

Airbus Material and
Supply Chain Services

Component On Demand (CoD)

July 2017



Questions Overview

Scope of parts

- Do you sell unserviceable parts?
- Which PN are available? Engine parts? Avionics parts? Landing gear? Nacelles? structural parts? ... LRUs? Do you offer expendables?
- Do you also offer parts for Boeing, Bombardier aircraft, ATR?

Service features

- Can I just get my part repaired or recertified?
- What is standard exchange?
- What is a lease?
- Can I change my lease order into an exchange, or the other way around?
- Can I buy a part I leased?
- Can I reserve a part?
- What happens if I do not use the part I ordered on lease or exchange basis?
- Can we send serviceable parts as counterpart for a standard exchange?
- Who are the competitors offering such similar services?
- Will the serviceable part exchanged be newer or older than my part?
- When and where shall I send unserviceable parts back to Airbus?

Delivery and Documentation

- Do you guarantee that materials have not been exposed to extreme heat or stress, nor obtained from any military source?
- Can you confirm that this part has not been installed in an aircraft which was involved in an incident or accident?
- Parts delivered with which airworthiness certificates (EASA; FAA; CAAC)?
- How long does it take to release a serviceable part?
- Do you have a 24/7 hotline available to release the material?
- What incoterms do you offer? DAP? Anywhere? Can you manage transport? And customs?

Stock and availability

- Is your service applicable only to AOG situations?
- Can I check availability directly without contacting you?
- Where is the stock?
- If you do not have the part in stock, can you still find it for me?
- Where are the parts repaired?
- What is the origin of the stock, the stock value? Exclusivity for CoD services?

Commercial conditions

- Which warranty applies to the parts?
- Do I need a contract to access the service?
- Which companies are potential customers for lease and exchange? Only Airlines or brokers and MROs as well?
- What does it cost?
- Can I use my Airbus credit note to pay?
- Can I access the service with a credit card?
- What are the penalties for late return?
- How to cancel a service order? Any cancellation fee?
- Is there any regular cost or access cost if I do not use the service?
- What is the main difference vs FHS contracts?

Scope of parts

Do you sell unserviceable parts?

Yes, unserviceable parts are available for sale via Satair Group, in "as-removed" condition or repaired.

Which PN are available? Engine parts? Avionics parts? Landing gear? Nacelles? structural parts? ... LRUs? Do you offer expendables?

Repairable LRUs and sub-assembly are part of the scope of this service. Typical examples are valve, display, actuators, probes, RAT, Expendables, structural parts and other materials are available from Satair Group on sale or lease/exchange basis.

Do you also offer parts for Boeing, Bombardier aircraft, ATR?

No, Component On Demand services covers all current Airbus aircraft programmes (A320, A330, A340, A350, A380).

Service features

Can I just get my part repaired or recertified?

Yes, this is the repair service proposal, to repair your own assets. All parts are repaired and recertified.

What is standard exchange?

The service consists of an exchange between a serviceable LRU immediately available and the un-serviceable LRU that needs to be tested and repaired.

What is a lease?

It is the service to obtain immediately a serviceable part available for a defined period of time.

Can I change my lease order into an exchange, or the other way around?

Yes, but subject to Airbus approval and as per the respective pricing policy.

Can I buy a part I leased?

Yes, but only when we have sufficient stock of this part, subject to Airbus approval.

Can I reserve a part?

Service is offered on a first come first served basis, but you can contact us shortly before your need to enable review on a case by case basis.

What happens if I do not use the part I ordered on lease or exchange basis?

Service is delivered even if you do not use the part; however no repair cost will be invoiced.

Can we send serviceable parts as counterpart for a standard exchange?

Yes, and if the serviceable part meets Airbus quality requirements to enable its further use, no repair fee will be invoiced.

Who are the competitors offering such similar services?

Major OEMs Brokers and MROs (to be precised and completed).

Will the serviceable part exchanged be newer or older than my part?

Serviceable parts delivered will be at latest technical status, and mostly very recent assets but can be either newer or older than your own part.

When and where shall I send unserviceable parts back to Airbus?

As indicated on the exchange order form, within 15 days after the serviceable part has been made available.

Delivery and documentation

Do you guarantee that materials have not been exposed to extreme heat or stress, nor obtained from any military source?

Yes.

Can you confirm that this part has not been installed in an aircraft which was involved in an incident or accident?

Yes.

Parts delivered with which airworthiness certificates (EASA; FAA; CAAC)?

All parts are delivered with a valid airworthiness certificate EASA F1, and can also have a dual release with FAA certificate and/or CAAC certificate.

How long does it take to release a serviceable part?

Parts are released within 1 hour after signature on the order form.

Do you have a 24/7 hotline available to release the material?

Yes, a dedicated team available 24/7 by phone and email

What incoterms do you offer? DAP? Anywhere? Can you manage transport? And customs?

Parts are delivered EXW from Airbus pool location. Upon request, transport to your designated destination can be organised by Airbus, but customs clearance for import at the destination remains the customer's responsibility.

Stock and availability

Is your service applicable only to AOG situations?

No, it applies to all situations.

Can I check availability directly without contacting you?

Yes, on the spares portal: spares.airbus.com.

Where is the stock?

Stock locations are currently KUL, SIN, LHR, HKG and more will follow to ensure that the available stock is close to our customers.

If you do not have the part in stock, can you still find it for me?

No, we can serve you only with the material available under Airbus control.

Where are the parts repaired?

In Airbus approved repair shops, mostly the OEM repair shops.

Commercial conditions

Which warranty applies to the parts?

Parts sent via component on demand are serviceable and can be fitted on aircraft.

Do I need a contract to access the service?

No, an order form is all that is needed to enable any Airbus customer to access to the service.

Which companies are potential customers for lease and exchange? Only Airlines or brokers and MROs as well?

All Airbus customers with a valid account and sufficient payments history.

What does it cost?

Exchange costs is x% of the LRU current catalog price + repair costs (Time and material) + admin fee (12% of repair costs, min 750 USD)

Lease costs are x% of the latest CLP + 1% per day

Repair costs are time and material + admin fee (12% of repair costs, min 750 USD).

Can I use my Airbus credit note to pay?

Yes, as for any other service from Airbus.

Can I access the service with a credit card?

No, you need a valid customer account.

What are the penalties for late return?

1.5% of the OEM catalogue price per day, up to 15 days, then the part is considered lost in-creasing the cost to current OEM catalogue price of the Serviceable LRU.

How to cancel a service order? Any cancellation fee?

Please contact component on demand immediately when you need to cancel a service order. If the material has not yet been delivered, you will be charged only a limited cancellation fee.

Is there any regular cost or access cost if I do not use the service?

Service is on pay by event basis, no cost will occur if you do not use the service.

What is the main difference with FHS contracts?

Main difference is the commitment on the material availability. For FHS contracts investments are made to build stock to guarantee the service level and stock location.