub@deutscheaircraft.com)

#### **Part 147 Training Support**

Phone: +49 (0) 8153 88111-6666

E-mail: [training@deutscheaircraft.com](mailto:training@deutscheaircraft.com)

#### **Flight Simulator Training Support**

Phone: +49 (0) 8153 88111-6666

E-mail: [simulator@deutscheaircraft.com](mailto:simulator@deutscheaircraft.com)

**Material Support - Spare Parts AOG Orders**

Phone: +49 (0) 8153 88111-2998

Fax: +49 (0) 8153 88111-4105

E-mail: [order-administration@deutscheaircraft.com](mailto:order-administration@deutscheaircraft.com)

**Material Support - Spare Parts Routine Orders**

Phone: +49 (0) 8153 88111-3717

Fax: +49 (0) 8153 88111-4628

E-mail: [order-administration@deutscheaircraft.com](mailto:order-administration@deutscheaircraft.com)

**Material Support - Return Shipment Address**

Deutsche Aircraft GmbH

Incoming Dept. / Hangar 346 Süd

Claude-Dornier-Straße

Sonderflughafen Oberpfaffenhofen

82234 Wessling / Germany

## 3 Customer Support Services

### 3.1 Technical Support

The goal of our Technical Support Team is to provide all Dornier 328 operators with an excellent service. The scope of duties comprises technical services, provision of technical publications, on-site support as well as entry-into-service support.

The Technical Support's Global Support Centre (GSC) acts as the single point of contact for any inquiries, all technical and engineering requests, as well as in-service reports.

#### 3.1.1 Main Tasks of Technical Support

- assist customers with issues experienced during operational or maintenance activities
- provide continuous engineering support with back-up from DA and vendor engineering resources
- monitor and evaluate in-service performance information and provide solutions to technical problems during operation by preventive or corrective actions related to given priorities
- initiate and control required improvements to the aircraft, its equipment and ground support equipment by issuing the necessary "In Service Technical Information" (ISTI)
- ensure collecting, screening and analysing of technical and operational information
- initiate and follow-up requests for retrofit modifications and changes, dependent on individual customer requirements
- provide Dornier 328 technical documentation copies on request to operators and the agency and national authorities

#### 3.1.2 GSC Availability

Standard working times Monday - Friday	Saturday, Sunday and public holidays
7 a.m. - 5 p.m. local German time	On demand special services outside the standard working times may be arranged based on individual contracts
	Outside the standard working hours Emails are occasionally checked and answered if no engineering service is needed

GSC handles technical requests from customers and provides support such as trouble shooting solutions or repairs. This process works most efficient if the Customer and the GSC share accurate technical and photographic information on the issue.

See the following table for response times per SPR classification to help you indicate the urgency of your query.

#### Response times:

SPR Classification	First answer during office hours*:	Final SPR answer during office hours *:
AOG	4 hours after taking notice	8 hours**
URGENT	8 hours after taking notice	2 working days
ROUTINE	24 hours after taking notice	10 working days

\* Working days = Monday to Friday - Saturdays, Sundays and public holidays are excluded

\*\* Complex requests needing more detailed engineering work and/or authority approval such as a TC amendment can typically not be handled within this response time

### 3.1.3 Customer Support Information (CSI)

CSI is a communication-tool of the technical support to the fleet. A CSI is typically containing general information, e.g. about modification campaigns, projects, statics and perspectives.

CSI's are provided by Global Support Centre to all known customers and operators via email, furthermore the CSI's can be downloaded on the following web site: [www.deutscheaircraft.com](http://www.deutscheaircraft.com).

For providing the CSI's to further interested parties, please send a short message via email to [gsc.op@deutscheaircraft.com](mailto:gsc.op@deutscheaircraft.com).

### 3.1.4 Technical Publications

DA proprietary technical publication for the Dornier 328 is distributed by the Global Support Centre, comprising orders for operational and technical manuals as well as subscriptions to annual revision services. All manuals are listed in our price list accessible on DA's homepage [www.deutscheaircraft.com](http://www.deutscheaircraft.com).

Please note that subscriptions are only available on a "Cash in advance" basis.

All requests for technical publications should be directed the address given in section 2.2

### 3.1.5 On-site Support

On request technical support can deploy a qualified expert on-site for:

- Troubleshooting – to bring an A/C back into flyable status by supporting the Operator's
- On the job training – for line and base maintenance
- Entry into-service – supporting especially new Operators during start-up phase
- Technical investigation or support for restoration after incident or accident
- Pre-purchase inspection.

Information on pricing is shown in section [4](#).

### 3.1.6 Fleet Monitoring

To fulfil our obligations as a TC-holder fleet monitoring is essential to void any unexpected deficiencies as well as continuously improve our services. Therefore, it is of mutual interest to the operators to provide the following data to the Global Support Centre:

- Status of the A/C → **Operators Monthly Fleet Report** see section [7.2](#)
- For occurrence reporting please use the **Service Problem Report (SPR)** form. → [7.3](#)
- Your (Monthly) **Reliability Reports** would also be highly appreciated.

In addition, you are kindly asked to share Dornier 328 related information you provide to your local authority with the Global Support Centre, for the above-mentioned purposes.

The contacts for providing these data is given under section [2.2](#)

### 3.1.7 Technical Support Team

GSC is 328 Support Services' focal point of contact for any technical support inquiries. Therefore, all customer requests for technical assistance and engineering services should be directed to the Global Support Centre for further processing. The answers will be provided by Global Support Centre.

The technical support team will provide Dornier 328 operators with all technical support services.

Conny Uihlein	Head of Technical Support
Sebastian Mehwald	Technical Support Engineer
Georg Schuhmair	Technical Support Engineer
Wolfgang Sommerer	Technical Support Engineer

## 3.2 Pricing

### **Note:**

Technical services prices are in **Euro**.

Please indicate with your purchase order if payment in **US Dollars** is preferred.

### 3.2.1 General

All given prices are subject to change without notice.

### 3.2.2 Technical Support

DA is providing technical services at a standard rate per event. A typical event is initiated by Service Problem Report (SPR). For actual service rates valid at time of release of this CSM revision please refer to the table below.

Technical Support	Price per event EURO	Price per hour EURO	Service Included
Notification or submittal of inquiry by SPR e.g. <ul style="list-style-type: none"> <li>part change</li> <li>indication of discrepancy</li> <li>inquiry about engineering solutions</li> <li>incident / accident report</li> </ul>	Free of charge (FOC)	-	-
Basic Fee per Event Note: Additional Engineering services and AOG/Urgent fee charged as required	410 Euro	-	2 hours technical support services
Additional AOG* Fee	1560 Euro	-	-
Additional Urgent* Fee	625 Euro	-	-
Engineering services	-	203 Euro	-

\*as per SPR-classification refer to section [3.1.2](#)

### 3.2.3 On-site Support

Various on-site support services by one or more technical representative(s) are available on request. An overview on standard prices is given in the table below (see [3.2.6](#)) but individual quotations will be provided for each specific request.



### 3.2.4 Engineering Assessment

Deployment of an experienced engineer is available on request to assist with damage assessment on-site and/or supporting the investigating accident committee.

### 3.2.5 Coordinator

Deployment of an experienced engineer to organise activities on site and co-ordinate communication and actions between all parties involved.

### 3.2.6 Working Party

In addition to the technical representatives, DA field / working party support are available on request. To support accomplishment of specific tasks, DA can provide skilled workforce to the customer. The technicians are trained to perform specific tasks according the approved capability list e.g.:

- Modifications and retrofits
- Major Repairs
- Trouble Shooting
- Scheduled and unscheduled maintenance
- Aircraft recovery

On-Site Service	Rates per working day & per person (based on 8 hrs/day)
Engineering Assessment 1 day - 1 week (see <a href="#">3.2.4</a> )	1560 Euro flat rate* per day
Co-Ordinator 1 day - 1 week (see <a href="#">3.2.5</a> )	1248 Euro flat rate* per day
Working Party 1 day - 1 week (see <a href="#">3.2.6</a> )	1040 Euro flat rate* per day
Long term deployment	Will be offered on customer request

\*Airmfares, hotel accommodation, daily expenses and local transport shall be borne by the Customer (as applicable)

## 3.3 A/C Safety & Investigations

### 3.3.1 Introduction

The safety of the 328 aircraft delivered to our customers is a core responsibility of DA, it is a personal value and an important source of our competitive advantage. DA is proud of the excellent safety record of its product.

Safety is not only the absence of accidents and incidents. A continuous review of the safety level of our products in operation together with appropriate actions can prevent accidents and incidents. DA strives for the highest practical safety levels in close co-operation with its Customers. DA is committed to maintain and improve the safety performance of its products by pro-actively minimizing aviation risks as far as possible.

In pursuing this goal, DA maintains an active aviation safety program.

It is of the greatest importance, in the event of an accident/incident occurring to a 328 aircraft, that DA is able to react in the correct manner. This action requires the supply of information to DA for liaison with the Authorities and the owner/operator as well as coordination of the technical action with the Authorities and operator.

In case that a 328 aircraft is involved in an accident/incident, the owner/operator of this aircraft is kindly asked to inform DA, as soon as possible, enabling DA to support you fulfil our TC-Holder obligations.

#### **Global Support Centre:**

E-Mail:	<a href="mailto:gsc.op@deutscheaircraft.com">gsc.op@deutscheaircraft.com</a>
Phone:	+49 8153 88111 6666
Fax:	+49 8153 88111 6565

### 3.3.2 Reporting of Accidents

Any person who is becoming aware of an accident involving a Dornier 328 aircraft is kindly asked to immediately contact our GSC with the following information:

- Name of operator(s) involved
- Date, time and place of accident
- Extent of damage: fatalities, injuries and/or damage to aircraft

### 3.3.3 Reporting of Incidents

An incident, that might be of interest to DA should also be reported. This shall be done using the SPR Form (refer to section 6.1). However, as operators have to report incidents to their local authorities too, it will be sufficient for operators to send DA a copy of this Incident Report.

### 3.3.4 Emergency Contact

#### Global Support Centre

Phone        +49 (0) 8153 88111 6666  
Fax:         +49 (0) 8153 88111 6565  
E-Mail:      [gsc.op@deutscheaircraft.com](mailto:gsc.op@deutscheaircraft.com)

## 3.4 Part 147 - Training

GSC is also 328 Support Services' focal point of contact for any type training inquiries.

The training team will provide Dornier 328 operators with all information regarding Dornier 328 type training courses provided by 328 Support Services.

Nico Neumann	Accountable Manager Part 147 Training
Florian Luithlen	Director Part 147 Training
Wolfgang Sommerer	Training Supervisor & Trainer Airframe/Engine/Systems
Conny Uihlein	Examination Supervisor & Trainer Airframe/Engine/Systems

Note: Additionally, external trainers are used as required.

### **Part 147 Training Services**

Phone: +49 (0) 8153 88111-6666

E-mail: [training@deutscheaircraft.com](mailto:training@deutscheaircraft.com)

## 3.5 Simulator - Training

On request DA offers dry lease slots for 328-100 and 328-300 simulators in close cooperation with our partners.

Customers may book our simulator as required, using their own training personnel or alternatively one of our trusted ATO partners.

Further information as well as the simulator booking platform is available on our homepage ([deutscheaircraft.com](http://deutscheaircraft.com)).

### **Flight Simulator Services**

Phone: +49 (0) 8153 88111-6666

E-mail: [simulator@deutscheaircraft.com](mailto:simulator@deutscheaircraft.com)

## 3.6 Material Support

### 3.6.1 General

With reference to the standards and requirements of commercial aviation, DA Material Support complies with the guidelines as defined in the World Airlines & Suppliers Guide (WASG). The primary objective is to offer a dependable source for spare parts, tools and ground support equipment.

Besides a comprehensive active Stock, DA also maintains a stock of selected insurance parts and other potential spare parts, which may not be frequently required, but for which a demand can reasonably be predicted. Parts not available from stock will be delivered within applicable lead times.

### 3.6.2 Material Support Key Activities

- Material Support Services
  - ✓ Spare Part Sales
  - ✓ Repair Services
  - ✓ Exchange Services
  - ✓ Rental Services
  - ✓ Flight Hour Agreements
  - ✓ GSE Support
- Material Planning Spare Parts Services

The material support team is available 365 days per year to provide Dornier 328 operators with all spare part related services.

Peter Bootz	Head of Material Support
Tim Grotheer	Spare Parts Service
Franz Huber	Spare Parts Service & Invoicing
Andre Gyo	Spare Parts Service & Repair & Warranty
Thomas Schelle	Spare Parts Service & Technical Clarification

## Material Support Service Hours

Monday through Friday 06:30 a.m. – 0:30 a.m. CET

Saturday from 6:30 a.m. until Monday 06:30 a.m. CET “On Call Service”

Contact details Material Support Team

E-mail: [order-administration@deutscheaircraft.com](mailto:order-administration@deutscheaircraft.com)

Tel.: +49 8153 88111 3717

Fax.: +49 8153 88111 4628

## Material Support Response Time & Delivery Performance

Service Level	World Airline & Suppliers Guide (WASG) Definition	Response Time	Despatch Time
AOG	Aircraft on Ground	2 Hours	4 Hours
Critical	Imminent AOG or work stoppage	8 Hours	24 Hours
Routine	Within published or Quoted Lead-Time (LTM)	48 Hours	7 Days

### 3.6.3 Standard Spare Parts Services

DA order processing centre in Oberpfaffenhofen serves as the focal point of contact for customers regarding all spare part related issues such as:

- Order Processing
- Rotable Parts Exchange Program
- Rental Parts Program
- Flight Hour Service Agreements (On-Site Stock/Exchange/Repairs)
- Initial Provisioning Packages
- Repair Services

### 3.6.4 Order Processing

#### Spare Part Quotations

Actual parts prices and/or parts not listed in the current price list will be quoted on request. All quotations will be valid for thirty (30) days or as otherwise expressively quoted by DA.

## Purchase Orders

Each purchase order shall be in writing and addressed to the material support team. It shall contain the following customer specific information:

- Name and address of purchaser
- Billing address
- Forwarding address
- Customer's Purchase Order (P.O.) Number and Order date
- Type of order (Routine, Critical, AOG)
- Required delivery date
- Quantity ordered
- Aircraft Serial number for which part is ordered
- Method of shipping (Orders that do not contain shipping instructions will be shipped ex works Sonderflughafen Oberpfaffenhofen).
- Manufacturer's part number
- Description (as per the Illustrated Parts Catalogue (IPC), Component Maintenance Manual (CMM) or Aircraft Maintenance Manual (AMM))

### Note:

A minimum charge of 10 Euro (or the equivalent USD value) per order line shall be applied and a minimum-order-value of 100 Euro (or the equivalent USD value) is applicable for each purchase order

## Order Confirmation

All orders will be confirmed in writing. Inquiries or correspondence about orders should be addressed to material support team and include reference to DA order confirmation.

## Order Cancellations / Restocking Charge

Any cancellation of an order is subject to DA's approval. If agreed, a cancellation/restocking charge of ten percent (10%) of the outright selling price of each item, but not less than 120 EURO (or the current USD value) and a maximum of 2400 EURO (or the current USD value) will apply, plus any additional costs from vendors or third parties as applicable.

DA's authorization is required prior to the return of parts ordered by the customer. All original documentation supplied with the part(s) must accompany the return shipments. In addition, the customer packing slip should clearly state the reason for return. A RMA number as well as shipping instructions shall be obtained from the Material Support team.



## Returning Parts to DA

All part returns are subject to prior written approval by DA.

**A Return Material Authorization (RMA) form with the RMA Number must be included in any shipping paperwork of returned parts.**

DA reserves the right to return any part(s) at customer's expense if shipped by customer to DA without a confirmed RMA form.

### **Return Shipment Address:**

Deutsche Aircraft GmbH  
Receiving / Hangar 346 Süd  
Sonderflughafen Oberpfaffenhofen  
82234 Wessling / GERMANY

The RMA procedure is applicable to all material returns such as:

- Exchange part (Core) returns
- Customer owned parts
- Rental parts
- Parts shipped in error from DA
- Parts ordered in error by the Customer
- Return of unused serviceable parts if originally purchased from DA
- FSA parts return

### Exclusions:

- Parts purchased from DA with an original outright selling price of less than 250 EURO (or the current USD value)
- Parts with a shelf life limitation
- Obsolete or superseded parts
- Liquids and paints
- Placards and decals

## Repair of Customer Owned Parts

DA's authorization is required prior to the delivery of a customer owned part to DA for repair, overhaul or modification. This authorization shall be issued by the material support team after receipt of the following information:

Part number	Aircraft type / Serial number
Serial number of the part	Repair information (standard or warranty repair, overhaul, modification)

Contact details: DA Material Support  
Fax: +49 8153 88111 2067  
E-mail: [warranty-repair@deutscheaircraft.com](mailto:warranty-repair@deutscheaircraft.com)

All parts are to be returned to DA, on a prepaid basis and with a completed RMA form included to the a.m. return shipment address.

All accrued shipping and handling charges shall be borne by the customer.

## Parts Shipped in Error

If parts are to be returned due to a shipping error caused by DA, an RMA number will be issued by DA. The only sections that need to be completed are the unused return tick box and delivery note number.

Parts shall be returned as instructed by DA. Credit will be issued if applicable.

## Invoicing

Invoices for material deliveries shall be issued upon shipment and mailed to the customer.

Each invoice must be paid and settled in the same currency in which it was issued, subject to DA General Terms and Conditions ([www.deutscheaircraft.com](http://www.deutscheaircraft.com)).

## Packing

Packaging and labelling will conform to standard commercial practice.

## Shipping

Customers are requested to specify their method of shipment for routine orders and authorize DA to ship via the first available means for AOG orders.

If instructions are not received, the most appropriate method for shipment will be used.

## Export Restrictions

Export of certain items may be subject to an "Export Permit" or conditions imposed by the applicable governing authority.

## Shortage in Shipment

For damage suffered during shipment, a claim shall be made directly against the carrier and/or customer's insurer. Clear digital photographs should be provided with the claim.

Claims for shipping damage which might have been caused by improper packaging, should be received by DA not later than five (5) calendar days after receipt. Such claim should be evidenced by a meaningful report issued by an independent survey or insurance company.

## **Rotable Exchange Programme**

DA offers customers a comprehensive spare parts exchange program. The program includes selected components that are economically repairable.

Exchange transactions for rotatable components will be subject to the following procedures and conditions:

- Customers return unit, shall bear the same part number (be like for like)
- Return unit shall be in an economically repairable condition
- If it becomes obvious during shop servicing that repair cost will exceed sixty percent (60%) of the outright selling price, the repair activity will be stopped and the Customer will be asked whether DA should return such core to the Customer or scrap on-site.
- If the Customer does not reply to such a request within 15 (fifteen) days, DA shall consider the customer's consent and return the unrepaired core unit to customer
- All costs associated with inspection, scrap, material usage, shipping and handling shall be borne by the customer
- The delivered exchange part will be handled as an outright sale and an additional invoice representing the credited core value will be issued
- Return unit must arrive on prepaid basis at DA facilities within fifteen (15) days after the date the exchange unit was shipped.
- The returned core will become the property of DA
- Customer must use the Return Material Authorization (RMA) form for returning the core
- Should the unserviceable exchange unit (core) be received by DA more than fifteen (15) days after the date on which DA delivered the serviceable unit, then a late return charge of 200 EURO (or the current USD value) will be charged

- After the 30th (thirtieth) day the exchange transaction will be terminated and the transaction will be considered as an outright sale. An additional invoice will be issued immediately for the delta between exchange price and outright selling price of the unit supplied. Exchanged cores received after the 30th (thirtieth) day will be returned to the customer on a prepaid basis

**Note:** DA reserves the right to provide a new unit for exchange when an overhauled or used unit is not available. This will always be coordinated with the customer, as higher costs will be imposed for a new exchange unit.

See „Returning Parts to DA“ for exchange core return process and RMA shipping procedures.

### **Spare Parts Rental Programme**

DA offers a rental (loaner) programme for selected high cost items for customers operating Dornier 328 Aircraft under the following conditions:

Loan parts are subject to availability

Basic loan fee is dependent on availability of used or new part

Actual rental fees shall be provided on request

Rental charge consists of:

- Basic fee
- Daily fee
- Fee per Landing/Cycle (as applicable)
- Minimum chargeable rental period is 10 (ten) days

The rental period shall be from the date of shipment from DA until the rental part is returned from the customer and received by DA

- Customer will pay all packing, shipping, and customs charges
- Rental Fee does not include installation and removal charges
- Re-certification charges and any other imposed cost for restoration of the loaner unit except for normal wear and tear is at Customer's expense
- Any special paint must be requested by customer and will be at customer's expense
- Customer shall pay for the repair of parts damaged while in his possession
- Customer must not repair or overhaul any parts without prior written approval from DA

The RMA form must be included in the shipping documentation of the Rental Part.

### **Flight Hour Service Plan (FSA)**

DA is able to offer any customized flight hour based spare part lease, exchange and repair program for Dornier 328 rotatable parts.

The services provided under this scheme are as follows:

- the supply of a lease stock located at customers site
- the supply of additional exchange parts out of DA's stocks
- provision of repair and overhaul services for the selected lease and exchange items

If you need more information please contact the material support team

## **Ground Support Equipment (GSE)**

### **Illustrated Tool and Equipment Manual (ITEM)**

All GSE to be used for maintenance and repair of the Dornier 328 Aircraft are described in the Illustrated Tool and Equipment Manual, which is part of the aircraft documentation.

An Illustrated Tool and Equipment Manual (ITEM) is available as standard documentation for both Dornier 328 Aircraft models containing necessary ground support equipment and special tools required for scheduled maintenance and standard repairs of the aircraft and certain components.

### **GSE Material Orders**

All GSE may be ordered from DA or its suppliers. DA proprietary items can only be ordered directly from DA's Material Support.

### **GSE Rental**

A selection of tools required for unscheduled maintenance, at high maintenance intervals or for special applications is available for rent from DA.

## **3.6.5 AOG Service**

An AOG order can only be processed, if the purchase order contains the serial number of the grounded aircraft.

All AOG orders shall be clearly marked "AOG" and are subject to a surcharge of 200 EURO (or the current USD value) per order, plus any AOG related expenses.

### **Spare Parts AOG Hot Line**

Tel:	+49 8153 88111 2998
Fax:	+49 8153 88111 4105

### **Spare Part AOG Service Hours**

Monday through Friday 06:30 a.m. till 0:30 a.m. CET

Saturday from 6:30 a.m. until Monday 06:30 a.m. CET "On Call Service"

## 3.7 Spare Parts Warranty Policies

### 3.7.1 Introduction

Warranty claims submitted to DA are subject to warranty administration procedures as outlined in this manual.

### 3.7.2 Standard Warranty Conditions for Spare Parts

DA liabilities under this warranty are limited to correction by repair, replacement or rework at DA discretion. Any correction performed under this warranty shall be covered by the unexpired portion of the original warranty period.

<b>Limited Warranty for new DA Proprietary Spare Parts</b>		
Covering: defects in material or workmanship.		
Spare parts, new	Transport: one way	12 months

<b>Limited Warranty for used DA Proprietary Spare Parts</b>		
Covering: defects in material and workmanship.		
Spare parts, repaired / overhauled	Transport: one way	6 months

<b>Vendor Spare Parts Warranties</b>		
New parts	Transport: one way	12 months
Used parts	Transport: one way	6 months

### 3.7.3 Exclusions from Warranty Coverage

- Warranty claims for wear and tear parts, expendables and mishandled parts shall not be accepted and are automatically rejected.
- A non-repairable item without a serial number and with a list price of less than 280 EURO (or the current USD value) shall be considered as an expendable.

### 3.7.4 Repair of Customer Owned Units

#### ***Warranty Repair***

DA's authorization is required prior to the delivery of a customer owned unit to DA for repair, overhaul or modification. This authorization will be issued by our Material Support Department after receipt of the following information:

- Part Information (Part No., S/N)
- A/C Information (A/C Type and A/C S/N)
- Repair Information (Standard Repair, Warranty Repair, Overhaul, Modification).

The material support staff contact details are given in Section 3.6.2.

Parts are to be returned to the address given in section 2, on a prepaid basis. A completed Return Material Authorization (RMA) form is to be included.

### 3.7.5 Contacts

DA warranty administration

All applications for warranty settlement and other correspondence should be addressed to:

Attn: Deutsche Aircraft GmbH  
Material Support  
PO Box 1252  
82231 Wessling  
Germany  
Fax: +49 8153 88111 2067  
E-mail: [warranty-repair@deutscheaircraft.com](mailto:warranty-repair@deutscheaircraft.com)




## 4 Type Certificate Data Sheets

Please refer to [www.deutscheaircraft.com](http://www.deutscheaircraft.com) for the latest TCDS versions.

## 5 Forms

### 5.1 Service Problem Report (SPR) Form

 <b>DEUTSCHE AIRCRAFT</b>		Service Problem Report	
<b>Classification:</b> AOG <input type="checkbox"/> Urgent <input type="checkbox"/> Routine <input checked="" type="checkbox"/>			
Date and time when final solution (RAS) is needed			
Would you like us to add a final repair report (including pictures and compliance check) to the RAS? <input type="radio"/> yes <input checked="" type="radio"/> no			
Customer purchase order number			
<b>A/C Identification</b> Aircraft Model <input type="text"/> Serial No. <input type="text"/> Total FH <input type="text"/> Registration <input type="text"/> Operator <input type="text"/> Total FC <input type="text"/>			
<b>Failure Occurrence Data</b> Failure Date <input type="text"/> A/C Situation <input type="text"/> A/C Location <input type="text"/> Failure Time (GMT) <input type="text"/> Weather Condition <input type="text"/>			
<b>Component Data</b> P/N <input type="text"/> S/N <input type="text"/> Faulty Unit <input type="text"/> TSN <input type="text"/> CSN <input type="text"/> ATA System <input type="text"/> TSO <input type="text"/> CSO <input type="text"/>		<b>Indication of failure</b> <input type="checkbox"/> Blocked <input type="checkbox"/> Overheat <input type="checkbox"/> Cracked <input type="checkbox"/> Overtemperature <input type="checkbox"/> Deformation <input type="checkbox"/> Smoke <input type="checkbox"/> Delamination <input type="checkbox"/> Power loss <input type="checkbox"/> Icing <input type="checkbox"/> Cockpit ind. general <input type="checkbox"/> Leakage <input type="checkbox"/> Cockpit ind. caution <input type="checkbox"/> Vibration <input type="checkbox"/> Cockpit ind. warning <input type="checkbox"/> Corrosion <input type="checkbox"/> Other: <input type="text"/>	
<b>Location of damage</b> Frames <input type="text"/> Stringers <input type="text"/>		System OK: <input type="radio"/> yes <input checked="" type="radio"/> no Failure confirmed: <input checked="" type="radio"/> yes <input type="radio"/> no	
<b>Apparent cause of failure</b> <input type="checkbox"/> System failure <input type="checkbox"/> FOD <input type="checkbox"/> Mishandling <input type="checkbox"/> Component failure <input type="checkbox"/> Short circuit <input type="checkbox"/> Hard landing <input type="checkbox"/> Fatigue <input type="checkbox"/> Fire <input type="checkbox"/> Severe turbulence <input type="checkbox"/> Icing <input type="checkbox"/> Contamination <input type="checkbox"/> Lightning strike <input type="checkbox"/> Jet blast <input type="checkbox"/> Doc. failure <input type="checkbox"/> Other		Previous repair <input type="radio"/> yes <input checked="" type="radio"/> no Existing RAS <input type="radio"/> yes <input checked="" type="radio"/> no Appr. Doc. No. <input type="text"/> Date of last inspection event <input type="text"/> FH <input type="text"/> FC <input type="text"/>	
<b>Extent of damage</b> Measured in <input checked="" type="radio"/> inch <input type="radio"/> millimetre Corrosion removed <input type="radio"/> yes <input checked="" type="radio"/> no Depth <input type="text"/> Diameter <input type="text"/> Length <input type="text"/> Width <input type="text"/> Profile of damage <input type="text"/>			
<b>Distance from edge of damage to</b> Measured in <input checked="" type="radio"/> inch <input type="radio"/> millimetre Frame <input type="text"/> Stringer/Longeron <input type="text"/> Skin edge <input type="text"/> Doubler <input type="text"/> Door/Window cut-outs <input type="text"/> Chem.-mill. edge <input type="text"/> Bonded doubler <input type="text"/> Other <input type="text"/>			
<b>Used inspection method</b> <input type="checkbox"/> Visual external <input type="checkbox"/> Liquid penetrant <input type="checkbox"/> Tap test <input type="checkbox"/> Other <input type="checkbox"/> Visual internal <input type="checkbox"/> Eddy current <input type="checkbox"/> Ultrasonic Findings <input type="text"/>			
<b>Reporter</b> Phone <input type="text"/> Mobile <input type="text"/> Email <input type="text"/> Fax <input type="text"/>		<b>Person of contact</b> Phone <input type="text"/> Mobile <input type="text"/> Email <input type="text"/> Fax <input type="text"/>	

All SPR related services are based on Deutsche Aircraft GmbH General Terms & Conditions (GTC).  
The latest GTC version can be downloaded at [www.deutscheaircraft.com](http://www.deutscheaircraft.com)


Please send this SPR form to the Global Support Centre via email ([gsc.op@deutscheaircraft.com](mailto:gsc.op@deutscheaircraft.com))  
For further information call +49 8153 88 111 6666

SPR-Form - Issue: 0 - Dated: 14-09-2021

Deutsche Aircraft GmbH - Internal Reference VA-AA-13-11



## 5.3 Aircraft Tracking Form


**DEUTSCHE AIRCRAFT**

### Dornier 328 Aircraft Tracking Report

Issue: 0 - Dated: 19-07-2021

Aircraft Serial No.	
Aircraft Registration No.	
Dornier 328: Series / Mod:	
Latest Delivery Date **	
Start of Operation	

Date of Report	
Aircraft TSN	
Aircraft CSN	

Owner Details	
Company:	
Address:	
E-mail:	
Tel/Fax:	

\*\* Defined as latest significant a/c movement such as to new Operator or Parked.

	S/N	TSN	CSN	TSO	CSO
No 1 engine					
No 2 engine					
APU *					
RGB # 1 *					
RGB # 2 *					
No 1 propeller *					
No 2 propeller *					

Operator Details (if different from above) *	
Company:	
Address:	
E-mail:	
Tel/Fax:	
CHANGE OF OPERATOR +/-or REGISTRATION DATE:	

<b>PARKED AIRCRAFT: *</b>	Company:
Location Parked:	
Date Parked:	
Contact Person(s):	
Contact Details:	
Comments: eg Condition/Position	

Maintenance/Documentation Details	
Contact Person:	
Address:	
E-mail:	
Tel/Fax:	

\* if applicable

Please send Form to Deutsche Aircraft Technical Support - Fax +49 8153 88111 6565 or E-Mail: gsc.op@deutscheaircraft.com

## 6 Abbreviations & Acronyms

A/C	Aircraft
Active Stock	Directly Available Parts
AOG	Aircraft On Ground
CSI	Customer Support Information
CSN	Cycles Since New
DA	Deutsche Aircraft GmbH
GSC	Global Support Centre
GSE	Ground Support Equipment
ISTI	In Service Technical Information
ITEM	Illustrated Tool and Equipment Manual
LTM	Lead Time
MO	Maintenance Organisation
P.O.	Purchase Order
PPR	Prior Permission Required
RMA	Return Material Authorization Form
S/N	Serial Number
SPR	Service Problem Report
TC	Type Certificate
TSI	Time Since Inspected
TSN	Time Since New
WASG	World Airlines & Suppliers Guide