

MAINTENANCE PROVIDERS

MARCH 19, 2013

Eclipse Aerospace is committed to safety of the Eclipse Jet fleet. Proper and timely maintenance is a critical component in the overall safety of the fleet.

To assure the availability of quality maintenance, EAI has established a number of Eclipse Authorized Service Centers (EASC) throughout the world. These EASC's were carefully selected based on demonstrated abilities, high quality of work, training, and their willingness to work cooperatively with EAI in maintaining EAI's Policies and improving the maintenance standards of the fleet.

These facilities have been granted additional access to EAI technical data, tooling, compliance records and other information that will expedite your service visit. Only Eclipse Authorized Service Centers are able to perform Modification Bulletins. EASC's also receive a discount on their parts purchases, allowing them to supply your parts needs without applying a surcharge to the retail price.

Failure of any EASC to perform to EAI's quality standards will result in the revocation of their EASC standing. Eclipse Jet operators are encouraged take maximum advantage of these facilities when requiring maintenance and technical assistance.

EAI recognizes that there are times when the geographic position of the aircraft, or the scope of work, may make a repositioning flight to an EASC unattractive. Some operators may also have their own in-house maintenance capabilities. In such cases, EAI will support those maintenance operations in maintaining your aircraft.

Non-EASC's will be expected to perform all maintenance in accordance with the current Aircraft Maintenance Manual, using the proper (or EAI approved alternate) tooling, and in accordance with all government regulations and accepted industry best practices. Only FAA approved parts as detailed in the Illustrated Parts Catalog may be used.

EAI values the contribution non-EASC's make to the safety of the fleet and for the convenience they offer operators, and will assist them to the highest degree possible.

Unfortunately, there have been cases where the maintenance performed at a given facility raises quality or safety concerns. In these cases, EAI will make its best efforts to assist that facility in making any required improvements. Should that facility be unresponsive, or fail to demonstrate the required improvements, EAI at their sole discretion may terminate any business relationship with that facility and discontinue support services, including Parts Sales to these Centers. In this case, all future warranties for any parts installed or maintained by that facility will be null and void, with out the prior written approval of EAI..

Operators interested in assistance in locating maintenance facilities supported by EAI can contact EAI Field Service.