

WORLDWIDE CUSTOMER SUPPORT MANUAL

**SATHOM SARL
Hauptstrasse 24
CH-4437 Waldenburg
Switzerland**

Introduction

Dear Customer,

This document is containing all necessary SATHOM information to support your daily business activities and is providing guidance in terms of procedures and processes. All your needs relating to Customer Support Services and all important contacts are listed.

Our Services include:

- **Maintenance/Repair**
- **Technical Services**
- **Spares and Material Support**
- **Technical Publications**
- **On-site support**
- **Training**
- **Entry-into-service support**
- **Warranty service**

Our aim is to achieve the highest level of Customer satisfaction and we are therefore constantly exploring new ways of improving our support system.

Your recommendations or suggestions are welcome at any time.

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Table of content:

| | |
|--|-----------|
| 1 Location | 5 |
| 2 Contacts..... | 6 |
| 2.1 General Address | 6 |
| 2.2 Customer Support | 6 |
| 2.3 Quality Management..... | 6 |
| 2.4 Maintenance | 6 |
| 2.5 Sales and Marketing..... | 7 |
| 3 Introduction of all departments facing the Customer | 8 |
| 3.1 Customer Support | 8 |
| 3.1.1 The main responsibilities of Customer Support..... | 8 |
| 3.1.2 Availability | 8 |
| 3.1.4 Technical Publications | 9 |
| 3.1.5 On-Site Support | 9 |
| 3.1.6 Customer Support Team | 9 |
| 3.2 Material Support | 9 |
| 3.2.1 General | 9 |
| 3.2.4 Standard Services..... | 10 |
| 3.2.5 Order Processing..... | 10 |
| 3.2.6 AOG Service..... | 13 |
| 3.3 Sales & Marketing | 13 |
| 3.3.1 General | 13 |
| 3.3.2 Contact..... | 13 |
| 3.4 Warranty Policies | 13 |
| 3.4.5 Contacts | 14 |
| 4 Pricing..... | 14 |
| 4.1 General | 14 |
| 4.2 Technical Support..... | 14 |
| 4.3 On-Site Support | 14 |
| 4.3.1 Engineering Assessment | 15 |
| 4.4 Technical Publication Prices..... | 15 |

1 Location

Our company SATHOM SARL is based at: Hauptstrasse 24, 4437 Waldenburg, Switzerland.



Picture: SATHOM SARL, Waldenburg, Switzerland



Picture: Flight Instruments Assembly shop

2 Contacts

2.1 General Address

**SATHOM SARL
Hauptstrasse 24
4437 Waldenburg
Switzerland**

**Phone: +41 61 366 4000
Email: info@sathom.com
Web: www.sathom.com**

2.2 Customer Support

**SATHOM SARL
Hauptstrasse 24
4437 Waldenburg**

**Phone: +41 61 366 4029
Email: sales@sathom.com
Web: www.sathom.com**

2.3 Quality Management

**SATHOM SARL
Hauptstrasse 24
4437 Waldenburg**

**Phone: +41 61 366 4000
E-mail: quality@sathom.com
Web: www.sathom.com**

2.4 Maintenance

**SATHOM SARL
Hauptstrasse 24
4437 Waldenburg**

**Phone: +41 61 366 4017
Email: maintenance@sathom.com
Web: www.sathom.com**

2.5 Sales and Marketing

SATHOM SARL
Hauptstrasse 24
4437 Waldenburg

Phone: +41 61 366 4000
Email: sales@sathom.com
Web: www.sathom.com

3 Introduction of all departments facing the Customer

3.1 Customer Support

The goal of the Customer Support Team is to provide the customer (OEM's, Integrators, Dealers, Operators) with an excellent service. The scope of duties comprises technical services, provision of technical publications, training, on-site support and entry-into-service support.

The Customer Support's Support Centre acts as the single point of contact for inquiries, all technical and engineering requests.

3.1.1 The main responsibilities of Customer Support

- Response against customer RFI & RFQ
- Effective examination, clarification and resolving of customer inquiries
- Customer satisfaction

3.1.2 Availability

| Monday to Friday | Saturday, Sunday Public holidays | AOG |
|--|--|--|
| 8 a.m. to 5 p.m. local time in Switzerland | By email on the following e-mail- address sales@sathom.com | AOG-telephone- service for public holidays t.b.d. |
| Note: An automatic telephone system is directing calls if all lines are busy or outside normal working hours to an answering machine. | | |

Response times:

| Classification | First answer within: | Final answer within: |
|-----------------------|---------------------------------|---------------------------------|
| AOG | 4 hours after receipt | 8 hours* |
| URGENT | 8 hours after receipt | 2 working days** |
| ROUTINE | 24 hours after receipt | 10 working days** |

* Requests needing detailed engineering work and Authority approval such as TC amendment cannot be covered by this response time.

**Working days = Monday to Friday, excluding public holidays, Saturdays and Sundays

3.1.4 Technical Publications

All Technical Publications are administered by SATHOM, Technical Department, Waldenburg, Switzerland.

A Technical Publication Index is published on: www.sathom.com

Please note that subscriptions are only available on a “cash in advance” basis. All requests for Technical Publications should be directed to the address given in section 2. CMM’s (component maintenance manuals) are not offered to customers.

3.1.5 On-Site Support

On request Customer Support can deploy a qualified expert on-site for:

- Troubleshooting
- On the job training
- Technical investigation

Pricing for on-site support is shown in section 4.

3.1.6 Customer Support Team

The Customer Support is the focal point of contact for any commercial and technical support inquiries. The Customer Support is in continuous communication with the Technical Support and Engineering Team for further processing.

3.2 Material Support

3.2.1 General

The primary objective is to offer spare parts, tools and ground support equipment.

SATHOM maintains more than 500 active partnumbers and a stock of selected units (LRU). Units not available from stock are built to order and will be delivered within applicable lead times. Standard leadtimes are 8 to 16 weeks. Leadtimes less than 8 weeks shall be subject to individual request and clarification.

Material Support Service Hours

Monday through Friday from 8 a.m. to 5 p.m.

Material Support Response Time & Delivery Performance

| Service Level | Definition | Response Time | Dispatch Time |
|----------------------|--------------------------------------|----------------------|--------------------------|
| AOG | Aircraft on Ground | 8 hours | subject to clarification |
| Critical | Imminent AOG or work stoppage | 24 hours | subject to clarification |
| Routine | Within published or quoted lead-time | 48 hours | subject to clarification |

**Working days = Monday to Friday, excluding public holidays, Saturdays and Sundays

3.2.4 Standard Services

SATHOM serves as the focal point of contact for Customers regarding all spare part related issues such as:

- Order processing
- Repair Services

3.2.5 Order Processing

Quotations

Actual prices will be quoted on request. All quotations will be valid for thirty (30) days or as otherwise expressly quoted by SATHOM SARL. Some items might be not in open distribution and a quotation cannot be given.

Purchase Orders

Each Purchase Order shall be in writing and addressed to the Customer Support Team. It shall contain the following customer specific information:

- Name and address of buyer
- 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 type and Serial Number for which the material is ordered
- Method of shipping (orders that do not contain shipping instructions will be shipped ex works)
- SATHOM quotation number and part number

Note:

A minimum charge of 200 CHF (or the equivalent USD value) per order line shall be applied and a minimum-order-value of 500 CHF (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 SATHOM Sales Administration.

Order Cancellations

Any cancellation of an order is subject to SATHOM SARL approval and subject to terms and conditions. Any cost resulting due to an order cancellation must be borne by the customer

Returning Parts to SATHOM

All part returns are subject to prior written approval by SATHOM SARL.

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

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

Return Shipment Address:

**SATHOM SARL
Hauptstrasse 24
CH 4437 Waldenburg
Switzerland**

The RMA Procedure is applicable to all material returns.

Repair of Customer Owned Parts

SATHOM authorization is required prior to the delivery of a customer owned part to SATHOM for repair, overhaul or modification. This authorization shall be issued by the Customer Support Team after receipt of the following information:

Item Part Number
Item Serial Number
Return part information (repair, modification, other reasons)

Parts are to be returned to SATHOM on DDP basis and with a completed RMA Form included to the above mentioned return shipment address.

All accrued shipping and handling charges as well as taxes shall be borne by the Customer.

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 SATHOM SARL General Terms and Conditions.

Packing

Packaging and labeling will conform to standard commercial practice.

Shipping

Customers are requested to specify their method of shipment for routine orders and authorize SATHOM 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 SATHOM 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

SATHOM is not publishing a pricelist. Items are regularly built to order and are aircraft specific. Pricing will be quoted by SATHOM individually for all relevant material, tools and ground support equipment.

USD or EUR pricing may be available on request.

All prices are quoted "Ex Works", 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

This service is under construction and currently not available.

3.2.6 AOG Service

An AOG service is under construction. Please contact us directly for any AOG clarifications.

3.3 Sales & Marketing

3.3.1 General

The SATHOM Sales Team support customers as per their individual request for new unit deliveries, support contracts, obsolescence support.

3.3.2 Contact

SATHOM SARL
Hauptstrasse 24
4437 Waldenburg

Phone: +41 61 366 4014
Email: sales@sathom.com
Web: www.sathom.com

3.4 Warranty Policies

3.4.1 Introduction

Warranty claims submitted to SATHOM are subject to Warranty Administration Procedures.

3.4.2 Standard Warranty Conditions

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

Please see the general warranty conditions under www.sathom.com

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.

3.4.4 Repair of Customer Owned Units

Warranty Repair

SATHOM authorization is required prior to the delivery of a customer owned unit to SATHOM for repair. This authorization will be issued by the SATHOM Customer 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, Modification).

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

SATHOM Warranty Administration

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

SATHOM SARL
Hauptstrasse 24
4437 Waldenburg

Phone: +41 61 366 4029
Email: sales@sathom.com
Web: www.sathom.com

4 Pricing

Note: All prices are in CHF.

Please indicate with order if payment in US Dollars/EUR is preferred.

4.1 General

Prices for Technical Services and On-Site support are provided by SATHOM on request and as per customer requirements (a SOW statement of work shall be created)

4.2 Technical Support

SATHOM is providing technical services. A service fee might be applicable and shall be individually quoted on customer request case by case.

For AOG services an AOG surcharge will be applicable.

4.3 On-Site Support

Various on-site support by one or several Technical Representative(s) is available on request. A fee shall be offered case by case.

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 customer as per customer specific request.

On-Site Service rate per work day per person (based on 8hrs/day)

Engineering Assessment 1 day – 1 week = 1200 CHF flat rate* per day

Airfares, hotel accommodation, daily expenses and local transport shall be borne by the Customer (as applicable).

4.4 Technical Publication Prices

Technical publications about the SATHOM products are available on request and will be quoted individually case by case.