



Rolls-Royce

RR300

Rolls-Royce RR300 FIRST network
2015 Customer Support Directory

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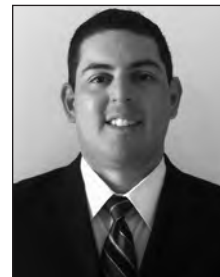
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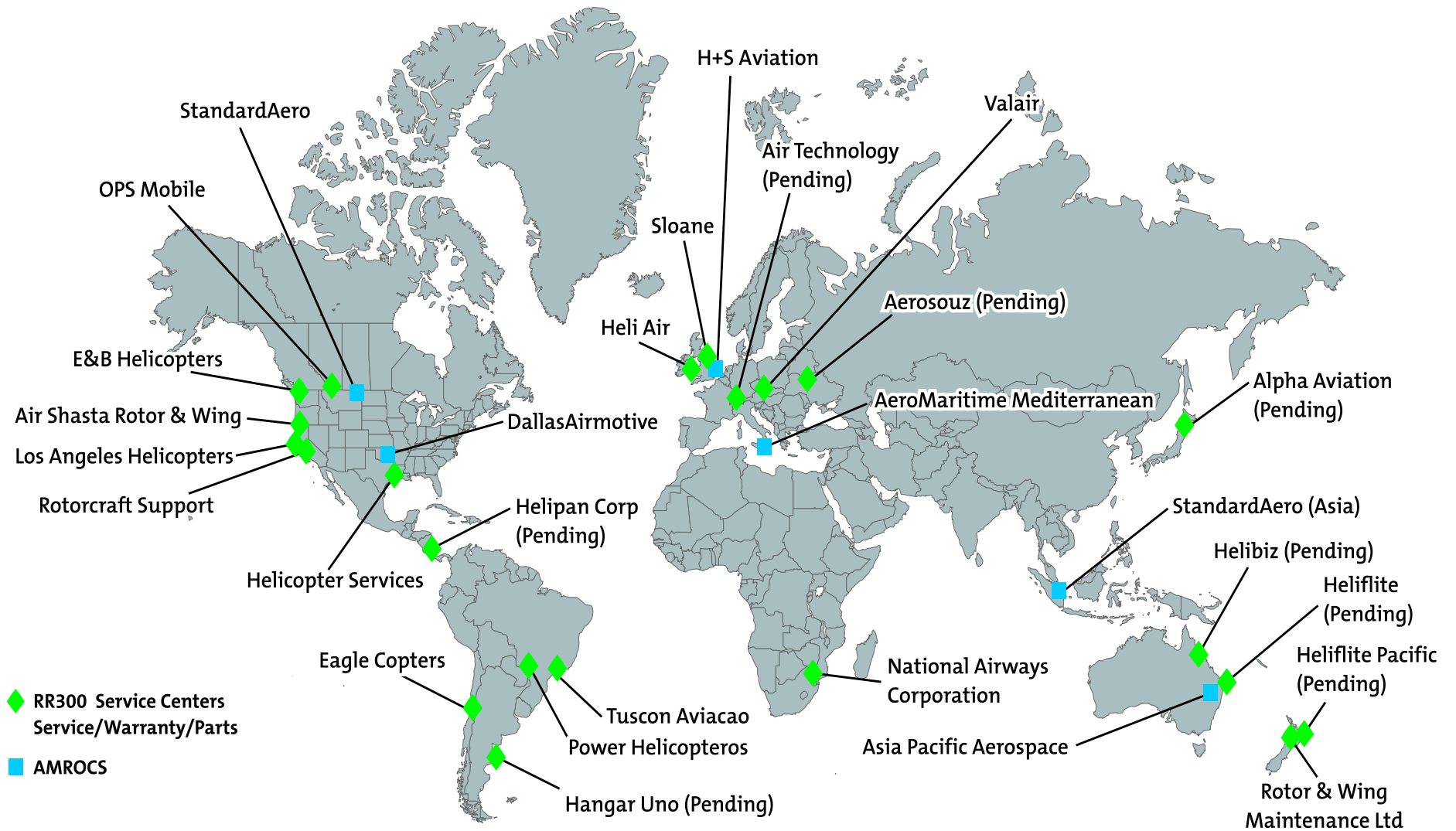
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Service Center Location Map

Rolls-Royce RR300 FIRST network



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Rolls-Royce

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Over the years Aeromarine Mediterranean Ltd. has built its reputation through its exceptionally experienced workforce, providing quality service, ontime performance and competitive rates to numerous satisfied customers.

We offer the following services and support for all of your RR300 Engine requirements.

- Complete Overhaul Repair and Test capabilities for all RR300 Series Engines
- Correlated Test Cell facilities to ensure all customers requirements
- 24- Hour AOG Support
- Over the Counter Sale of Parts
- Professional Technical Support by our experienced engineers
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- Total Care and Warranty Administration

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Capabilities

Asia Pacific Aerospace Pty Ltd (APA) is one of the world's leading Gas Turbine Maintenance, Repair and Overhaul (MRO) service providers in the Australasia region.

APA is a Rolls-Royce M250 and RR300 Authorized Maintenance, Repair, and Overhaul Center (AMROC) that offers reliable, customer focused services from our staff of specialised engineers. We offer world-class Gas Turbine MRO services from urgent AOG to scheduled maintenance programs for the Rolls-Royce M250 and RR300 series engines

Our gas turbine engine MRO operations is a one-stop maintenance, overhaul and repair shop for small to medium gas turbine engines complete with;

- 24/7 customer support,
- field support for M250 and RR300 engines
- Two (x2) computer controlled engine test cells, interchangeable between M250 and RR300 series

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- fuel component and accessory repair, testing and overhaul,
- specialised welding and thermal spray part restoration,
- spares and logistics support, and
- engines, modules and accessories available for rentals, exchanges or outright purchase.

Customer Support Service

The world of aviation moves at speed and time-critical responses impact on the commercial performance of our clients. Our approach is built on proactive customer support, management and above all, a high level of Safety, Skill and Service.

APA specialists offer support 365 days a year to serve their customers. APA makes sure customers are optimally supplied with the services, parts and support required to satisfy the customer requirements.

Marketing and Sales

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Singapore

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Customer Support Manager

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Asia - Sales and Marketing Manager

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Primary Rolls-Royce Regional Manager: Matt Cherviakov



H+S Aviation Ltd.

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Ray Grech

Acting Programme Director

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Managing Director

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Ray Grech

Acting Programme Director

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Ken King

Operations Co-ordinator

Email: kenneth.king@hsaviation.co.uk

Capabilities

H+S Aviation is Europe's largest turboprop and turboshaft engine overhaul organisation, and a partner with Rolls-Royce since 1971.

H+S Aviation is focused on producing a high quality product that will provide customers with the highest level of reliability and performance at a competitive price. Specialised build techniques and component repair processes have been developed in-house to help drive down direct operating costs.

We offer a comprehensive range of support services on all Rolls-Royce RR300 variants, including all the associated accessories. Our team can also offer in-field support, an

extensive pool of rental and exchange engines, modules and accessories, CAA-approved training programmes, 24/7 AOG support and a sameday service for minor repairs and HMI's through its Rapid Response Unit.

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Martin Bush

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Mobile:

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Manager:

Gerry Smith

Email:

gsmith@dallasairmotive.com

Primary Rolls-Royce Regional Manager: Simon Kemp

Dallas Airmotive

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Phone: +1 (214) 956-3001
Toll Free: +1 (800) 742-2630
After Hours: +1 (800) 527-5003
Website: www.dallasairmotive.com

Capabilities

DallasAirmotive offers full engine services for the complete range of Rolls-Royce RR300 engines. Services include overhaul, repair, exchange, performance testing, rework, spare parts, field service and warranty administration. The company is both EASA and FAA approved. DallasAirmotive is ISO 9001:2000 registered.

DallasAirmotive has been actively involved in supporting operators in the overhaul and repair of components for turboprop, turboshaft and turbofan engines for the past 30 years. The company supports the RR300 with full in-house rework capabilities and continues to expand its repair development effort.

DallasAirmotive provides 24-hour spares and technical support to Rolls-Royce RR300 operators.



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Program Director/
General Manager

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 Part Sales USA: +1 (800) 866-2376
 Email: helicopters@StandardAero.com
 Website: www.StandardAero.com

Capabilities

StandardAero provides industry-leading customer service and optimal engineering solutions to meet your RR300 repair and overhaul needs. Since 1967, we have been building better engines as the world's largest Authorized Maintenance, Repair and Overhaul Center (AMROC). With this history and experience comes understanding the requirements to owning, operating, maintaining a helicopter, and becoming the best. That is why StandardAero is the trusted service partner.

A Commitment to Customer Satisfaction

As a multiple year recipient of the Rolls-Royce FIRST Network's Customer Satisfaction award, StandardAero offers the highest levels of workmanship, work progress communication, timeliness of delivery, invoicing accuracy,

and issue resolution. Our global network of service centers and customer service professionals contribute to our first-class rating of 99% on a customer's likelihood to recommend our services.

Engine Optimization

Our innovative engineering capabilities have allowed us to develop the Custom Build and Optimum Build Engine. These build procedures provide increased shaft horsepower margins, cooler operating temperatures, reduced heat distress, and less fuel consumption that are appropriate for your mission. Simply put, we provide an optimal engine for your best results.

StandardAero. The Best is Only the Beginning.



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 Vice-President
 Helicopter
 Programs

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Raghunath Reddy
General Manager

Overview

StandardAero (Asia) Pte. Ltd. has recently transitioned to a brand new state of the art facility at the Singapore Seletar Aerospace Link. As the region's largest Authorized Maintenance Center (AMC), we understand the requirements of owning, operating, maintaining a helicopter, and becoming the best. That is why StandardAero is the trusted service partner.

A Commitment to Customer Satisfaction

As a multiple year recipient of the Rolls-Royce FIRST Network's Customer Satisfaction award, StandardAero offers the highest levels of workmanship, work progress communication, timeliness of delivery, invoicing accuracy, and issue

Key personnel

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resolution. Our global network of service centers and customer service professionals contribute to our first-class rating of 98% on a customer's likelihood to recommend our services.

Engine Optimization

Our innovative engineering capabilities have allowed us to develop the Custom Build and Optimum Build

Engine. These build procedures provide increased shaft horsepower margins, cooler operating temperatures, reduced heat distress, and less fuel consumption that are appropriate for your mission.

StandardAero. The Best is Only the Beginning

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Rolls-Royce

RR300

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Customer Training

Rolls-Royce Customer Training



Rolls-Royce Regional Customer Training Center - Indianapolis

7715 North Perimeter Road
Indianapolis, Indiana 46241-3600

Central Phone: +1 (317) 230-7282
Fax: +1 (317) 230-4444
Class Scheduling: +1 (317) 230-2586
Website: www.rolls-royce.com

Rolls-Royce Customer Training provides operators, regulatory agencies, authorized service centers and original equipment manufacturers (OEMs) with RR300 maintenance training by integrating advanced computerized training courseware for the RR300 series engines into all of our programs. This training media, in conjunction with traditional lecture presentations and hands-on activities, will provide you with extensive knowledge and background on the RR300 product.

Courses are offered at our Indianapolis Customer Training Center or, by special arrangement, at the customer's facility. The standard course formats are five-day Operation Maintenance Course and a seven-day Engine Maintenance for Service Centers. The five-day Operation Maintenance Course provides detailed description and operation information applicable to engine maintenance activities as outlined in the appropriate Operation and Maintenance Manual.

The RR300 Engine Maintenance for Service Centers Course is a extensive student-instructor interaction to develop a level of understanding that will significantly enhance troubleshooting skills.

Additionally, significant insight will be provided into the engine configuration through teardown and assembly of the modules using specific Engine Maintenance Manual excerpts.

Both courses provide exposure to relevant inspection techniques, special tooling, engine-specific procedures and maintenance publications in classroom and laboratory environments. Properly trained personnel are required to maintain the performance and service reliability of the RR300 engine. It has been demonstrated that these training courses provide knowledge and skills that normally require years of experience to acquire. Trained technicians maintaining the RR300 product contribute significantly to decreased downtime and can make a positive impact on direct operating costs for the operator.

Rolls-Royce encourages operators to take advantage of the services provided by the customer Training Center and looks forward to the enrollment of your personnel.

All Series RR300 Engine Maintenance – 2015 schedule

Course/Code	Days	Objectives	Topics of discussion	2015 available dates
All Series RR300 Engine Maintenance GL4705	4	This course is delivered in a blended format with classroom lecture, computer-aided instruction, and task-driven laboratory sessions to provide students with 'hands-on' experience on the engine. In short order the students will develop the foundation of knowledge and skills necessary to inspect, maintain and determine serviceability of the engine at the line maintenance level. Topics include safety, warnings, and precautions, engine and engine system servicing, routine maintenance & inspection, principle component replacement and introductory-level trouble-shooting.	Upon completion of the course, the student will be able to... <ul style="list-style-type: none"> Recall the safety precautions observed working on or near the engine and identify locations of principle components, Describe the normal function of the engine sections and of each major system, Recall procedures for carrying out significant tasks associated with routine servicing of the engine and its systems, Recall and perform procedures for replacement of principle components using approved technical data. 	January 26-30 April 20-24 May 18-22 July 27-31 September 21-25 November 16-20
RR300 Engine Maintenance for Service Centers GL4889	-	This course is primarily task-driven to provide student's 'hands-on' experiences necessary to establish Service Center capability for engine repair. Topics include safety, warnings, and precautions, component inspections and principle component replacement. Service Center training includes additional days subsequent to attending the Engine Maintenance course. The stated cost is inclusive of the additional days of attendance. NOTE: We cannot accept students into this program whose employers have not entered into an agreement with the Rolls-Royce Aftermarket Support organization as a Service Center for the RR300.	Upon completion of the course, the student will be able to... <ul style="list-style-type: none"> Recall the safety precautions observed working on or near the engine and identify locations of principle components, Describe the level of disassembly appropriate to Service Center level maintenance, Recall procedures for carrying out significant tasks associated with Service Center repair capabilities, Recall and perform procedures for replacement of principle components using approved technical data, 	Contact Registrar +1 (317) 230-2586 barbara.a.kanode@rolls-royce.com
M250 / RR300 Vibration Analysis 12888	-	This interactive e-learning course is designed to provide background information, demonstrations and basic troubleshooting procedures which will enable students to perform vibration analysis on M250 and RR300 engines. The knowledge provided in this course is designed to supplement the information available to the technician in the applicable maintenance manuals.	Upon completion of the course, the student will be able to: <ul style="list-style-type: none"> Understand the importance of the vibration testing procedures Prepare for the vibration test Execute the vibration test Interpret data gathered during the vibration test Indicate vibration limitations Implement basic vibration test troubleshooting procedures Extrapolate vibration test data. 	Free On-line training
RR300 Fuel System Training 13413	-	This interactive e-learning course is designed to provide background information, demonstrations and system details of the RR300 fuel control system. The knowledge provided in this course is designed to supplement the information available to the technician in the applicable maintenance manuals.	Upon completion of the course, the student will be able to... <ul style="list-style-type: none"> Describe the importance of the fuel control system in RR300 engine operation Describe the system components and their function Relate which components operate based on N1 or N2 reference Describe the flow sequence through the system Relate critical system adjustments for engine start characteristics Locate primary components within the system schematic 	Free On-line training
RR300 Lubrication System Training 13720	-	This interactive e-learning course is designed to provide background information, demonstrations and system details of the RR300 engine lubrication system. The knowledge provided in this course is designed to supplement the information available to the technician in the applicable maintenance manuals.	Upon completion of the course, the student will be able to... <ul style="list-style-type: none"> Describe the importance of the lubrication system in RR300 engine operation Describe the system components and their function Relate which components are engine versus airframe-related Describe the flow sequence through the system Locate components within the system schematic 	Free On-line training
RR300 Gas Path Cleaning 13650	-	This interactive e-learning course is designed to provide background information and task demonstrations which will aid RR300 engine maintainers who are performing the Gas Path Cleaning task. The knowledge provided in this course is designed to supplement the information available to the technician in the applicable maintenance manuals.	Upon completion of the course, the student will be able to... <ul style="list-style-type: none"> Describe why this task is required Describe when this task is required Properly perform Gas Path Cleaning tasks. 	Free On-line training



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Warranty

Rolls-Royce RR300 Engine/Part Repair LIMITED WARRANTY

RR300 LIMITED WARRANTY

Rolls-Royce Corporation issues the following express Limited Warranty for repairs which are purchased for RR300 engines, or parts subject to the following terms, conditions and limitations:

1. **What is Covered:** This Limited Warranty covers the costs of material and in-shop labor to repair (or replace at Rolls-Royce's sole option) any RR300 engine/part which has failed or malfunctioned during the warranty period as a result of a defect in material or workmanship under normal use and service following repairs which were purchased for RR300 engines/parts from Rolls-Royce.
2. **Who is Covered:** Anyone who has purchased an engine repair from Rolls-Royce to have a RR300 engine/part repaired and has received a written Rolls-Royce RR300 Engine/Part Repair Limited Warranty.
3. **Warranty Period:** Provided the engine/part is preserved prior to installation in accordance with published Rolls-Royce procedures, this Limited Warranty shall be in effect for twelve (12) months from the date of delivery of the repaired engine/part to the Purchaser, or three thousand (3,000) cycles as defined in the appropriate Operations and Maintenance Manual, or five hundred (500) hours of operation, whichever occurs first. Following subsequent repairs which are covered by the terms of this Limited Warranty, the engine/part shall have only the portion of the warranty period remaining from the date/time in which Limited Warranty was first issued. The warranty period is not extended following such covered repairs. This is a repair warranty, not a future performance warranty. Any malfunction, defect or nonconformity discovered or reported after the expiration of the warranty period is not covered by this Limited Warranty.
4. **Obtaining Repairs:**
 - a) To obtain repairs, the Purchaser must send written notification to Rolls-Royce of any warranty claim within thirty (30) days after the alleged defect or nonconformity is discovered or in the exercise of ordinary diligence should have been discovered. The notification must be addressed to the RR300 Warranty Administrator at the following address:

Rolls-Royce Corporation
P.O. Box 420, Speed Code P38
Indianapolis, IN 46206

The Purchaser will then be contacted with shipping instructions and point of contact information for the Purchaser's requested Limited Warranty repair. The Purchaser should not disassemble modules or parts from the engine without Rolls-Royce's prior authorization. Modules and parts may only be removed from engines by individuals who are authorized by Rolls-Royce to perform this work. Engines/parts must be shipped in accordance with published Rolls-Royce procedures.

- b) The Rolls-Royce authorized repair facility must receive the engine/part within ninety (90) days after the written notification of defect is sent. The Purchaser is responsible for transportation charges to and from the Rolls-Royce authorized repair facility.
 - c) Rolls-Royce shall be the sole decision maker about whether there is a defect in material or workmanship under normal use and service.
 - d) In the event the warranty claim is denied, the Purchaser may be given the option to pay the Rolls-Royce authorized repair facility to make the necessary repairs. If the Purchaser chooses not to proceed with the repairs, the Purchaser is responsible for coordinating the return of the engine/part at its sole expense.
5. **Other Warranties:** The manufacturers of optional equipment or components may or may not be covered by separate warranties. Such warranties, if applicable, are separate from the RR300 Engine/Part Repair Limited Warranty. Please review all warranties for the terms and conditions of those warranties.

LIMITATION OF WARRANTIES: THIS WARRANTY IS GIVEN EXPRESSLY AND IN PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. THERE ARE NO UNDERSTANDINGS, AGREEMENTS, REPRESENTATIONS, OR WARRANTIES NOT SPECIFIED HEREIN.



Rolls-Royce

RR300

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**RR300 Owner/Operator Quick
Reference Guide**

RR300 Owner/Operator Quick Reference Guide

	Description	How	Notes
Warranty Registration	<i>Upon initial receipt of the engine from the Dealer or Service Center</i>	By completing and submitting the New Owner Registration Card that is included in the Engine Logbook (details included on the card).	The purpose of the Registration Card includes: 1. Initiates Owner's Warranty Coverage on the engine. 2. Ensures Rolls-Royce has accurate owner and aircraft information.
Access to FAST (Fleet Administrative Service Tool)	<i>FAST is an online IT tool that encompasses the Service and Support of the RR300</i>	FAST website is located at: https://fast.aeromanager-online.com A one-time registration is required and can be accomplished at the FAST website by 1. Select I Agree 2. Click the Go to Login 3. Click the To register for FAST, CLICK HERE... 4. On the next page, complete the form and submit. NOTE: A one-time setup of your company is required, which will include Export License, if necessary.	FAST includes, and is the portal for: Technical Manuals; Operating Reports; EMU upload repository; Warranty Claims; Field Service Reports. IMPORTANT: MS-Windows XP users only: When clicking to open any document in FAST, hold CTRL key to override browser's pop-up blocker. Instruction Guides for FAST are also available; after logging in: 1. Click on iWarranty 2. Click on Document Management 3. Click on Document Administration 4. Click on FAST Instructional Manuals
Access to Technical Publications - Operation and Maintenance Manual (OMM) - Line Illustrated Parts Catalog (LIPC)	<i>For guidance on the operation and maintenance of the engine.</i>	Manuals are available via the FAST system (see Task 2). After logging in: 1. Click on iWarranty 2. Click on RR300 Technical Publications 3. A popup window will open 4. Click on appropriate publication Manuals are also available for purchase on CD.	Manuals accessed through FAST are free-of-charge to the customer upon submission of an Operating Report every 60 days. Manuals in CD format and Revision Service may be purchased. Contact your Service Center for assistance. (Important: revision service must be purchased prior to CD expiration to avoid additional expense.)
Access to Technical Publications - Service Bulletins (SB) - Notices to Operator (NTO) - Parts Information Letter (PIL)	<i>Following notification of a new SB/NTO/PIL, or to access an existing SB/NTO/PIL.</i>	SB/NTO/PILs are available via the FAST system. After reaching the login page: 1. Click on Public ePubs 2. Enter required information; Click on Continue 3. Select RR300 Engine Model and SB, NTO or PIL 4. Click Go to Folder	SBs, NTOs and PILs are free-of-charge to the customer following access to FAST. SBs, NTOs, and PILs may also be accessed after logging into FAST and clicking on Public ePubs.
Access to Technical Support	<i>For clarification of technical manual material, or assistance with troubleshooting</i>	1. Contact your RR300 Service Center 2. Contact your local Rolls-Royce Regional Manager 3. Contact Rolls-Royce Customer Support: E-mail helicoptercustsupp@rolls-royce.com 1-888-255-4766 USA +1-317-230-6400 International +1-317-230-2720 Emergency Only; 24 hours/day, 7 days/week +1-317-230-3381 Fax +1-317-230-6630 Accident reporting only	The Technical Publications should be your initial source for troubleshooting and operational guidance. Rolls-Royce Customer Support targets a response time of 48 hours for all inquiries.
Locating a Service Center	<i>For technical assistance, parts procurement, and maintenance services</i>	NTO RR300-001 includes a listing of all RR300 Authorized Service Centers including location and contact information. You may also contact your Regional Manager or Customer Support.	Recently added RR300 Service Centers will be added to NTO RR300-001 at the next revision; for an up-to-date list, contact Rolls-Royce Customer Support.

RR300 Owner/Operator Quick Reference Guide

	Description	How	Notes
Parts or Exchange Accessory Procurement	<i>For replacement of parts defined in the RR300 LIPC and/or required in the RR300 OMM</i>	All parts and exchange accessories can be procured via: a) Aviall, Inc. (web address: www.Aviall.com) 24 Hour and AOG phone numbers: • 1-800-284-2551 (North America) • 1-972-586-1000 (International) b) RR300 AMROCs & Service Centers	Rolls-Royce publishes annual pricing for all parts included in the RR300 engine. Kits that include all necessary parts may be available for scheduled line maintenance events. Accessories include Fuel Control, Power Turbine Governor, Fuel Nozzle, Fuel Pump, Starter/Generator, Generator Control Unit. The unserviceable core must be returned.
RR300 Engine Training	<i>As needed by the Operator</i>	1. Through Rolls-Royce Customer Training. Contact Rolls-Royce Customer Support for a schedule and syllabus. 2. Through select Service Centers. Contact the Service Center for details.	Information is also available through: 1. http://www.rolls-royce.com/civil/services/training/ Select the RR300 engine. 2. FAST under the General folder. 3. NTO RR300-021.
Download the EMU (engine monitoring unit) through the DDU (digital download unit) software	<i>As required by the OMM or requested by a Service Center or Rolls-Royce</i>	DDU software is included with the new aircraft. The software should be installed per the installation instructions. Following install, a manual will be accessible which describes the required procedures.	The software is only compatible with Microsoft Windows. To use with an Apple computer, software that emulates the Windows environment will need to be installed. To connect via the aircraft connector, a standard USB cable (square-end to rectangle-end) is required.
Uploading an EMU file - Summary Report - Flight History	<i>Summary Report – may be included with the Operating Report Flight History – at the request of the Service Center or Rolls-Royce</i>	Summary Report – import to the Operating Report Flight History – uploading information will be provided on a case-by-case basis.	The summary report includes general information about the operation of the engine including time, cycles, faults, and any exceedance of engine operating limits. The Flight History report, only accessible by Rolls-Royce, includes detailed information including all engine operating parameters for any given flight.
Submitting a Field Service Report (FSR)	<i>To initiate any warranty repair event or major engine/module repair</i>	Complete and submit via FAST. The FSR will be reviewed by Rolls-Royce. Specific instructions for completing the FSR are available in FAST Instruction Manual for FSR; see Task 2 Notes for access.	The purpose of the FSR includes: 1. Initiating a repair event, and communicating necessary engine information and repair scope. 2. Capturing all events to ensure reliability is understood and evaluating needs for improvement.
Submitting an Operating Report	<i>Every 60 days</i>	Complete and submit via the FAST system. The Operating Report will be reviewed by Rolls-Royce. Specific instructions for completing the Operating Report are available in the FAST Instruction Manual for Operating Reports; see Task 2 Notes for access.	The purpose of the operating report includes: 1. Permitting the operator to access Tech Pubs free-of-charge 2. Provides Rolls-Royce with valuable data on the RR300 engine fleet (e.g. cumulative FH and cycles) that allows for part demand forecasting and reliability analysis. This data helps Rolls-Royce to provide better service to all Robinson R66 operators.
Submitting a Warranty Claim	<i>Following an event that is within the Warranty period (refer the Warranty card for coverage)</i>	1. Contact a Service Center to submit an FSR (see Task 10). 2. Contact a Service Center to submit a Warranty Authorization (WA) via FAST. The WA will be reviewed by Rolls-Royce to ensure warranty is applicable and covered. Specific instructions for completing the WA are available in FAST Instruction Manual for Warranty Authorization Claims; see Task 2 Notes for access.	The purpose of the WA includes: 1. Capturing all necessary information to evaluate Warranty coverage. 2. Formally initiating and requesting Warranty coverage for an event within the Warranty period. For warranty events, it is preferable for the Service Center to complete both the FSR and WA. Warranty card is also available via the FAST system.



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GTP 9618 (02/15)



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