

Liebherr-Aerospace Customer Services

Experience Lifecycle Support



LIEBHERR

The Liebherr Group

Liebherr Aerospace & Transportation SAS is part of the Liebherr Group of Companies, a family-owned enterprise, which offers a wide range of products and services in various areas. Since its foundation in 1949, the enterprise has steadily grown to a group with more than 130 companies and around 39,000 employees located on all continents. The Liebherr Group of Companies is a decentralized

organization comprising eleven company units. This decentralized structure, flat hierarchies and long-term commitments are key factors of our success in developing products, markets and customer relationships according to specific demands. Liebherr's aerospace and transportation systems division employs around 4,900 people.

Liebherr-Aerospace

Liebherr-Aerospace is a system provider for air management, flight control/actuation, and landing gear systems as well as gearboxes for civil and military aircraft and helicopters.

To ensure that we are one step ahead, we continuously invest in our services portfolio, innovative technologies and facilities.

Our worldwide service network enables us to anticipate and understand individual customer needs with quick response times, wherever required.

We base our relationships on loyalty and fair play, through long-term close cooperation with you, our customers and partners.

The wide range of our customer portfolio and services grant us a comprehensive overview of the Aviation Market and its local specifics. This diversity allows us to remain independent and to take decisions rapidly and autonomously.

Our success is founded on the degree to which our employees identify with our services, products, and the values from a family owned business.

Our teams are proud to work on Liebherr products.



**Experience
Lifecycle Support**



Design & Development



At Liebherr-Aerospace we strive to design the next generation of services for you, our customers, and our equipment. Using our system knowledge, gathered through millions of hours of real life data, we create equipment that is easy to test and maintain, reliable, and exceeds your expectations.

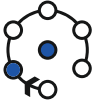
Customer support and engineering design teams are paired to combine innovative ideas with field experience to develop a cost optimized system that meets your demands and the competitive environment.

Engineering and support teams work together during the development phase.



The altitude chamber is only one example of our test capabilities.





**Experience
Lifecycle Support**

Manufacturing

We expand and improve our manufacture and production methods for the future while maintaining necessary machinery, tools, means, and skills to be able to support aircraft operations long after production has stopped.

In our manufacturing process, characteristics such as flexibility, efficiency, quality, reactivity and also sustainability are mandatory: each site commits to ambitious targets of reducing environmental impact.

Having close ties with you, our customer, allows us to plan and anticipate your needs and to deliver services where you require them.

Team work and knowledge transfer to next generations.



Entry into Service

Entry into Service is commonly considered as the transfer from the end of development to the first delivery to an operator. However, we understand that the first time you will operate an aircraft, regardless of its age, you will experience an Entry into Service.

Our Entry into Service Package consists of:

- Training sessions to familiarize and prepare your maintenance personal and our global field service network
- Distributing technical documentation
- Providing recommendations for initial provisioning and strategically placing assets
- Suggesting tools and parts to maintain our systems
- Monitoring the component behavior while in operation

All of these initial steps are part of a structured and mature framework, overseen by frequent and direct contact with you.

At Entry into Service, you can rely on us: we are close to you.



Quality inspection prior to spare delivery



Training

We believe that product and service training is paramount to the connection with you. Our dedicated training staff provides individual product and service training both, in-house and at your facility. This multi-cultural team leads customer workshops per region to share expertise and establish a wide knowledge base on our products. These seminars offer an open forum for you and us to share experience and best practices.

Training session



Operations



More than 600 employees in Customer Services in our global network are dedicated to support you locally.

The stations, offering a wide range of services, are your regional focal points and your first point of contact for whatever your need.

Each station is able to provide local support to you with:

- material solutions
- service solutions
- technical support

Our services stations are located close to you:

- North America and Canada
- South America
- Europe
- Russia
- Middle East
- Asia
- China

On the following range of systems:

- Air management
- Electronic components and gearboxes
- Flight control/actuation
- Landing gear

Our Field Service Experts are always ready to support you on-site.



Material and Service Solutions

For air management, flight control/actuation and landing gear systems as well as gearboxes we provide innovative solutions with practical value. With decades of experience in competitive aftermarket, we know each customer's business is unique. No matter the size of your operation, we are flexible exploring and adapting our commercial support to your needs.

Single Interface Service offers are provided through our partner companies: OEMServices*, focusing on civil aviation aircraft and OEMDefense Services*, specializing in comprehensive solutions for military aviation.

Our global logistic package optimizes your stocks, reducing your assets and limiting your risk exposure.

These tailored pool programs as well as advanced exchange, rotatable supply, and spare sales are available at each station.

*Joint Venture Companies -
respectively 25% and 20% share held by Liebherr

Time is of essence: we commit to repair in the shortest time and we optimize the dispatching process.



Technical Support

As a system designer, our technical support is a commitment to you, based on the original design criteria, to assist our equipment through its lifecycle.

Dedicated experts answer your questions directly and provide guidance to determine sustainable operation solutions.

In addition, we also provide extensive repair and restoration solutions through our service network.

To predict operational trends and develop best practice methods, we collect and evaluate data, to provide tools to communicate in-service recommendations.

Our technical teams know our products by being in shop and close to you.



Customer Service Centers

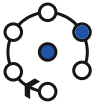
We constantly invest in training our staff to guarantee excellence and the same level of service within our network. Your benefit is a local representative who speaks your language, and understands your region and culture.

Our AOG support is locally organized, extends through the network, and is available 24/7/365.

For continuous connection, you can go on our website: www.liebherr.com.

We are always within easy reach.





Our in-service engineers work continuously on innovative repair solutions and product enhancements to reduce your maintenance costs, respond to your expectations, and meet new airworthiness' requirements.

Our dedicated, experienced teams will help you to implement any enhancement with tools for planning and services, to minimize impact on your operations.

As a Design Organization Approved (DOA) company, we can use the wide range of test capabilities from our OE facilities to quickly develop and implement our enhancements.

Enhancement is a continuous ambition for our experts.



Next Generation

The long life of an aircraft represents years of accumulated experience and knowledge of systems and equipment performance.

We channel this knowledge, compiled with innovative technologies, to push the boundaries of our future services.

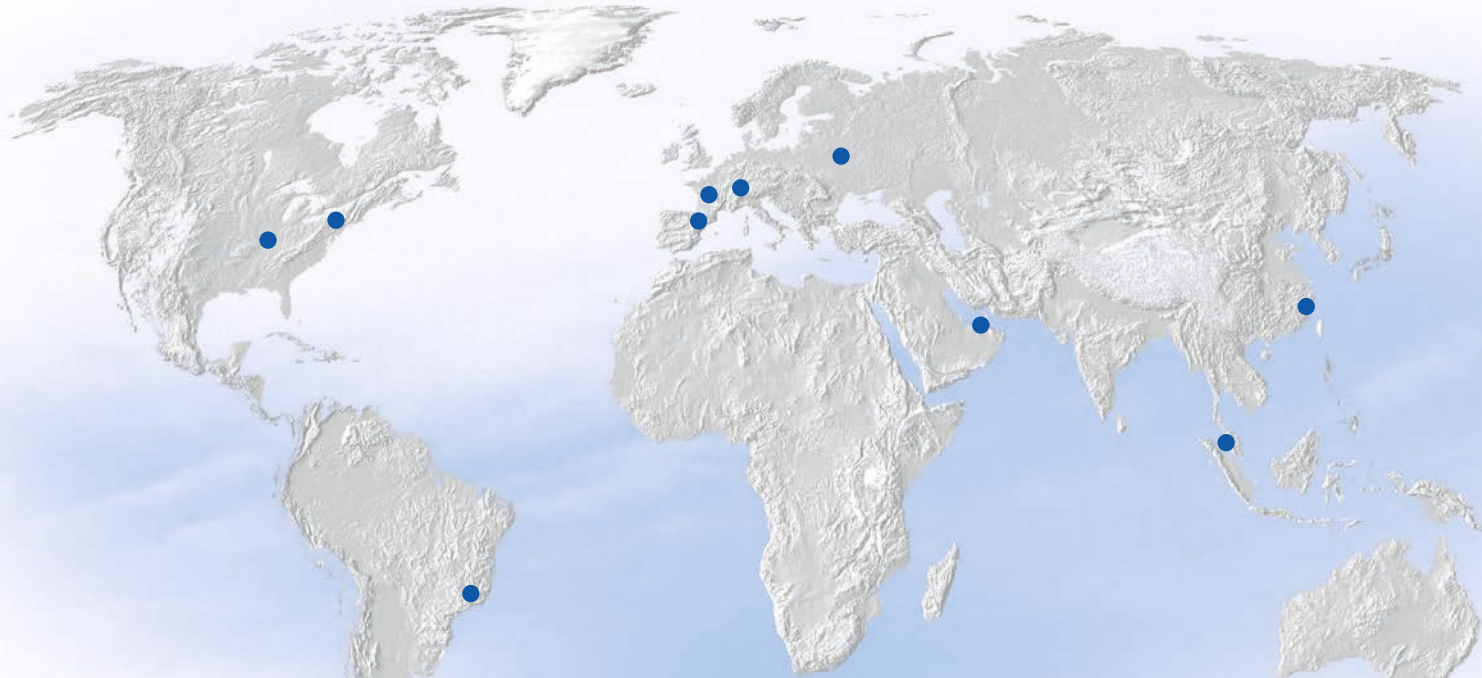
We are thinking of tomorrow today.



Liebherr-Aerospace Customer Services

A global network locally implemented:

We are always close to where your needs are.



Liebherr-Aerospace Lindenberg GmbH

Pfänderstrasse 50-52
88161 Lindenberg / Allgäu
GERMANY
Tel: +49 83 81 46 0
E-Mail: info.lli@liebherr.com

Liebherr-Aerospace Toulouse SAS

408 avenue des États-Unis
31016 Toulouse / Cedex 2
FRANCE
Tel: +33 5 61 35 28 28
E-Mail: info.lts@liebherr.com

Liebherr-Aerospace Saline, Inc.

1465 Woodland Drive
Saline, MI 48176-1259
USA
Tel: +1 734 429 7225
E-Mail: info.lsl@liebherr.com

Liebherr-Aerospace Canada Ltd.

4250 Autoroute Chomedey
Laval, Québec
H7R 6E9
CANADA
Tel: +1 450 963 7174
E-Mail: info.laca@liebherr.com

Liebherr Aerospace Brasil Ltda.

Rua Dr. Hans Liebherr No. 1
Vila Bela 12522-640
Guaratinguetá
São Paulo
BRASIL
Tel.: +55 12 2131 4000
E-Mail: info.lab@liebherr.com

Liebherr-Aerospace China

315 Jian Ye Rd., Building No. 3-C
Zhong Quan R & D Park,
Pudong New District
201201 Shanghai
PR CHINA
Tel: +8621 2033 7801
E-Mail: spares-lac@liebherr.com

Liebherr-Aerospace Singapore

8, Pandan Avenue
Singapore 609384
SINGAPORE
Tel: +65 62 65 23 05
E-Mail: info.lsi@liebherr.com

Liebherr-Aerospace Russland OOO

1-ya Borodinskaya, 5
121059 Moscow
RUSSIA
Tel: +7 495 280 1671
E-Mail: aerospace.lru@liebherr.com

Liebherr-Aerospace Middle East

Jebel Ali Free Zone (South)
P.O. Box 25 40
Dubai
UNITED ARAB EMIRATES
Tel: +971 4 88 60 199
E-Mail: damon.seksaoui@liebherr.com

OEM Services*

17, rue des Guyards
91200 Athis-Mons
FRANCE
Tel: +33 1 49 75 45 75
E-Mail: info@oemservices.aero

OEM Defence Services**

45, rue de Villiers
92526 Neuilly-sur-Seine Cedex
FRANCE
Tel: +33 1 34 81 40 11
E-Mail: contact@oemdefenceservices.com

* 25% share held by Liebherr-Aerospace

** 20% share held by Liebherr-Aerospace

Liebherr-Aerospace & Transportation SAS

408 avenue des États-Unis, B.P. 52010, 31016 Toulouse Cedex 2, France
☎ +33 561 35 2828, Fax +33 561 35 2676
www.liebherr.com, www.liebherr.aero, E-Mail: info.aer@liebherr.com