

DEPENDABLE

SUPPORT

SERVICES



Customer First
Centre



Pratt & Whitney Canada

A United Technologies Company

SUPPORT SERVICES

GOT A PROBLEM?

WE'RE ON IT

Situations arise. We make sure you have instant access to a solution through a variety of frontline support groups, each of which gives you access to the full resources of Pratt & Whitney Canada.

CUSTOMER FIRST CENTRE

A rapid-response control centre staffed 24/7/365 by a multi-disciplinary team with access to every department, every office and every facility at P&WC. Got a question? We've got the answer. Need a part? It's on the way. Can't reach someone after hours? We'll find the person. Whatever the issue, we'll resolve it, fast and anywhere in the world.

- An enhanced level of frontline support, unmatched for speed and efficiency
- The best expertise from across key P&WC services, in one accessible team
- The advanced tools to provide you with highly tailored and proactive solutions
- AOG/Critical emergency services
- Technical/Maintenance consultation
- Engine/Spare parts delivery status

FIELD SUPPORT REPRESENTATIVES (FSR)

Strategically located throughout the world, P&WC FSRs stand ready to provide solutions and on-site assistance. Your FSR is your express route to any resource at P&WC.

Starting with the delivery of your aircraft and continuing throughout the life of your engines, your FSR is your ambassador, championing your needs.

- Assistance in obtaining appropriate training, publications and guidance on spare parts provisioning, even pre-delivery
- Help with any technical, commercial or operational issue
- Resolution of troubleshooting support
- Expert guidance regarding maintenance and operational improvements that can sustain engine reliability, further your objectives and help you reduce operational costs

SERVICE ENGINEERS

Every P&WC FSR is supported by our Service Engineers. These in-house specialists handle issues referred from the field. They provide the overall leadership for all the resources supporting you, coordinating the various support activities and ensuring that we deliver the highest value in our products, innovative services and customer solutions.

- Monitor the dispatch reliability of your engines
- Manage any technical and logistics activities required
- Implement in-service solutions
- Ensure that in-service targets regarding reliability, durability and operating economics are achieved

FOR MORE INFO, PLEASE CONTACT

P&WC CUSTOMER FIRST CENTRE at 1 800 268-8000
or at 1 450 647-8000 or at (international access code) + 8000 268-8000

WWW.PWC.CA



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