



customer support manual



328 Support Services GmbH

introduction

Dear valued customer,

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

Our Services include:

-  Technical Services
-  Spares and Material Support
-  Technical Publications
-  Maintenance Support
-  Aircraft Maintenance and Refurbishment
-  On-site support
-  Training
-  Entry-into-service support

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 Dornier 328 aircraft and on the support of the entire 328 Support Services GmbH team.

Yours sincerely,



Dave Jackson
CEO 328 Support Services GmbH





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1 location

The 328 Support Services GmbH is based at the Oberpfaffenhofen Airfield 20 km south west of Munich, Germany.

How to find 328 Support Services GmbH:

Car Navigation Info

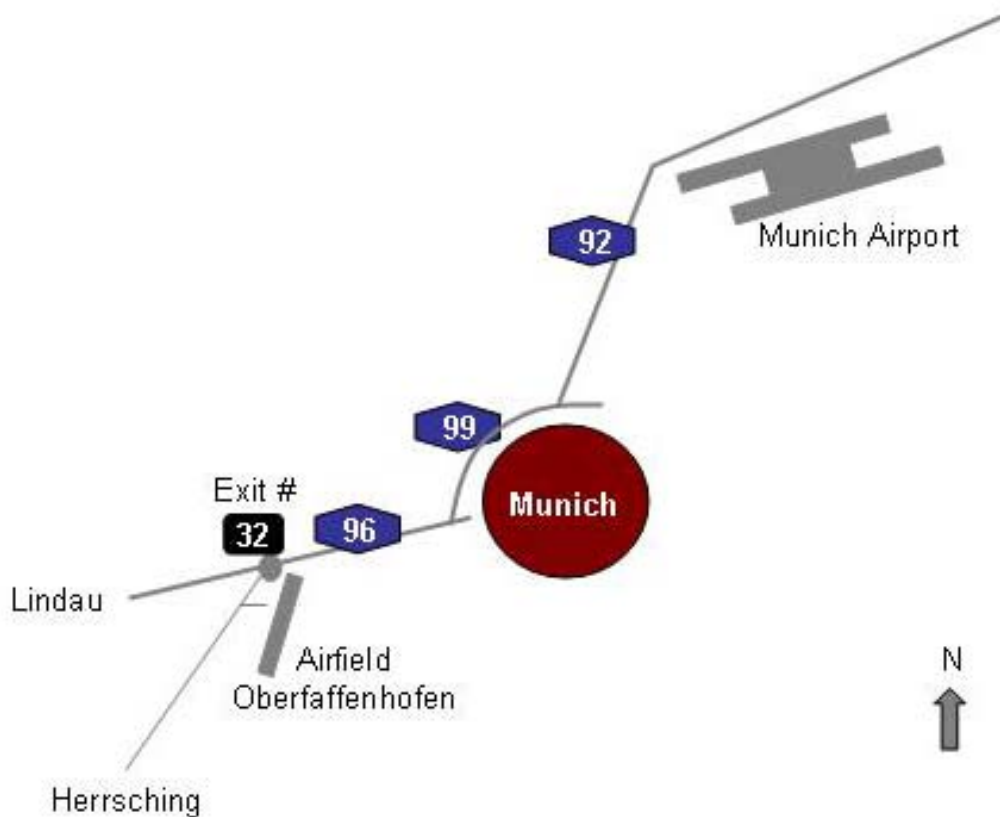
Please enter the following address:

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 328 support services GmbH

- 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 328 support services GmbH on the oberpfaffenhofen airfield

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

- To reach 328 Support Services 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 328 Support Services Customer Support, Supply Chain and Incoming Dept. (Bldg. 346 Süd)

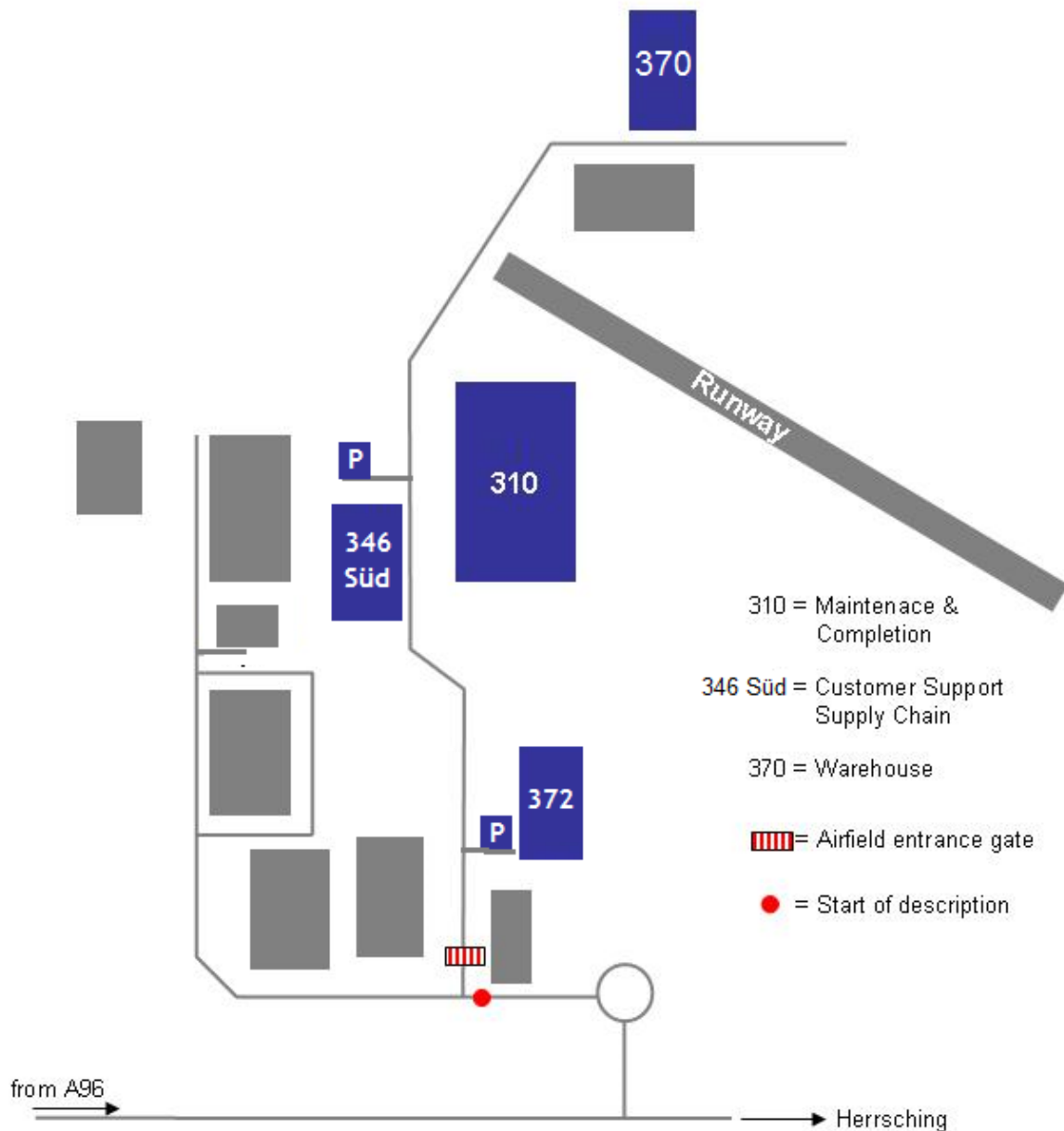
Register at the Airfield entrance gate to enter the airport security area, and then drive some 300 metres to arrive at building 346 Süd.

- To reach 328 Support Services Maintenance & Outfitting Centre (Bldg. 310)

Register at the Airfield entrance gate to enter the airport security area, and then drive some 300 metres to arrive at hangar 310.

- To reach 328 Support Services 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.



2 Location of Buildings

For further information how to find 328 Support Services GmbH please contact our

Management Assistant:

Tel: +49 (0) 8153 88111-2700

Fax: +49 (0) 8153 88111-5145

E-mail: info@328.eu

Global Support Centre:

Tel: +49 (0) 8153 88111-6666

Fax: +49 (0) 8153 88111-6565

E-mail: gsc.op@328.eu



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-Flugbetrieb GmbH).

For detailed information please check <http://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

328 Support Services GmbH
Claude Dornier Strasse
Sonderflughafen Oberpfaffenhofen
82234 Wessling / Germany

Postal Address

328 Support Services GmbH
P.O. Box 1252
82231 Wessling / Germany
Tel: +49 (0) 8153 88111 0

2.2 customer support

Customer Support

Director Customer Support & Representative of the Dornier 328 TC-Holder
Florian Luithlen

Tel: +49 (0) 8153 88111-2122
Fax: +49 (0) 8153 88111-6565
E-mail: florian.luithlen@328.eu

Customer Support & AOG Services

Global Support Centre
Tel: +49 (0) 8153 88111-6666
Fax: +49 (0) 8153 88111-6565
E-mail: gsc.op@328.eu

Technical Publication

Technical Publications Administration
Tel: +49 (0) 8153 88111-6666
Fax: +49 (0) 8153 88111-6565
E-mail: techpub@328.eu

2.3 supply chain

Supply Chain

Director of Supply Chain & Material Support

Franz Zellner

Tel: +49 (0) 8153 88111-2648

Fax: +49 (0) 8153 88111-2067

E-mail: franz.zellner@328.eu

Material Support

Head of Material Support

Peter Bootz

Tel: +49 (0) 8153 88111-4882

Fax: +49 (0) 8153 88111-4628

E-mail: peter.bootz@328.eu

Spare Parts AOG Orders

Tel: +49 (0) 8153 88111-2998

Fax: +49 (0) 8153 88111-4105

E-mail: order-administration@328.eu

Spare Part Routine Orders

Tel: +49 (0) 8153 88111-3717

Fax: +49 (0) 8153 88111-4628

E-mail: order-administration@328.eu

Return Shipment Address

328 Support Services GmbH

Receiving / Hangar 346 Süd

Claude Dornier Strasse

Sonderflughafen Oberpfaffenhofen

82234 Wessling / Germany

2.4 others

Quality Management

Director of Quality Management

Johannes Milz

Tel: +49 (0) 8153 88111-2520

Fax: +49 (0) 8153 88111-4989

E-mail: johannes.milz@328.eu

Maintenance & Completion

Director of Maintenance & Completion

Nico Neumann

Tel: +49 (0) 8153 88111-2815

Fax: +49 (0) 8153 88111-4303

E-mail: nico.neumann@328.eu

Sales & Marketing

Director Sales

Ray Mosses

Tel: +49 (0) 8153 88111-2512

Fax: +49 (0) 8153 88111-5145

E-mail: ray.mosses@328.eu

3 introduction of all departments facing the customer

3.1 customer support









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



3 Global Support Centre

3.1.1 main responsibilities of the customer support

-  assist Customers with issues experienced during operational or maintenance activities
-  provide continuous engineering support with back-up from 328 Support Services GmbH 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
-  keep the Dornier 328 technical documentation up to date and provide copies on request to operators and the Agency and National Authorities
-  represent the TC-holder to the Agency and National Aviation Authorities as member of the ISC and MPIG

3.1.2 gsc availability

Standard working times Monday - Friday	Saturday, Sunday and public holidays	AOG
6 a.m. - 6 p.m. local time	Stand-by service for following email address: gsc.op@328.eu	AOG-telephone-service for public holidays - Please see section 2.2 for AOG contact details
	Emails are checked; answers will be provided if no engineering service is needed	Note: Pricing information (e.g. AOG fee) is shown in section 4

The 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 within:	Final SPR answer within:
AOG	4 hours after notice	8 hours*
URGENT	8 hours after notice	2 working days**
ROUTINE	24 hours after notice	10 working days**

* Requests needing detailed engineering work and/or authority approval such as TC amendment cannot be covered by this response time

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

3.1.3 customer support information (csi)

The CSI is a communication-tool of the Customer 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.328.eu .
For providing the CSI's to further interested parties, please send a short message via email to gsc.op@328.eu .

3.1.4 technical publications

All Dornier 328 relating Technical Publications are administered 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 328 SSG's homepage www.328.eu

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 Customer 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 reliability

To improve the service continuously and avoid unexpected deficiencies clear data and statistics about the Dornier 328 fleet are needed. Therefore it is in the interest of the Operator to deliver the following data to the Global Support Centre:

- Status of the A/C → Dornier 328 Aircraft Tracking Report see section [7.2](#)
- Monthly reliability report
- For occurrence reporting EASA Form 44 → [7.3](#)

You are kindly requested to share all information you provide to your local authority with the Global Support Centre of 328SSG.

The address for providing all these relevant data is given under section [2.2](#)



3.1.7 customer support team

The Customer Support comprises two sections: The “Global Support Centre” and “Project Management”.

The Global Support Centre 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 Customer Support Project Management is in continuous communication with the Global Support Centre and working on airworthiness and long-term subjects.

The Customer Support Team will provide Dornier 328 operators with all technical support services.

Florian Luithlen	Director Customer Support & Representative of the Dornier 328 TC-Holder
Peter Brandenburg	Technical Support Manager & Training
René Goletz	Technical Support Manager & Project Management
Bernd Hauptmann	Technical Support Manager
Wolfgang Sommerer	Technical Support Manager & Training
Conny Uihlein	Technical Support Manager & MRB/ISC Secretary

3.2 supply chain & material support



3.2.1 general

With reference to the standards and requirements of commercial aviation, 328 Support Services GmbH 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, 328 Support Services GmbH 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.

3.2.2 supply chain & material support key activities

- Material Support Services
 - ✓ Spare Part Sales
 - ✓ Repair Services
 - ✓ Exchange Services
 - ✓ Rental Services
 - ✓ Flight Hour Agreements
 - ✓ GSE Support
- Material Planning & Procurement
- Warehousing / Shipping / Receiving
- Quality Assurance Supply Chain

3.2.3 material support / spare part 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
Franz Kiss	Spare Parts Service
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
Karin Wirth	Repair & Warranty
Peter Ahrendt-Kaßner	Repair & Warranty
Lydia Rohrer	Invoicing

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@328.eu
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

3.2.4 standard spare parts services

328 Support Services GmbH order processing centre in Oberpfaffenhofen serves as the focal point of contact for 328 Aircraft 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










3.2.5 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 328 Support Services GmbH.

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 328 Support Services GmbH order confirmation.

Order Cancellations / Restocking Charge

Any cancellation of an order is subject to 328 Support Services GmbH'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.

328 Support Services GmbH'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 328 SSG

All part returns are subject to prior written approval by 328 SSG.

A Return Material Authorization (RMA) Form with the RMA Number must be included in any shipping paperwork of returned parts. See section 7.2 for an sample RMA form.

328 Support Services GmbH reserves the right to return any part(s) at customer's expense if shipped by Customer to 328 SSG without a confirmed RMA Form.

Return Shipment Address:

328 Support Services 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 328 Support Services GmbH
- Parts ordered in error by the Customer
- Return of unused serviceable parts if originally purchased from 328 Support Services GmbH
- FSA parts return

Exclusions:

- Parts purchased from 328SSG 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

328 Support Services GmbH's authorization is required prior to the delivery of a customer owned part to 328 Support Services GmbH 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 part	Repair information (standard or warranty repair, overhaul, modification)

Contact details: 328 SSG Material Support
Fax: +49 8153 88111 2067
E-mail: warranty-repair@328.eu

Parts are to be returned to 328SSG, 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 328 Support Services GmbH, an RMA number will be issued by 328SSG. 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 328 Support Services GmbH. 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 328 Support Services GmbH General Terms and Conditions (www.328.eu).

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 328 Support Services GmbH 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 328 Support Services GmbH 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.

Price List

A Spare Part, Tooling and Exchange Price List will be issued on a regular basis for all relevant spare parts, tools and ground support equipment offered by 328 Support Services GmbH.

Catalogue list prices are stated in EURO and are subject to change without prior notice particularly with respect to any price alterations from Suppliers/Vendors.

United States Dollars (USD) pricing may be available in certain pricelists

All prices are quoted "Ex Works" Airport Oberpfaffenhofen, Germany, exclusive of value-added tax and all other taxes, duties or fees that might be levied and applicable.

All parts listed in the price list are subject to availability.

Rotable Exchange Programme

328 Support Services GmbH offers Dornier 328 Aircraft 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 328 Support Services GmbH 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, 328 Support Services GmbH 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 328 Support Services GmbH facilities within fifteen (15) days after the date the exchange unit was shipped.
- The returned core will become the property of 328 Support Services GmbH
- Customer must use the Return Material Authorization (RMA) Form for returning the core
- Should the unserviceable exchange unit (core) be received by 328 Support Services GmbH more than fifteen (15) days after the date on which 328 Support Services GmbH 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: 328 Support Services GmbH 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 328SSG“ for the exchange core return process and the RMA shipping procedures.



Spare Parts Rental Programme





328 Support Services GmbH 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 328 Support Services GmbH until the rental part is returned from the Customer and received by 328 Support Services GmbH




-  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 328 Support Services GmbH

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

Flight Hour Service Plan

328 Support Services GmbH 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 328 SSG'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 328 Support Services GmbH or its suppliers. 328 Support Services GmbH proprietary items can only be ordered directly from 328 Support Services GmbH'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 328 Support Services GmbH.

3.2.6 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"

3.3.3 sales responsibilities


The Sales Team offer the following expertise for Dornier 328:

-  Assistance with purchase of aircraft including pre-purchase inspection
-  Arranging maintenance

Modifications such as:

-  VIP Conversions
-  Airliner cabin renovation
-  Special Mission
-  Air Ambulance
-  Pax-Cargo quick change
-  Coast Watch
-  Border Guard / Surveillance
-  Pollution Monitoring
-  Aircraft Liveries
-  Avionic Upgrades

Beyond 328:

-  Non-Dornier conversions
 - ✓ VIP monuments
 - ✓ Control cables
 - ✓ Wiring looms
 - ✓ Avionics modifications

We hope to see you here in Oberpfaffenhofen or at one of the many world-wide Air Shows.



3.4 warranty policies

3.4.1 introduction

Warranty claims submitted to 328 Support Services GmbH are subject to Warranty Administration Procedures as outlined in this manual.

3.4.2 standard warranty conditions for spare parts

328 Support Services GmbH liabilities under this warranty are limited to correction by repair, replacement or rework at 328 Support Services GmbH discretion. Any correction performed under this warranty shall be covered by the unexpired portion of the original warranty period.

Limited Warranty for new 328 Support Services GmbH Proprietary Spare Parts		
Covering: defects in material or workmanship.		
Spare parts, new	Transport: one way	12 months

Limited Warranty for used 328 Support Services GmbH Proprietary Spare Parts		
Covering: defects in material and workmanship.		
Spare parts, repaired / overhauled	Transport: one way	6 months

Vendor Spare Parts Warranties		
New parts	Transport: one way	12 months
Used parts	Transport: one way	6 months

3.4.3 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.

3.4.4 repair of customer owned units

Warranty Repair

328 Support Services GmbH's authorization is required prior to the delivery of a customer owned unit to 328 Support Services GmbH 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 [3.4.2](#).

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.

3.4.5 contacts

328 Support Services GmbH Warranty Administration

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

Attn: 328 Support Services GmbH
Material Support
PO Box 1252
82231 Wessling
Germany
Fax: +49 8153 88111 2067
E-mail: warranty-repair@328.eu

3.5 aircraft services

3.5.1 introduction

Our Maintenance- and Production-Organisation in Oberpfaffenhofen/Germany has been established to cover our Customers various requirements and to provide them with efficient Maintenance and Field Services.

328 Support Services GmbH offers Operators of the Dornier 328 and Dornier 328JET optimum aircraft maintenance.











Excellently trained, motivated and experienced engineers and mechanics and top quality standards guarantee that Dornier 328 aircraft maintained by 328 Support Services GmbH operate extremely reliable and remain valuable assets. The range of services includes the full spectrum of line- and base maintenance activities, structural inspections and engine services, as well as upgrade and modification work.

328 Support Services GmbH is the service provider for Dornier 328 and Dornier 328Jet, Airline, VIP, Corporate and Special Mission aircraft that are customized to the individual Operators desires. With a unique portfolio, we offer a complete bandwidth of services for all configurations of your Dornier 328 aircraft fleet.

3.5.2 contacts

<p>328 Support Services GmbH PO Box 1252 82231 Wessling Germany www.328.eu</p>	<p>Shipping Address: 328 Support Services GmbH Building 379 Sonderflughafen Oberpfaffenhofen 82234 Wessling / Germany</p>
<p>Head of Maintenance & Production: Nico Neumann</p>	<p>Tel.: +49 (0) 8153 88111 2815 Fax: +49 (0) 8153 88111 4303 Email: nico.neumann@328.eu</p>
<p>Manager Planning: Sebastian Böhn</p>	<p>Tel.: +49 (0) 8153 88111 3232 Fax: +49 (0) 8153 88111 4303 Email: sebastian.boehnl@328.eu</p>
<p>Maintenance Manager: Heinz Jagusch</p>	<p>Tel.: +49 (0) 8153 88111 2045 Fax: +49 (0) 8153 88111 4303 Email: heinz.jagusch@328.eu</p>

3.5.3 Scope of Services

-  Line and Base Maintenance Organisation acc. to EASA Part 145 Approval Certificate Reference No.: DE.145.0208
-  FAA repair station acc. FAA Nr. 328Y969Y
-  Acceptance of Maintenance Arrangements of the Cayman Islands
-  Nigerian AMO (AMO/D/SSG)
-  Proprietary Parts Production, Repair and Manufacturing acc. EASA Part 21 G Approval Certificate Reference No.: DE.21G.0002
-  Approved Organisation acc. EN 9100
-  Maintenance, refurbishment and remarketing of used Dornier 328 aircraft
-  Design and integration of VIP Interior
-  Complex modifications and conversion to special mission configuration
-  328 Support Services GmbH as Type Certificate Holder and 328 Design GmbH as approved Design Organisation acc. EASA 21J.438 assure professional accomplishment of customer design demands.



4 pricing

Note:

Technical Services prices are in Euro.

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

4.1 general

All given prices are subject to change without notice.

4.2 technical support

328 Support Services GmbH 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"> • part change • indication of discrepancy • inquiry about engineering solutions • incident / accident report 	Free of charge (FOC)	-	-
Basic Fee per Event Note: Additional Engineering services charged as required	395 Euro	-	2 hours Engineering services
AOG* Fee Note: Engineering services charged as required	1500 Euro	-	-
Urgent* Fee Note: Engineering services charged as required	600 Euro	-	-
Engineering services	-	195 Euro	-

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

4.3 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 [4.3.3](#)) but individual quotations will be provided for each specific request.

4.3.1 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.

4.3.2 coordinator

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

4.3.3 working party

In addition to the Technical Representatives, 328 Support Services GmbH Field / Working Party Support are available on request. To support accomplishment of specific tasks, 328 Support Services GmbH 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 4.3.1)	1500 Euro flat rate* per day
Co-Ordinator 1 day - 1 week (see 4.3.2)	1200 Euro flat rate* per day
Working Party 1 day - 1 week (see 4.3.3)	1000 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)

5 A/C safety & investigations

5.1 introduction

The safety of the 328 Aircraft delivered to our Customers is a core responsibility of 328 Support Services GmbH, it is a personal value and an important source of our competitive advantage. 328 Support Services GmbH 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. 328 Support Services GmbH strives for the highest practical safety levels in close co-operation with its Customers. 328 Support Services GmbH 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, 328 Support Services GmbH 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 328 Support Service GmbH is able to react in the correct manner. This action requires the supply of information to 328 Support Services GmbH for liaison with the Authorities and the owner/operator as well as coordination of the technical action with the Authorities and operator.




In the event that a 328 Aircraft is involved in an Accident/Incident, the owner/operator of the aircraft must ensure that 328 Support Services GmbH is informed as soon as possible.

Global Support Centre:

E-Mail: gsc.op@328.eu
Phone: +49 8153 88111 6666
Fax: +49 8153 88111 6565

5.2 reporting of accidents

Any person who is becoming aware of an accident involving a Dornier 328 aircraft should immediately contact the Global Support Centre 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

The EASA Form 44 should be used to report this information. See section [7.3](#).



5.3 reporting of incidents

An incident that might be of interest to 328 Support Services GmbH should also be reported. This may be done either using the SPR Form (refer to section [7.1](#)) or the Aircraft EASA Form 44 (see section [7.4](#)). However, as operators have to report incidents to their local authorities too, it will be sufficient for operators to send 328 Support Services GmbH a copy of this Incident Report.

5.4 emergency contacts

Global Support Centre

Phone: +49 (0) 8153 88111 6666
Fax: +49 (0) 8153 88111 6565
E-Mail: gsc.op@328.eu

Florian Luithlen

Director of Customer Support
Representative of the Dornier 328 TC Holder

Phone: +49 (0) 8153 88111 2122
Mobile: +49 (0) 151 140 844 27
E-Mail: florian.luithlen@328.eu



6 links to certificates

6.1 easa & faa type certificate data sheets

<http://328.eu/support/tc-holdership/approvals/>

Please find further Approval Certificates at following links:

<http://328.eu/support/resources/approvals/>


<http://328.eu/modification-completion/design-engineering/design-approvals/>



7 forms

7.1 spr form

<h2 style="margin: 0;">Service Problem Report</h2>	
Classification: AOG <input type="checkbox"/> Urgent <input type="checkbox"/> Routine <input type="checkbox"/>	
Date and Time when Final Solution (RAS) is needed: _____	
Customer Purchase Order Number: _____	
A/C Identification Aircraft Model _____ Serial No. _____ Total FH _____ Registration _____ Operator _____ Total FC _____	
Failure Occurrence Data Failure Date _____ A/C Situation _____ A/C Location _____ Failure Time (GMT) _____ Weather Condition _____	
Component Data P/II _____ S/II _____ Faulty Unit _____ TSH _____ CSII _____ ATA System _____ TSO _____ CSO _____	Indication of Failure <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"/> Corrosion <input type="checkbox"/> Cockpit Ind. Caution <input type="checkbox"/> Vibration <input type="checkbox"/> Cockpit Ind. Warning <input type="checkbox"/> Leakage <input type="checkbox"/> Other: _____
Location of Damage Frames: _____, Stringers: _____	
Apparent Cause of Failure <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	
Extent of damage Measured in <input type="checkbox"/> inch <input type="checkbox"/> millimetre Depth: _____ Diameter: _____ Length: _____ Width: _____ Profile of damage: _____	
Distance from edge of damage to Measured in <input type="checkbox"/> inch <input type="checkbox"/> millimetre Frame: _____ Stringer/Longeron: _____ Skin Edge: _____ Doubler: _____ Door/Window cut-outs: _____ Chem.-mill. Edge: _____ Bonded Doubler: _____ Other: _____	
Used Inspection method <input type="checkbox"/> Visual external <input type="checkbox"/> Liquid <input type="checkbox"/> Tab Test Findings: <input type="checkbox"/> Visual internal <input type="checkbox"/> Eddy Current <input type="checkbox"/> Ultrasonic <input type="checkbox"/> Other	
Reporter: _____ Phone: _____ Mobile: _____ Email: _____ Fax: _____	Point of Contact: _____ Phone: _____ Mobile: _____ Email: _____ Fax: _____
<p>Please send this SPR form to the Global Support Centre via email (gsc_op@328.eu) or via fax (+49 8153 88 111 6565) For further information call +49 8153 88 111 6666</p> <p>SPR-Form - Issue: 2.0 - Dated: 11-03-2015</p> <p><small>328 SSG - Internal Reference VA-AA-13-11</small></p>	

	<h2>Service Problem Report</h2>
Action on site:	
Problem Description:	
Specific Request:	
Repair Proposal from Operator/Maintenance Station and/or available Material:	
<p>Note: We would like to ask you to enclose some photographs with wide shots, close views and showing some details. Please mark (direct on the aircraft or on the photo) relevant measurements and positions such as Frames, Stringer and Bolts in the case that they're not clearly apparent.</p>	
<p>Please send this SPR form to the Global Support Centre via email (gsc.op@328.eu) or via fax (+49 8153 88 111 6565) For further information call +49 8153 88 111 6666</p>	
<p>SPR-Form - Issue: 2.0 - Dated: 11-03-2015</p>	
<p>328 55G - Internal Reference VA-AA-13-11</p>	

7.3 aircraft tracking form

Dornier 328 Aircraft Tracking Report

Issue: 2.0 - Dated: 11-03-2015

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

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

Date of Report	
Aircraft TSN	
Aircraft CSN	

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

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

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

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

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

* if applicable


Please send Form to Global Support Centre: +49 8153 88111 6565 or E-Mail: gsc.op@328.eu

7.4 easa form 44

<http://easa.europa.eu/iors/doc/Technical%20Occurrence%20Report%20Form.pdf>



7.5 sample rma form

		RMA No.: <input type="text"/>	
Return Material Authorisation Form		Date: 01.04.2015	
PART REMOVAL TAG			
Operator:		Name of Service Center:	
AIRCRAFT INFORMATION			
A/C Type:		A/C S/N:	A/C Registration:
Total Flight Hours:		Total Cycles:	
PART INFORMATION			
Part No.:	QTY:	Removal Date:	ATA Chapter:
Serial No.:	TSN:	TSI:	TSO:
Part Description:	CSN:	CSI:	CSO:
Component Source (check appropriate):			
<input type="checkbox"/> item was originally installed on identified Aircraft <input type="checkbox"/> item was purchased from 328 Support Services with order number: _____ <input type="checkbox"/> item was overhauled/repared with order number: _____			
REASON FOR REMOVAL / RETURN			
SPR No.:			
Indication of Failure			
<input type="checkbox"/> Blocked	<input type="checkbox"/> Cracked	<input type="checkbox"/> Deformation	<input type="checkbox"/> Delamination
<input type="checkbox"/> Icing	<input type="checkbox"/> Corrosion	<input type="checkbox"/> Vibration	<input type="checkbox"/> Leakage
<input type="checkbox"/> Overheat	<input type="checkbox"/> Overtemp	<input type="checkbox"/> Smoke	<input type="checkbox"/> Power Loss
<input type="checkbox"/> Other _____			
Apparent Cause of Failure			
<input type="checkbox"/> System Failed	<input type="checkbox"/> Component Failure	<input type="checkbox"/> Mishandling	<input type="checkbox"/> Hard Landing
<input type="checkbox"/> FOD	<input type="checkbox"/> Short Circuit	<input type="checkbox"/> Fire	<input type="checkbox"/> Fatigue
<input type="checkbox"/> Icing	<input type="checkbox"/> Contamination	<input type="checkbox"/> Lightning Strike	<input type="checkbox"/> Jet Blast
<input type="checkbox"/> Other _____			
<input type="checkbox"/> Overshipment / False Shipment / Loan Return		Delivery Note No.: _____	
<input type="checkbox"/> Unused return			
REPAIR / EXCHANGE WARRANTY CLAIM INFORMATION			
Check Appropriate:			
<input type="checkbox"/> Repair and Return	} Warranty: <input type="checkbox"/> yes <input type="checkbox"/> no		
<input type="checkbox"/> Exchange			
<input type="checkbox"/> Overhaul	<input type="checkbox"/> Modification	<input type="checkbox"/> DOMEK	
SUBMITTED BY			
Name (please print):		Date, Signature	Phone, Fax
Point of Contact: Name: Wirth, Karin		Phone: +49 (0) 8153-88111 2157	
Email: Karin.Wirth@328.eu		Fax: +49 (0) 8153-88111 2087	



8 abbreviations & acronyms

A/C	Aircraft
Active Stock	Directly Available Parts
AOG	Aircraft On Ground
CSI	Customer Support Information
CSN	Cycles Since New
GSC	Global Support Centre
GSE	Ground Support Equipment
ISTI	In Service Technical Information
ITEM	Illustrated Tool and Equipment Manual
ISC	Industry Steering Committee
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
MPIG	Maintenance Programs Industry Group