

Global reach
local focus
24 / 7 / 365



CUSTOMER SUPPORT OPERATIONS

Worldwide service and support

SUMMER 2022





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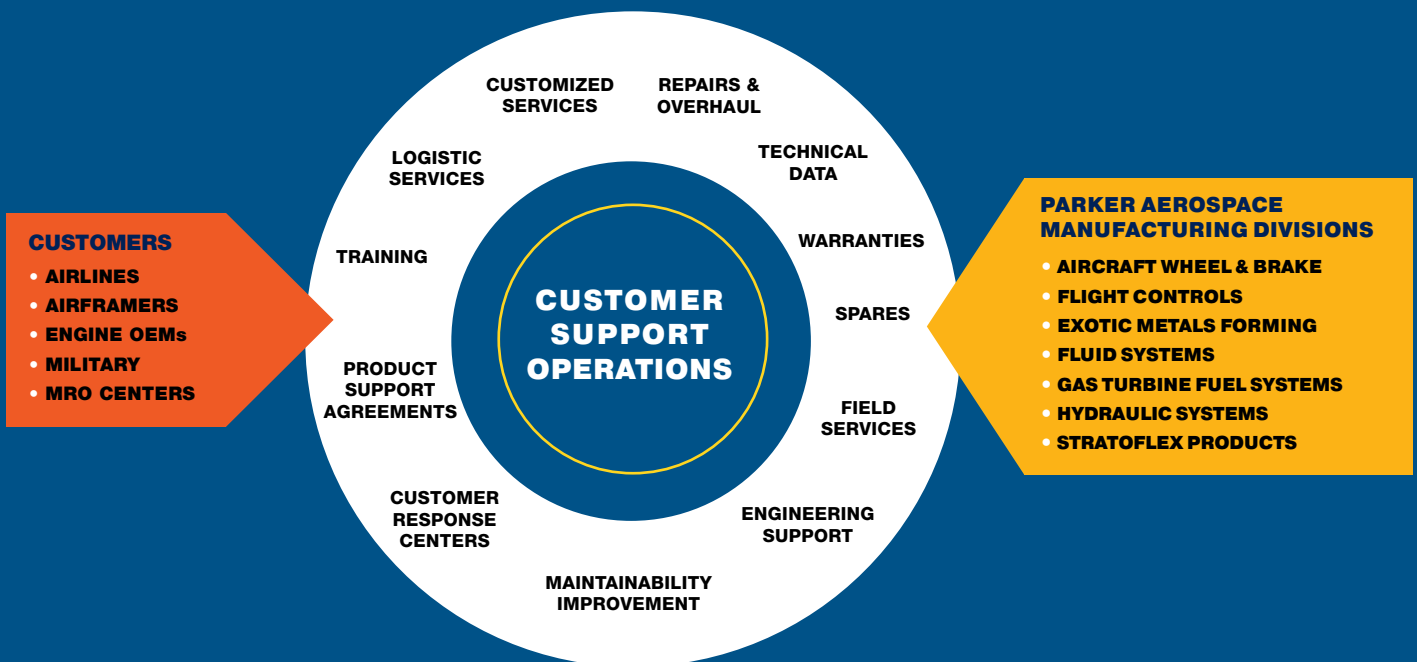
Supporting you is our only business

Parker Aerospace is a leading global producer of flight control, hydraulic, fuel and inerting, fluid conveyance, thermal management, pneumatic, and lubrication systems and components for the world's commercial and military aircraft and engines.

Parker Aerospace Customer Support Operations, headquartered in Irvine, California, is a centralized customer support organization that provides customer and product support as well as customized service solutions to meet our customers' needs for spares, repairs, and overhaul services for all Parker Aerospace airframe and engine products. We are dedicated to providing all of our commercial and military customers with a premier service experience.

Working in partnership with you, our purpose is to deliver worldwide customer support to you 24 hours a day, seven days a week to develop comprehensive services tailored to fit your needs, offering a full spectrum from one centralized customer service and support organization.

Centralized customer service and support



Worldwide business development and sales

Account Managers are assigned as a simple and direct means for you to communicate your support requirements. They understand your business objectives and logistics needs. Key account managers work closely with Parker Aerospace support teams to convey your needs and develop programs to meet them. Our team can also assist in the development of maintenance support programs, coordination of service bulletins, and modification programs tailored to meet your requirements.



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Customer response centers

24 hours a day, seven days a week, 365 days a year



Customer Response Centers
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CRC@parker.com
Fax: +1 949-272-3255

Aircraft on ground (AOG)
+1 949-851-4357



www.parker.com/crc

As part of our global-reach, local-focus strategy we have elevated our service level to now provide two fully staffed service facilities in Irvine, California, and Singapore supporting our global service initiative. The goal of our customer response center is to resolve all customer issues at first contact, no matter the location or hour.

Services include:

- Worldwide 24/7 AOG material
- Expert technical assistance
- Spare parts quotations, order entry
- Global pooling access
- Spares order management
- Live chat



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Global pooling centers

Time and reliability are important factors in successful airline operations management. Parker Aerospace recognizes the critical need for fast and dependable response when it comes to spares and product support. To provide airline operators with quicker component availability in-region, Parker Aerospace has established five regional pooling centers, strategically located worldwide.

Parker's pooling centers offer customers significant advantages

- Immediate availability to inventory pools 24/7
- Access to latest product configurations on flying fleets within region
- Competitive pricing
- Flexible terms and conditions
- Enhanced real-time communication and reporting
- Rotables and exchange programs



IRVINE, CALIFORNIA



DUBAI, UNITED ARAB EMIRATES



SINGAPORE



PARIS, FRANCE



XI'AN, CHINA

To connect with Parker's Global Pooling Centers
Call the customer response center at +1 949-809-8200

NOTE: Jacksonville, Florida, is a pooling center for Stratoflex Products only.

Global service centers

Our worldwide aftermarket services managers are responsible for overseeing your service and MRO requirements and are dedicated solely to providing you with value-added services such as repairs, rotatable exchanges, warranty administration, and technical services.



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COMMERCIAL FLIGHT CONTROL DIVISION	FLUID SYSTEMS DIVISION	GAS TURBINE FUEL SYSTEMS DIVISION	HYDRAULIC SYSTEMS DIVISION	STRATOFLEX PRODUCTS DIVISION
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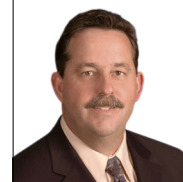
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Technical field representatives

Our technical field representatives provide on-site and regional technical support to assist operators in rapid and accurate fault isolation, system-level maintenance training, and implementation of new equipment to improve aircraft dispatch reliability.

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- Duplicate invoice printing
- Order placement
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- Request for quotes
- Technical publications
- Maintenance manuals and service



www.PHconnect.com

Joint ventures

Singapore

Aerospace Component Engineering Services

A joint venture between Parker Aerospace and SIA Engineering Company, Ltd. (a subsidiary of Singapore Airlines), ACE Services is Parker's center of excellence for the repair and overhaul of aerospace hydraulic components in the Asia Pacific and Middle East regions.

This state-of-the-art service center supports hydromechanical equipment for aircraft such as the Boeing 737, 747, and 777, Airbus A320, and A330. ACE Services is the first hydro-mechanical facility in Asia to provide 5,000 psi hydraulic service for 787 and A380 aircraft.

In addition to servicing Parker components, ACE Services provides complete hydraulic system MRO service for a variety of non-Parker components.



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China

Parker FACRI Actuation Systems

A joint venture between Parker Aerospace and AVIC, Parker FACRI Actuation Systems is located in Xi'an, China, and provides localized repair and overhaul services and support for Parker Aerospace products. It is authorized as the only Parker Stratoflex hose distributor in China.

MRO capabilities

- Maintenance, repair, and overhaul support for Parker Aerospace products
- Inventory pooling for the region
- Value-enhanced distribution for fluid conveyance hoses

Parker FACRI | 鹏翔 Actuation Systems



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Our pledge to you

Delivering worldwide customer support to you 24 hours a day, seven days a week, 365 days a year is our sole purpose. Working in partnership with you to develop comprehensive programs tailored to fit your needs, we offer a full spectrum of services from **one centralized support organization**.



Global

- Customer service centers
- Global pooling centers
- Customer response centers
- Joint venture facilities
- Logistic centers
- MRO licensed centers



Business

- Flexible warranties
- Asset management
- Life-cycle cost management
- Cost-per-hour programs
- Public-private partnerships



Maintenance

- Repair
- Overhaul
- Depot support services
- Maintenance support
- Reliability & maintainability programs
- Technical training
- Field service engineers
- Technical support



Products

- Worldwide inventories
- Kitting solutions
- AOG support
- Online order status
- Asset management

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Parker Aerospace is a global leader in the research, design, integration, manufacture, certification, and lifetime service of flight control, hydraulic, fuel and inerting, fluid conveyance, ducting, exhaust management, pneumatic, and lubrication systems and components for aerospace and other high-technology markets.

