

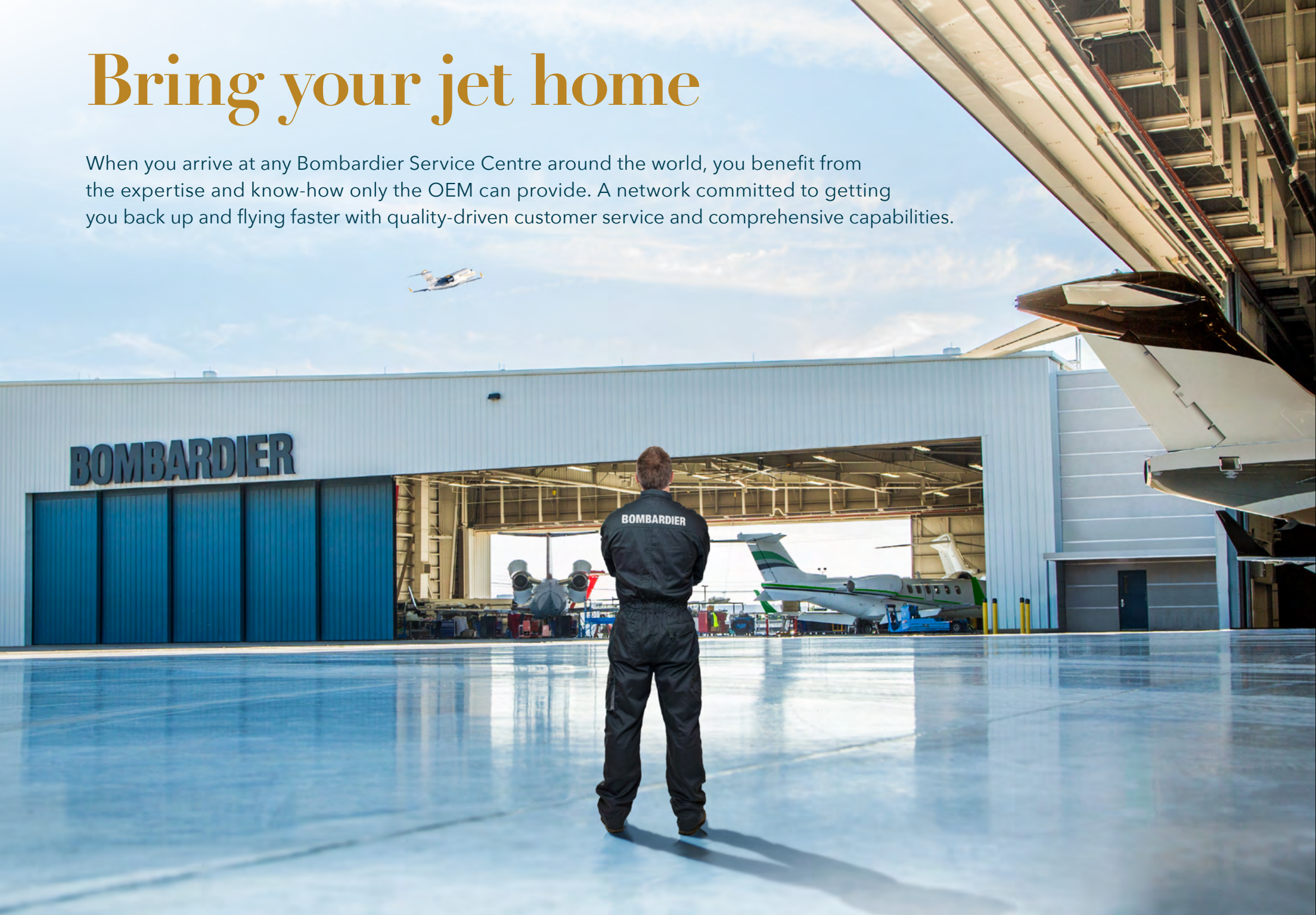
# Service Centres & Line Stations

Capabilities Matrix

**BOMBARDIER**

# Bring your jet home

When you arrive at any Bombardier Service Centre around the world, you benefit from the expertise and know-how only the OEM can provide. A network committed to getting you back up and flying faster with quality-driven customer service and comprehensive capabilities.



# Service centres worldwide

We work around the clock to keep you flying. Behind the scenes, a network of technicians and customer service representatives anticipate your every need – wherever, whenever.



To schedule your aircraft at a Bombardier Service Centre, please contact a Regional Sales Manager or email: [servicesales@aero.bombardier.com](mailto:servicesales@aero.bombardier.com)

For 24/7 AOG and unscheduled maintenance support, please contact the Customer Response Centre (CRC):  
North America (toll free) **1-866-JET-1247** (1-866-538-1247) | International **+1-514-855-2999**



UNITED STATES		SERVICE	LEVEL OF SERVICE	COUNTRY APPROVALS		OEM AUTHORIZATIONS
	<b>Dallas Service Centre</b> 7336 Aviation Place Dallas Love Field Airport Dallas, TX 75235 +1-469-791-4000	Airframe	Heavy	Aruba Australia Canada - TCCA Cayman Islands EASA FAA	Guernsey Isle of Man Mexico San Marino	General Electric Honeywell Collins Aerospace Rolls Royce
		Avionics	Heavy			
		Engine	Heavy			
		Interior	Intermediate			
		Paint	Light			
		Engineering	OSS			
	<b>Fort Lauderdale Service Centre</b> 4100 Southwest 11th Terrace Fort Lauderdale International Airport Fort Lauderdale, FL 33315 +1-954-622-1200	Airframe	Heavy	Argentina Aruba Australia Bermuda Brazil - ANAC Canada - TCCA Cayman Islands Chile	EASA FAA Guernsey Isle of Man Mexico San Marino	General Electric Honeywell Collins Aerospace Rolls Royce PWC Avco-Lycoming
		Avionics	Heavy			
		Engine	Heavy			
		Interior	Heavy			
		Paint	Light			
		Engineering	OSS			
	<b>Hartford Service Centre</b> Bldg. 85-173 Bradley International Airport Windsor Locks, CT 06096 +1-860-627-9491	Airframe	Heavy	Argentina Australia Bermuda Brazil - ANAC Canada - TCCA Cayman Islands EASA FAA	Guernsey Isle of Man Mexico San Marino	General Electric Honeywell Collins Aerospace Rolls Royce
		Avionics	Heavy			
		Engine	Heavy			
		Interior	Heavy			
		Paint	Light			
		Engineering	OSS			
		Wheel shop	O/H			
		Battery	O/H			
	<b>Tucson Service Centre</b> 1255 East Aero Park Blvd. Tucson, AZ 85756 +1-520-746-5100	Airframe	Heavy	Aruba Australia Canada - TCCA Cayman Islands EASA FAA	Guernsey Isle of Man Mexico San Marino	General Electric Honeywell Collins Aerospace Rolls Royce
		Avionics	Heavy			
		Engine	Heavy			
		Interior	Heavy			
		Paint	Full			
		Engineering	Support			
		Battery	O/H			
	<b>Wichita Service Centre</b> 1 Learjet Way Wichita, KS 67209 +1-316-946-2287	Airframe	Heavy	Argentina Aruba Australia Bermuda Brazil - ANAC Canada - TCCA Cayman Islands EASA FAA	Isle of Man Mexico San Marino South Africa	General Electric Honeywell Collins Aerospace Rolls Royce
		Avionics	Heavy			
		Engine	Heavy <sup>5</sup>			
		Interior	Heavy			
		Paint	Full <sup>1</sup>			
		Engineering	Support			
		Wheel shop	O/H			
		Battery	O/H			
		Landing Gear	O/H			
		Components Repair	O/H			

EUROPE		SERVICE	LEVEL OF SERVICE	COUNTRY APPROVALS		OEM AUTHORIZATIONS
	<b>London Biggin Hill Service Centre</b>  Bldg. 510 Churchill Way London Biggin Hill Airport Biggin Hill, UK Kent TN16 3BN  +44-2083-531900	Airframe	Heavy <sup>2</sup>	Aruba	Qatar	Collins Aerospace General Electric Honeywell Rolls Royce
		Avionics	Heavy <sup>2</sup>	Bermuda	South Africa	
		Engine	Heavy <sup>2</sup>	Canada - TCCA	Transport Canada	
		Interior	Heavy <sup>2</sup>	Cayman Islands	Turkey <sup>3</sup>	
		Paint	Full <sup>2</sup>	EASA	UAE	
		Engineering	Support	FAA	UK CAA (incl. IOM and San Marino and Turkey)	
		Battery	O/H	India		
				Pakistan		
	<b>Berlin Service Centre</b>  Walter-Rieseler-Strasse 1 Building G3710 12529 Schoenefeld Berlin, Germany  +49-30-915-811-700	Airframe	Heavy	Angola	FAA	General Electric Honeywell Collins Aerospace Rolls Royce
		Avionics	Heavy	Aruba	Kazakhstan	
		Engine	Heavy	Belarus	Morocco	
		Interior	Heavy	Bermuda	Pakistan	
		Paint	Light	Cayman Islands	Qatar	
		Engineering	Support + DAS	Canada - TCCA	Russia	
		Battery	O/H	EASA	UAE	
				(incl. Isle of Man)		
ASIA-PACIFIC		SERVICE	LEVEL OF SERVICE	COUNTRY APPROVALS		OEM AUTHORIZATIONS
	<b>Singapore Service Centre</b>  10 Seletar Aerospace Heights Seletar Aerospace Park Singapore 797546  +65-9711-0291	Airframe	Heavy	Aruba	India	General Electric Honeywell L3 Collins Aerospace Rolls Royce Universal Avionics
		Avionics	Heavy	Australia	Indonesia	
		Engine	Heavy	Bermuda	Malaysia	
		Interior	Heavy	Canada - TCCA	Pakistan	
		Paint	Heavy	Cayman Islands	Philippines	
		Engineering	Support	China	Singapore	
		Wheel shop	O/H	EASA	South Korea	
		Battery	O/H	(incl. Isle of Man and San Marino)	Qatar	
		FBO	Flight & Ground	FAA	Taiwan	
				Guernsey	UAE	
				Hong Kong	UK	
	<b>Tianjin Service Centre</b>  21# Qihang Road, Comprehensive Bonded Area Tianjin Airport Economic Area Tianjin, 300308, P.R. China  +86-22-598-62600	Airframe	Heavy	Aruba	Macau	General Electric Honeywell Rolls Royce Collins Aerospace
		Avionics	Heavy	CAAC	San Marino	
		Engine	Heavy	Bermuda		
		Interior	Light	Cayman Islands		
		Paint	Light	EASA		
		Wheel shop	O/H	Guernsey		
		Battery	O/H	Hong Kong		
				Isle of Man		

LINE STATIONS & MRT TRUCKS		SERVICE	LEVEL OF SERVICE	COUNTRY APPROVALS		OEM AUTHORIZATIONS
	<b>Line Stations</b> Geneva, Switzerland Linz, Austria Nice and Paris, France Milan and Olbia, Italy +43-664-809-95333	Airframe	Line	Aruba Bermuda Brazil - ANAC Canada - TCCA Cayman Islands EASA (incl. Isle of Man and San Marino)	FAA Guernsey Qatar	General Electric Honeywell Rolls Royce
		Avionics	Line			
		Engine	Line			
		Wheel shop	Tire change + NDT only <sup>4</sup>			
		Battery	O/H <sup>4</sup>			
	Luton, United Kingdom +44-208-3531900	Airframe	Line	UK CAA EASA FAA TCCA UAE Qatar South Africa	India Bermuda Cayman Guernsey Pakistan Mauritius Aruba	General Electric Honeywell Collins Aerospace Rolls Royce
		Avionics	Line			
		Engine	Line			
	Dubai, UAE +971 56 361 4908	Airframe	Line	GCAA Aruba Bermuda Cayman Guernsey EASA Isle of Man San Marino		General Electric
		Avionics	Line			
		Engine	Line			
		Interiors	Line			
		Paint	Light			
		Wheel shop	O/H <sup>6</sup>			
		Battery	O/H <sup>6</sup>			
	Tianjin, China +86-22-5986-2600	Airframe	Line	Aruba Bermuda Brazil - ANAC Canada - TCCA Cayman Islands EASA (incl. Isle of Man and San Marino)	FAA Guernsey Qatar	General Electric Honeywell Rolls Royce
		Avionics	Line			
		Engine	Line			
		Wheel shop	Tire change + NDT only <sup>4</sup>			
		Battery	O/H <sup>4</sup>			
	<b>US Line Stations</b> Teterboro and Van Nuys, USA  <b>MRT Trucks</b> Seattle, San Jose, Santa Ana, Scottsdale, Houston, Orlando, Atlanta, Chicago, Columbus, White Plains, USA +1 866-538-1247 (option 4, option 2)	Airframe	Line	Argentina Aruba Bermuda Brazil Cayman Islands EASA Guernsey	Mexico South Africa	Rolls Royce Honeywell General Electric Pratt & Whitney
		Avionics	Line			
		Engine	Line			
		Battery	O/H <sup>4</sup>			
		Wheel shop	O/H <sup>4</sup>			





For full details on the capabilities of Bombardier Service Centres around the world, please visit: [businessaircraft.bombardier.com](https://businessaircraft.bombardier.com)

#### LEVEL OF SERVICE LEGEND

##### AIRFRAME

**Line:** Troubleshooting, servicing, minor repairs, routine checks.

**Heavy:** Full airframe capability including major mods/STCs, structural repairs and full line service.

##### AVIONICS

**Line:** Troubleshooting and line component replacement.

**Heavy:** Full on-wing avionics capability including major mods/STCs, plus full line service.

##### ENGINE

**Line:** Troubleshooting, servicing, minor inspections and line component replacement.

**Heavy:** Engine capabilities include MPI/HSI and full line service.

##### INTERIOR

**Line:** Facility has capability to clean aircraft and perform minor cosmetic repairs.

**Light:** Facility has capability to repair or re-cover interior liners, seats, side ledges, baggage area and can replace carpet. Also offers full line service.

**Intermediate:** Same as light with additional capacity to replace laminates and veneers, repair or refinish cabinet surfaces and wood throughout the aircraft. Also offers full line service.

**Heavy:** Full refurbishment, completion and line service capabilities, including complete reconfiguration of full line service.

##### PAINT

**Light:** Capability to touch-up, spot-in or sand-paint small parts or aircraft areas.

**Full:** In addition to light service, facility has capability to chemically strip and repaint the entire aircraft and/or major components of the aircraft.

##### ENGINEERING

**Support:** Facility has engineering on-site to support maintenance and modifications.

**DAS:** Designated Alteration Station capable of designing, certifying and supporting maintenance and modifications.

##### WHEEL SHOP/BATTERY

**O/H:** Overhaul capabilities.

##### FBO

**Flight & ground:** Flight and ground handling.

1. Only Learjet & Challenger 600 2. No Learjet 60 or Challenger 850 aircraft capabilities 3. via EASA approval 4. Wheel and battery shop in certain locations only  
5. Learjet 31/35/36/40/45/55/60/70/75 & line for Challenger/Global 6. Through 3rd party vendor