



## Official Letter

To  
All customers

Hamburg, 2 August 2017

### **Subject: Airbus and Satair Group expand their worldwide service station network for tools.**

Dear Customer,

Airbus is pleased to announce the expansion of its global service station network in partnership with HYDRO Systems KG.

Jointly we have established six facilities across the globe to serve the demand for tool re-certification, maintenance and repair:

- **Europe:** for customers in Europe we now have three facilities, one located next to our headquarters in Hamburg and another one in Paola, Malta. Recently our latest service station located in Derby has been opened to serve our customers in the UK.
- **APAC:** Service Centre Singapore.
- **Middle East:** Service Centre Dubai.
- **Americas:** Service Centre just outside Washington DC.

By sending your unserviceable tool to one of the Airbus service centres for repair and maintenance, you can count on reliable lead times, as Airbus is carefully monitoring their performance. Moreover, these stations are receiving assistance via the Global Airbus Tool Engineering Support providing them with the latest Airbus Tool Documentation (drawings, tool equipment bulletins and manuals). Airbus also offers repair solutions for tools which are out of the scope of the Manufacturer Manual and Drawing.

We are pleased to assist you with our tooling service offering and kindly ask you to address your repair, overhaul and maintenance requests and orders to Airbus Material & Supply Chain Services by email to:

**Europe, Middle East, Asia Pacific, China**  
repair.vendor@airbus.com or +49 (0)40 5076 3300

**Americas**  
tools.americas@airbus.com or +1 703 729 9002

© Airbus Operations SAS, 2015. All rights reserved. Confidential and proprietary document. This document and all information contained herein is the sole property of Airbus Operations SAS. No intellectual property rights are granted by the delivery of this document or the disclosure of its content. This document shall not be reproduced or disclosed to a third party without the express written consent of Airbus Operations SAS. This document and its content shall not be used for any purpose other than that for which it is supplied.



Our nominated partner HYDRO Systems KG has more than 50 years' of experience in tooling and provides dedicated services for maintenance, repair and modifications.

These six service centers will enhance our regional footprints to better service our customers' tool repair requirements and will reduce mean transport times, turnaround times and transport costs to a minimum.

All these Service stations are already compliant with the new EASA Part 145 requirements as per document UG.CAO.00132-001 which will be active and tracked by EASA during audits starting on 14 December 2017.

A handwritten signature in black ink, appearing to read "Alexander Bernin".

**Alexander Bernin**  
Head of Airbus Service Management  
and Marketing at Satair Group

A handwritten signature in black ink, appearing to read "Lars Zimmer".

**Lars Zimmer**  
Head of Airbus Repair and Production  
at Satair Group