

MESSIER-DOWTY

Your worldwide partner in landing gear

CUSTOMER & PRODUCT SUPPORT



With products in use with 70 airforces and 250 commercial operators in 90 countries, first class customer and product support is essential.

Messier-Dowty's Customer Support Centres in Europe, North America and Asia Pacific provide a 24 hours a day, on-line computerised spares network and engineering support worldwide.



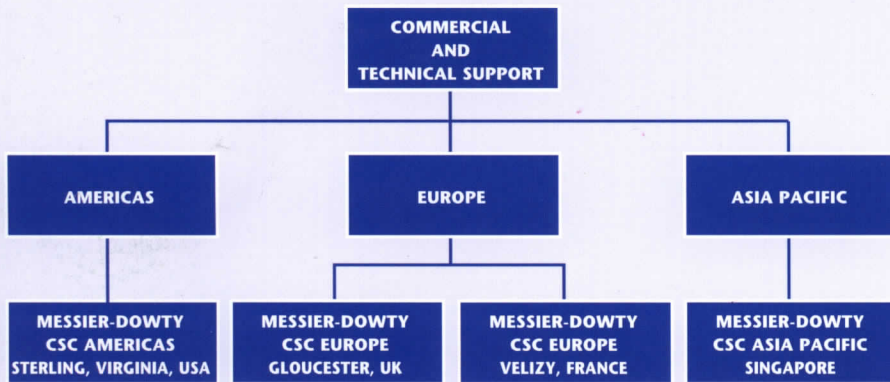
MESSIER-DOWTY CUSTOMER SUPPORT – GEARED TO OUR CUSTOMERS' NEEDS

At Messier-Dowty, we have a global network of Customer and Product Support facilities with the capability to ensure around the clock support to airlines anywhere in the world.

Service excellence

Our Customer Support Centres (CSCs) are strategically located and offer single source contact for each customer. They provide a full technical support and are linked both to Messier-Dowty's manufacturing units and each other by a global computer network.

MESSIER-DOWTY CUSTOMER SUPPORT



The support they provide includes:

- **Aircraft On Ground service operated 24 hours a day**
- **Technical specialists at each CSC on call to assist with technical problems at airline operating bases**
- **On site assistance when required**
- **Technical training arranged to suit customer needs**
- **Comprehensive range of spares in computerised stores**
- **Spares order processing**
- **Parts available on short catalogue lead times**
- **Electronic ordering to ATA Spec 2000**
- **Compliance with WASG recommendations**
- **Regular planned liaison visits to customers**

Worldwide resources, with local customer support

Commercial aircraft operators have direct access to our global Customer Support network, with regional facilities, technical representatives, on-line computerised spares network and expert field engineering teams.

Military operators deal directly with the original Messier-Dowty manufacturer of their equipment.

Regional repair and overhaul facilities are offered through sister companies, Dowty Aerospace and Messier-Bugatti.

This enables us to provide the complete and efficient service that is essential throughout the aerospace industry.

We are fully committed to continuously improving the quality of service we provide.





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