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TABLE OF CONTENTS

2014

Product & Service Solutions



From the Editor	4	Safety Equipment & Apparel	40
Airframe & Accessories	6	Services	42
Avionics & Electrical	14	Shop Equipment	56
Computers/Software/Apps	16	Tools	61
Engines & Accessories	23	Training & Education	62
Ground Support Equipment	25	Ad Index	64
Inspection & Test Equipment	27	From the Publisher	66
Paints/Chemicals/Lubricants	36		

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FROM THE EDITOR



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PRODUCT & SERVICE SOLUTIONS

Welcome to our fifth annual *Product and Service Solutions* issue. We take a break from our regular management-focused columns in this issue to highlight some of the products and services out there for aircraft maintenance teams.

We have included a variety of products and services listings from many different companies which have been segmented by category. If you would like more information about a product or service you see in this issue, we encourage you to contact the company directly.

To gather information for this issue, we sent out email solicitations to our contact list encouraging company representatives to send us information about their company's products or services. If your company wasn't contacted, chances are it isn't in our database. If your company has a product or service that you would like us to consider for inclusion in next year's listing, please contact us so that we can add you to our database.

Because this issue is a products and services round up, our team of regular *D.O.M.* magazine contributors get to take a "summer break" from their regular columns. I even took a little break by writing a shortened version of my column for the issue.

But don't fret — our contributors will be back in full force for our October issue. The October issue of *D.O.M.* is our annual NBAA issue, and will include an special insert with all the maintenance-related activities that will be going on at the world's largest business aviation event.

In closing, I am excited to announce that we will have a new contributor starting with the October issue. I believe he will be a valuable addition to the talented *D.O.M.* magazine contributor team and will further strengthen our editorial offering.

In the meantime, sit back and enjoy our *Product and Service Solutions* issue! ■

Thanks for reading! *Joe Escobar*

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VAN HORN AVIATION UH-1 COMPOSITE TAIL ROTOR BLADES

VHA's composite UH-1 tail rotor blade features an advanced cambered airfoil that improves stall margin, increases tail rotor authority and decreases vibration. The all-composite construction results in a slightly lighter but stronger rotor blade that resists both corrosion and impact damage, with a service life double of the metal blades. Although VHA's UH-1 blade is nearly one-inch wider than the OEM blade, no modification to the tail rotor hub is required. VHA also manufactures composite tail rotor blades for the Bell 206B/L and OH-58.

For more information, call 1-480-483-4202 or visit vanhornaviation.com.



GILL BATTERIES

The Gill Battery Company is proud to be recognized as the oldest and most respected battery manufacturer in general aviation. Founded in 1920 Gill has become the OEM's choice for quality, reliability, and value. Embraer, Gulfstream, Bell Helicopter, Cessna, Piper, Beechcraft, Airtractor, Schweizer and others depend on Gill products for their starting needs. Gill Batteries says its continued success is a direct result of its dedication to innovation. Its new state of the art 7000 Series LT VRLA battery line provides the best possible lead-acid chemistry and is designed to provide optimal power, fast recharge and superior life.

For more information, visit www.gillbatteries.com.

WEST STAR AVIATION G-200 LAVATORY MODIFICATION

West Star now offers the Lavatory Toilet Modification for the G-200 aircraft with 3-gallon lavatory tank. The modification replaces the existing tank with a new Zodiac 8-gallon tank. During the modification the existing toilet and enclosure will be removed and a new lavatory toilet seat and enclosure will be fabricated and installed.

The new seat will incorporate a new hinged padded lid, which will be covered with customer selected leather, and the new enclosure will be covered in a customer approved veneer. The new system will be installed via the FAA Field Approval Process.

For more information, contact Julie Timmons (ALN) at 618-610-6945 or Joan Pompa (GJT) at 636-575-0683 or visit www.weststaraviation.com.



LED LANDING AND RECOGNITION LIGHTS

Teledyne Lighting introduces the new ALPHABEAM® II LED Landing and Recognition lights for Business Aviation, with FAA-PMA approval as a "drop-in" replacement for the 4580, 4581, Q4681 and 4553 bulbs with no modification to the aircraft required for installation. The ALPHABEAM® II offers superior brightness for improved landing visibility compared with traditional incandescent and halogen bulbs, and high reliability for longer life and significant savings on aircraft lighting maintenance. This LED technology from Teledyne has been fully qualified to meet all applicable RTCA DO-160 environmental testing.

For more information, visit www.teledynelighting.com.



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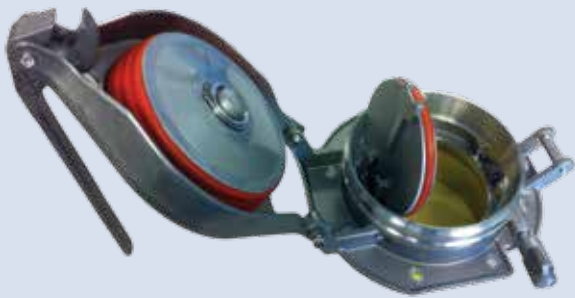
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WEST STAR AVIATION PMA CERTIFIED WASTE DRAIN VALVE MODIFICATION

West Star Aviation has PMA approval to install a significantly improved version of the Hawker lavatory waste tank valve located in the Ventral Fuel Tank Service Area. The factory installed valve on Hawker 800/800XP/850XP requires a T-Handle tool to remove the secondary plug or “donut”, if the plug is re-installed incorrectly, or is missing; there is an opportunity for leakage and being soaked during servicing as well as potential corrosion risk. The PMA Certified Waste Drain Valve Modification will eliminate these problems.

For more information, visit www.weststaraviation.com/airframes/hawker.

SECURAPLANE AIRCRAFT BATTERY

Securaplane aircraft batteries contain pure, lead-tin plates in the main current carrying structures, which are very thin and allow each cell to hold more plates, resulting in a very high discharge rate and recharge capacity. The batteries can save tens of thousands over a decade when compared when compared with comparable sealed lead acid batteries.

They take about one hour to install and Duncan Aviation is the only approved Securaplane Battery Shop in the United States.

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For more information, visit www.DuncanAviation.aero/parts/promotions/securaplane.php





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Perkins Aircraft Services currently holds PMA certificates on nearly 250 products. Its marketing and engineering departments work closely with one another to make sure that the product line continues to grow along with customer needs. Perkins Aircraft Services prides itself in providing FAA/PMA approved products at a significant savings over the other OEM prices. Its product line includes after-market windows for at least one model from nearly every major airframe manufacturer in the world.

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Zenith Jet's Silentium Air cabin acoustical blankets for bizjets, have revolutionized the turnaround time required for system installations. The tailor-made system is uniquely developed based on engineering specifications of each aircraft. Installation time: 5-7 days, after interior removal. Unlike generic noise reduction, the Silentium Air kits consists of pre-fitted modules that are quick and easy to install. No staging necessary.

Silentium Air RQ kits product completely replaces factory-installed soundproofing without representing a significant weight increase. Additionally, the Silentium Air series kits are FAA supplemental type certificate (STC) approved and pre-certified for installation on certain aircraft.

For more information, visit www.zenithjet.com.

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GlobalParts.aero distributes GKN King Air windscreens, which are produced using only new parts that include a number of proprietary improvements in sensor performance and heater uniformity. Through process improvements, use of superior materials and design upgrades, GKN King Air windscreens are able to provide greater reliability. Key Features include a superior wire grid for improved powered optics and service life, spare sensor for increased redundancy (fail/safe operation), static tab design to eliminate static discharge heater burnout and over 15 years of in-service performance history.

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- Compliance with DO-311, DO-178B, DAL B, DO-160G
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- Cell heaters
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- Flame-resistant materials
- Zero maintenance after install

For more information, visit www.eaglepicher.com.



4

4 is the number of significant performance benefits Bell 407 and MD 600 customers will receive with the new Rolls-Royce Value Improvement Kit available through the M250 FIRST Network and Aviall. With this kit, you will **1)** increase your range, **2)** increase your service ceiling, **3)** improve your performance and **4)** consume less fuel. Contact your Aviall representative for details. **Aviall Delivers.**



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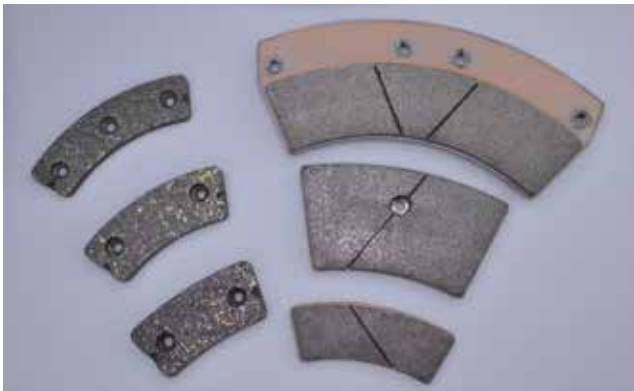
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LEAD ACID BATTERIES

Concorde designs and manufactures more than 90 models of lead acid batteries with original equipment and direct replacement batteries for fixed-wing and rotary aircraft and has a reputation for designing application specific solutions. Concorde batteries are installed as original equipment by the majority of aircraft manufacturers and adopted by military aircraft operators worldwide. Concorde has manufactured certified aircraft batteries for more than 30 years, like military, TSO, FAA-PMA, OEM with international validations.

For more information, visit www.concordebattery.com.



BRAKE LININGS

RAPCO has expanded its line of FAA-PMA approved brake linings to include 24 different part numbers. They are approved for installation on Cessna 150s through King Airs with Cleveland- or McCauley-style brake assemblies. Both organic and metallic type linings have been upgraded, incorporating improved material and manufacturing processes for extended service life. Organic linings have a built-in wear indicator and are sold in boxes of 10 or in kit form which include a specific number of linings and rivets.

For additional information, visit www.rapcoinc.com.

ACETECH PLASTICS

ACETECH Plastics manufactures specialty protective covers and protectors for components such as fuel controls, starter generators, propeller components, landing gear and electrical components.

ACETECH maintains an extensive inventory of hundreds of common protectors used in the aviation industry. Many of these protective caps are manufactured by well known companies such as Caplugs, Niagra, Sinclair & Rush as well as many others. While many of these closures are relatively inexpensive, the minimum ordering quantities are quite large. There is no longer a need to inventory excess parts. ACETECH most likely will have the closure you need. If your order requires a custom formed piece as part of the kit, ACETECH can design it to your specs.

For more information, visit www.acetechplastic.com.



WIRELESS TIRE PRESSURE MEASUREMENT SYSTEM

SmartStem replaces existing tire inflation valves with inflation valves embedded with electronic pressure sensors. These sensors work in conjunction with a handheld reader. The reader interrogates the sensor and displays, as well as electronically records the tire's pressure, temperature, unique ID number and other stored data for later download.

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- Provides maintenance documentation automatically
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- Works on both nose and main wheels

For more information, visit www.cranee.com/smartstem.

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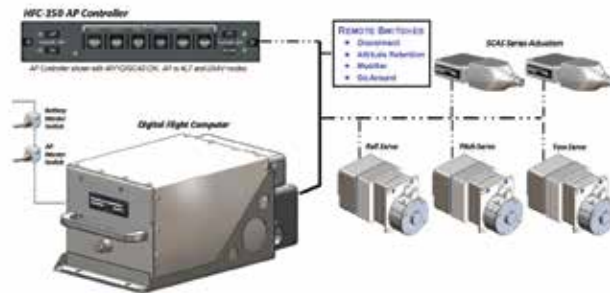


EMTEQ's intelliUSB SR bridges the gap in the market as a universal charging device. USB chargers are able to charge a select group of PEDs as different charging technologies are employed by device manufacturers. The intelliUSB SR is able to switch to meet the unique requirements of the top

three protocols and is therefore able to charge more than 90 percent of the market leading tablets, phones and eReaders.

The design enables a simple integration with an unobtrusive and ultra small USB port in the cabin. The port in the cabin measures 1 1/8- by 3/4-inch with a compact box hidden behind the wall panel or in the seat. This design allows the intelliUSB SR to be integrated into the cabin seamlessly without calling attention from the overall design, yet maintaining accessibility for passengers.

For more information, visit www.emteq.com.



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Cool City Avionics has introduced a family of autopilots priced from \$34,995 to \$67,995, plus installation kits and installation. Initially certified for the Robinson R44, they reduce pilot workload, stress and fatigue, offering more enjoyable and safer flights. Shown is the HFC-150, a modern, three-axis autopilot and two-axis SCAS that brings unparalleled performance and safety to rotorcraft at a fraction of the cost of older systems. The SCAS operates throughout the flight envelope and is virtually transparent to the pilot, improving basic aircraft stability and reducing high-rate perturbations encountered in turbulence. The 3-axis rate/attitude-based autopilot offers all of the desirable modes and functions, while providing an additional level of safety not seen before in the GA industry.

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GULFSTREAM PREOWNED AIRCRAFT SALES APP

Gulfstream Aerospace Corp. recently launched a new app that allows customers to explore the company's preowned aircraft inventory on their mobile devices.

The Gulfstream Preowned Aircraft Sales app offers customers real-time

inventory listings with high-quality photography and detailed aircraft information, including total flight hours and landings, the aircraft's entry-into-service date and pricing. Push notifications alert customers when a listing changes status. In addition to real-time listings, the app also includes a section that allows interested buyers to request more information about a particular aircraft. It also connects potential customers to experienced sales team members, making it a true one-stop shop. The Gulfstream Preowned sales group works with the new aircraft sales team, which includes more than 70 domestic, international and government aircraft sales directors, representatives and consultants who have extensive knowledge of and background in Gulfstream products.

The free app is available for download in the Apple App Store or at www.preownedaircraftapp.com. Customers can also browse preowned aircraft on www.gulfstreampreowned.com. The preowned aircraft section features the same listings available on the app.



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TRAXXALL AIRCRAFT MAINTENANCE TRACKING

Traxxall Technologies Inc. announces the worldwide launch of a new aircraft maintenance tracking service for business aviation.

Traxxall is a new aircraft maintenance tracking service provider for general and business aviation. It provides the industry with breakthrough system functionality alongside an unsurpassed focus on supporting its customers. Advanced system technology through its AD Automation, Master Core and many other features all come to you on the Traxxall cloud-based system allowing you to Work Smarter. Customizable screens & reports

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For more information, visit www.ILSmart.com.

CORRIDOR SOFTWARE VERSION 11

Continuum Applied Technology announces the release of Version 11 of its CORRIDOR Aviation Service Software. New Version 11 modules include:

- Tool Crib - Provides management of company and employee owned tools while tracking calibration and usage.
- Time & Attendance - A personnel management tool to track employee time and attendance in real-time. Includes options for specific time and attendance definitions as well as approval hierarchy management. Provides optional barcoded time clock functionality.
- Planning & Scheduling - Fully integrated with work orders and quoting, Version 11's Planning & Scheduling Module provides a graphical calendar view to schedule and monitor progress of work and quotes. Includes optional attributes and alerts for a tailored project management experience.

Version 11 also introduces CORRIDOR Mobile Mechanic, a native iPad application that facilitates wireless shop floor maintenance. Technicians and supervisors can remotely add, request or view labor, parts, and services; perform inspections and signoffs; and much more - all in real-time.

The Qualifications Module, introduced in Version 10.5, has been bolstered in Version 11 with a new Training Management component and renamed Training & Qualifications. The Training component links each certificate with its required courses, then monitors an employee's progress throughout completion of required courses. Employee qualifications can be automatically checked in real-time against a task requirement ensuring a qualified person is performing the work.

CORRIDOR Version 11 also introduces important customer-driven features, including:

- Incremental Work Order Billing
- Inventory Kitting
- Support for Multilingual Entry

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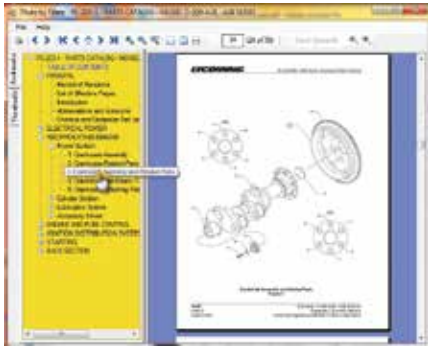


TECHNICAL SUPPORT APPLICATION

The Duncan Aviation AOG Services app will help users find the closest Duncan Aviation facility or get in quick contact with a field team member. The AOG Services app allows users to sort teams by distance to their location, filter shops by service capabilities, add shops and contacts to a list of favorites, and connect to technical support contacts.

For more information, visit www.DuncanAviation.aero.





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For more information, visit www.Tdata.com or call (614) 885-1169.



MXMANAGER

MxManager (MxM) is an industry leading aviation maintenance software, enabling the user to track, organize, and control maintenance activities and expenses, including work orders, purchase orders, and inventory functions. Conklin & de Decker has listened to its users for 16 years to create an intuitive system that mimics your daily work-flow. MxM is designed specifically for the aviation maintenance organization, and contains management reports to track costs and labor, forecast maintenance events, effectively manage inventory, and construct accurate budgets. Add as many aircraft and types as you desire, there are no extra fees.

For more information, email Mxmanager@conklindd.com.



PT6A Duplex Fuel Nozzles

Heritage Turbines Fuel Nozzle Recertification, Exchange Kits and Gasket Kits

Simplex and Duplex Nozzle Services

We will recertify your Duplex Fuel Nozzles for a Fixed Rate of \$299.00 Labor Only

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- ✓ Inspection for Damage
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- ✓ Full Compliance with M.O.R.E. Program Requirements
- ✓ One Day Turn Time and Exchange Available
- ✓ A.O.G. or special requests are always accommodated



Photo Courtesy of Pilatus Aircraft Ltd - www.pilatus-aircraft.com

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COMPUTERS/SOFTWARE/APPS



Aircraft Maintenance Systems

AIRCRAFT MAINTENANCE SYSTEMS

Aircraft Maintenance Systems delivers a robust modular suite that manages aircraft maintenance and inventory operations. Its customer-proven solutions cover all the maintenance steps to achieve quick release of an aircraft. AMS serves the needs of over 200 aircraft operators, with fixed or rotor wing fleets, as well as Part 145 organizations worldwide.

- Streamline internal workflow using process automation
- Reduce audit anxiety with absolute traceability
- Control operational costs through adapted reporting
- Support customers with online access

For more information, visit www.aircraftfms.com or call +1 418 679 5255.



MAINTENANCE TRACKING SOFTWARE

Tdata's latest MTrax version helps users manage maintenance time. Track all maintenance components and inspections for an unlimited number of aircraft. One easy entry updates hours, cycle counts or RIN and filters down to all affected components. Print due lists, status reports and component cards at the click of a mouse. Features such as tabs, screen images, and color schemes are customizable. MTrax also has security features and enhanced tracking.

For more information, visit www.Tdata.com or call (614) 885-1169.



COMPUTING TOOLS FOR YOUR MRO

High-performance, all-light readable Rugged xTablets bolster productivity for technicians who work in demanding aviation environments. Get more done, faster with near 100% uptime. Full Windows 8 or 7 OS, solid state drive, bar code scanner, RFID reader, built-in numeric keypad, front/rear cameras, USB / Ethernet ports, GPS, 4G LTE, Bluetooth, MIL-STD810G.

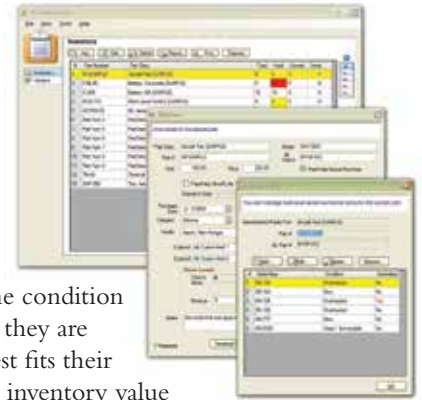
Fully mobile, efficient printing and labeling solutions for the hangar, parts room or ramp. Compatible with Windows and iOS, Brother Mobile thermal, wireless printers connect easily to laptops and handhelds to quickly produce documents and diagrams wherever needed.

For more information contact 800-876-1551, email erikb@flytac.com or visit www.flytac.com

INVENTORY TRACKING

iTrax, a solution designed for the aviation industry, provides the ability to track inventory items including serialized and life-limited consumables and disposed items. It allows the user to specify the condition of serialized parts to ensure they are utilized in the order that best fits their operation. It can determine inventory value instantly. With iTrax, parts can be committed before they leave stock. It features a built-in SQL database redundancy to help protect mission-critical inventory data and can export reports to share information with others in the facility instantly or off site via email.

For more information, visit www.Tdata.com or call (614) 885-1169.



FOD*BOSS SWEEP TRACKER APP

Australian-based Aerosweep PTY LTD, manufacturers of FOD*BOSS, the airfield foreign object and debris sweeper, has launched a new complimentary iPhone App to support the use of its FOD*BOSS Sweeper equipment. Aimed at increasing efficiency of FOD (Foreign Object Debris) collection the new FOD*BOSS Sweep Tracker App also supports the upgraded next generation Phase 3 FOD*BOSS sweeper which was introduced earlier in 2014.

Operations personnel can now, for the first time, track their entire FOD sweeping program by logging on to an online database which, using GPS technology, tracks and logs its user's sweeping operations. The App calculates the distance swept and areas covered by the FOD*BOSS sweeper; it then records this information together with the weight of debris collected by the operator, enabling comparison of one sweep to the next. In addition the user can watch a FOD sweep live via the App, enabling them to compare and monitor FOD Sweeps to ensure all areas of the airfield are covered.

The new FOD*BOSS Sweep Tracker App for iPhones is available to download free from www.itunes.com/appstore by typing in fodboss to the search function.

The **three best reasons** to choose In-flight Entertainment products from Flight Display Systems



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COMPUTERS/SOFTWARE/APPS

ERP/MRO AVIATION SOFTWARE

PENTAGON 2000 develops, markets and supports a total software solution based on PENTAGON 2000SQL ERP/MRO system. Its state-of-the-art software system closely conforms to the unique business processes, quality assurance systems and regulatory requirements found in the commercial and military aviation sectors.

From the moment it is installed, PENTAGON 2000SQL provides a complete, user-friendly, feature rich, fully integrated environment that supports all of an enterprise's general business and specific activities — including accounting and financial reporting.

For more information visit www.pentagon2000.com.



PENTAGON 2000 MRO APP FOR APPLE IPAD

Pentagon 2000 Software, Inc., the leading provider of software solutions for the Aerospace & Defense industry, announces the addition of a new heavy maintenance app for the Apple iPad platform. This new native iOS app is the latest addition by the company to a set of existing mobile apps that are fully integrated into the Pentagon 2000SQL™ system.

The new mobile app provides an interactive electronic airframe maintenance work order traveler that includes support for displaying and editing scope card listings, scope card details, required parts, technical publications, tooling, log book entries, discrepancies, and corrective actions. Capabilities for bar code input, labor collection, imaging, multimedia, quality management, regulatory support, and electronic sign-offs make the module a valuable addition for repair stations that need an interactive and compact mobile tool to support today's demanding aviation maintenance operations.

For more information, visit www.pentagon2000.com.



FLIGHTDOCS

Flightdocs offers a powerful, yet easy to use maintenance and inventory tracking platform that allows operators to drastically streamline their operations by using the most advanced technology in the industry. Through the use of its iPad App, the only eSignature available to business aviation, and many other tools, its operators have been able to eliminate paperwork, increase transparency, and become extremely efficient, all while saving money on their yearly subscriptions. All of this, backed by 24/7/365 Analyst Support. No voicemails. No answering services. Real People.

For more information, visit www.flightdocs.com or call 1-800-747-4560.

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ENGINES & ACCESSORIES

MORE *Maintenance On Reliable Engines*

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MORE Company, Inc. provides eight (8) FAA approved Supplemental Type Certificates (STC's) for certain models of PT6A engines to extend the engine TBO to 8000 hours. The MORE STC uses an enhanced maintenance method to find and correct problems in their early stages. The STC's were designed to extend engine life, reliability, safety, and to reduce the cost of operation and ownership. The STC's are fully transferrable, there is no fixed hourly hot section interval, and can be used by private, commercial aircraft or military aircraft.

For more information, visit www.morecompany.net or call 775.782.3346.

REPLACEMENT PARTS AND OVERHAULS

Timken Aerospace Aftermarket provides replacement parts, helicopter drive train component overhauls, bearing repair and engine overhauls. It services platforms for Model 250, PT6, T53, T56, APU, Bell and Huey. Its global technology resources are focused on enhancing product design and capabilities to meet the most demanding aviation challenges. Its customers benefit from local sales support, personalized service, predictable parts sustainment, convenient exchange programs, in-house mechanical expertise and more.

For more information, visit www.timken.com/mro.

STARTER GENERATOR

Safran Power Systems has developed a direct STC/PMA replacement starter generator that is simple to install and requires no aircraft modification. The Safran starter generator is fitted with proprietary unique Safran brushes requiring a brush validation inspection at 500 hours. If they're worn more than 50 percent during that inspection, Safran will provide free replacement brushes because they're under warranty for 1,000 hours of operational life. Duncan Aviation houses unit inventories on-site at its Lincoln, NE, facility.

For more information, visit <http://blog.DuncanAviation.aero/Portals/10680/docs/StarterGenerator.pdf>.



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ENGINES & ACCESSORIES

PMA REPLACEMENT FUEL PUMP

Weldon Aerospace, a division of Weldon Pump that has been producing OEM aircraft pumps since 1942, now offers the 18000 Series PMA drop-in replacement fuel pump for Cessna, Diamond, Mooney and Gippsland aircraft. The 18000 Series fuel pump is an extremely cost-effective replacement pump rated for continuous duty with consistent flow and low amp draw. It features metal vanes that won't fracture, substantial vacuum draw to aid in vapor clearing, single solid shaft design for durability, and dual shaft seals for extended life. Weldon is ISO 9001:2008 certified and a Production Approval Holder (PAH-FAA).

For more information, visit www.WeldonPumps.com.



MILLENNIUM HL SERIES STARTER GENERATOR BRUSHES

MIRAJ CORPORATION introduces the Millennium HL Series starter generator brushes. An extension of its industry leading Millennium Series Long Life brush program, these brushes are formulated from an exclusive carbon compound and are specifically designed for the most demanding 150 and 200 AMP DC starter generator applications where today's operators can push their equipment to the limits by offering improved performance under the most demanding load conditions and operating environments.

For more information, visit www.mirajcorp.com.



DART'S TOUGH CORROSION-RESISTANT ENGINE MOUNTS

Made from stainless steel for improved durability, DART's new Replacement Engine Mounts were designed to last in harsh, corrosive environments such as offshore operations. DART mounts are priced lower than the OEM and reduce maintenance costs. Its mounts are direct replacements for OEM engine mounts and can be individually replaced as required to minimize operator investment and increase convenience. DART mounts are available for Bell 206A/B, 206L and 407 model aircraft. The Replacement Engine Mount is approved by Transport Canada, FAA approval to follow.

For more information, visit www.dartaerospace.com.



FUEL PUMPS

RAPCO FAA-PMA approved fuel pumps are dynamically balanced for reduced vibration and anodized to protect against corrosive elements for a long service life. New RAPCO fuel pumps are offered with no core charge and a buyback program is available. RAPCO fuel pumps offer exceptional value and are backed by warranty.

- Airborne - New RAPCO FAA-PMA replacement or overhauled Airborne fuel pumps with 8130-3
- Dukes - Overhauled fuel pumps with 8130-3

For more information, visit www.rapcoinc.com.

GROUND SUPPORT EQUIPMENT

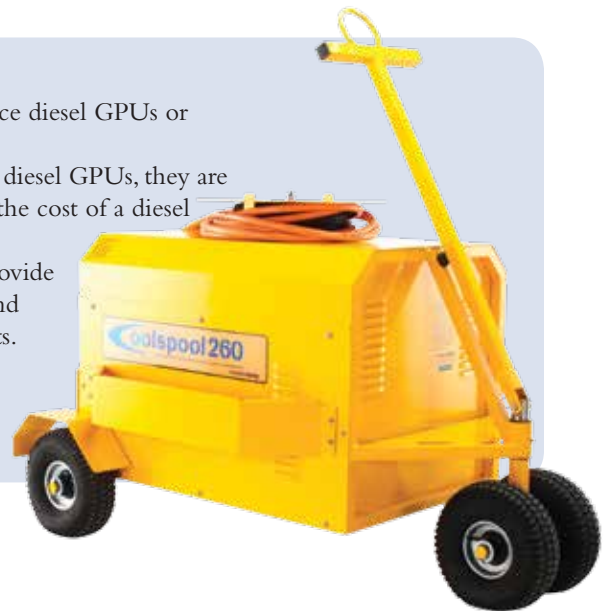
28-VOLT DC RAMP CARTS

Powervamp's 28 volt DC Coolspool ramp carts are designed to replace diesel GPUs or fixed and semi-mobile transformer rectifier units (TRUs).

Where no mains power is present or noise curfews prohibit use of diesel GPUs, they are a highly efficient, low cost power source – operating at a fraction of the cost of a diesel GPU, yet able to deliver the same power and turbine starting output.

These large, new generation, powerful, heavy-duty battery carts provide a combination of instant high amperage with pure DC wave form and full mobility, low initial investment and extremely low operating costs.

For more information, visit www.powervamp.com.



CHANGING THE WAY YOU MOVE YOUR HELICOPTER

The HeliWagon is a wireless remote controlled helicopter landing dolly that will change the way you move your helicopter. It is the most advanced mobile landing dolly in the world, enabling the pilot or ground crewman to have 360 degree walk around visibility with 100% positive control during aircraft movement on the ground.

The HeliWagon is a fully-contained electronic, rechargeable, motorized heli-ground transport system with 'wireless remote control' and 'tethered control' capability engineered to provide an extremely stable and safe landing platform for light to mid-sized skid helicopters.

Industrial grade casters and drive wheels are designed to comfortably traverse minor changes in grade and clear low obstacles. The deck surfaces are coated with a thick, tough, durable and nonskid polyurethane liner that is resistant to fuels, hydraulic fluids, and other caustic chemicals.

The HeliWagon is an innovation that simplifies and saves time, labor, and costs of handling your helicopter while it's on the ground.

For more information, visit www.heliwagon.com.

START PAC LIGHT-WEIGHT POWER SUPPLY SOLUTION

StartPac announces the release of the Start Pac® Model 53300, a powerful 300 amp power supply that weighs only 18 kilos (40 lbs).

The unit is designed for maintenance and to power up various functions such as inverters, avionics, GPS and air conditioning so is perfect for maintenance operation or field based operators as well as business jets, medical evacuation, police, fire or rescue operations with high draw aircraft systems.

Start Pac applied the most advanced and latest power supply technology to achieve the greatly reduced size and weight.

Within 2 months of launch, 30 different companies in 12 different countries have invested in the Model 53300.

For more information, visit www.startpac.com/products/aviation/model-53300/.



GROUND SUPPORT EQUIPMENT

ELECTRIC TOWBARLESS TUGS

Tronair offers environmentally friendly JETporter electric towbarless tugs. Models include the JP30, JP75, JP100S, with towing capacities of 30,000 lbs, 75,000 lbs and 100,000 lbs respectively, and the JP100SSC with its patented SOFTCAPTURE® cradle. Move your units safely and efficiently with these rugged, compact, maneuverable units.

Innovation, quality, and exceptional customer service: Tronair continues to be the premier supplier for ground support equipment. With a diverse and unparalleled GSE product line, Tronair demonstrates uncompromising value and dependability, ensuring its customers worldwide see it as a trusted partner.

For more information, visit www.tronair.com.



The NEW Hawkeye® V2 Video Borescope!



Bright, High-Res Video & Photos
Large Range-of-Focus
Quality Construction
4-Way Articulation
4 & 6 mm Diameters
Starting at only \$8,995



We've improved the image quality in the new Hawkeye® V2 with a higher resolution, more light sensitive camera, delivering bright, crisp, clear images! The new 5" LCD monitor provides comfortable viewing, and intuitive, easy-to-use controls, allow photo and video capture at the touch of a button! We've increased the 4-way articulation range, and improved the feel. It's still small, lightweight, portable, delivers great image quality, and is priced starting at only \$8995. Available in 4 and 6 mm diameters. Optional 90° Prism and Close-Focus adapter tips available.

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- Transports four 5-gallon water bottles (shown)
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- Air Conditioning Cart
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- Hydraulic Power Units
- Towbars / Heads
- Work Stands
- Test Equipment

For more information, visit www.AlberthAviation.com, 1-800-821-9811 or email Sales@AlberthAviation.com.

INSPECTION & TEST EQUIPMENT



RVSAM AUTOMATED PITOT STATIC TESTER WITH DIGITAL AND TOUCHSCREEN REMOTE

Laversab, Inc. introduces two new Automated Pitot Static Testers which are designed specifically for small jets and helicopters.

The Model 6200 has been designed for non-RVSM aircraft including helicopters.

The Model 6250 is fully RVSM compliant and is the ideal tester for small RVSM Jets.

Both testers are used to perform accuracy and leak checks. The high accuracy of the pitot output is ideally suited for checks at low airspeeds. Equipped with a large sunlight readable LCD, a touch screen and a redundant keyboard, these testers are easy to use. The 'Profiles' feature allows 20 different test profiles with 50 test points each to be stored in the testers, adding to their convenience. Both testers can be ordered with an internal 8-hour battery, making them completely portable. Additionally the wide operating range option allows them to be usable in any environment. These features along with an attractive price point and Laversab's unparalleled customer support give these testers exceptional value.

For more information, visit www.laversab.com.

PORTABLE VIDEOSCOPE

The 4mm PVR-S-J series portable videoscope from Borescopes-R-Us provides high-resolution video images. With the use of a joystick, articulation can be used in all ways to make inspection applications easier. On-board image capture and video recording capabilities are two of the standard features.

For more information, visit www.borescopesrus.com.



LED VIDEOSCOPE

Remote visual inspection doesn't have to be complicated and costly. Experience the NEW compact FreedomView® LED Videoscope from Optim LLC with its patented, integrated LED light source. The FV Videoscope offers greater flexibility, while providing exceptional light quality and visual clarity so you can perform a wide range of non-intrusive, non-destructive visual inspection tasks virtually anywhere, quickly and easily.

The FV Videoscope offers a durable and intuitive design made for real world conditions with a tungsten insertion shaft, glare reduction touchscreen and easy to use control functions.

For more information, visit www.optim-llc.com or call (800) 225-7486.



PITOT STATIC TEST EQUIPMENT

PITOT/STATIC ADAPTERS AND EQUIPMENT

Cobra Systems is the leading American manufacturer of Pitot/Static adapters and associated equipment serving the world's Commercial, Corporate, and Military Aircraft. It is a Veteran/Woman Owned Small Business that proudly makes high-quality products with a rapid turnaround time. Our Pitot / Static adapters are well-built with American ingenuity, American components, and American labor. It also sells seal and spacer kits, lubricating fluid, military bags, pitot covers, hose assemblies, streamers, and custom accessory kits. In addition, it has the capabilities to repair and calibrate not only its own equipment, but its competitors as well.

For more information, visit www.cobrasys.com.

INSPECTION & TEST EQUIPMENT

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YOUR
SKILLS.
EXPLORE
OUR
FACTORY.**



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Or call 888-826-5465



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Win an Education Grant!**



OLYMPUS IPLEX RX INDUSTRIAL VIDEOSCOPE

Olympus has added stereo measurement capability to its IPLEX RX industrial videoscope.

The optional advanced Stereo Measurement feature captures image information through two parallax lenses that enables the inspector to make accurate measurements of inspected objects from any angle. To help increase workflow, the newly implemented screen switching function allows easy detection of defects with a large, single screen and then quick shift to measurement view. Stereo Measurement allows the inspector to analyze length or distance, point to line, area/circumference, or depth of a given defect for repeatable and quantifiable reporting. Additionally, our unique Spot-Ranging™ feature on the IPLEX RX, the industry's only real-time tip-to-target distance measurement tool, navigates the scope tip to the optimum distance from a target for the most reliable measurement on the first try.

For more information, visit www.olympus-ims.com.

TOOL CALIBRATION SERVICES

Corporate Air Parts Inc. offers current clamps (clamp meters) which are used to detect current in wires. CAPS recently obtained the ability to calibrate these units after procuring a 50-turn current coil from Fluke. This current coil is used in succession with its calibrated multi meter and multi-product calibrator which is used to calibrate other equipment like multi meters and thermocouples. The clamps are checked at various points, similarly to multi meters.

For more information, visit www.corpairparts.com or call (818) 997-0512 and ask for the tool calibration lab.





ULTRA-POWERFUL UV LEAK DETECTION KIT

The Spectroline® MLK-35A MAXIMA™ Leak Detection UV Kit pinpoints the exact source of leaks in hydraulic, engine oil and aircraft fuel systems. The kit features the super-powerful MAXIMA ultraviolet lamp and an 8 oz (237 ml) bottle of Aero-Brite™ universal fluorescent dye, which locates all leaks in petroleum- and synthetic-based aviation fluid systems. The MAXIMA lamp's state-of-the-art Micro Discharge Light (MDL) technology delivers up to 10 times the UV-A output of conventional High Intensity Discharge (HID) lamps.

The MAXIMA is so powerful that it can be used in direct sunlight. This makes it ideal for outdoor inspections on tarmacs and in open hangars. The ergonomic design and light weight of the lamp head — only 21/2 lbs (1.1 kg) — allows it to be held for long periods without causing stress or fatigue. The lamp's instant on/off/restrike reduces inspection time because it eliminates the need for warm-up.

Also available is the MLK-35MA lamp kit, which contains a 12-volt rechargeable battery pack, as well as AC and 12V DC cord sets. In addition to the lamp and dye, both kits contain UV-absorbing glasses, fluorescence-enhancing glasses and an 8 oz (237 ml) spray bottle of GLO-AWAY™ dye cleaner, all packed in a rugged carrying case.

For more information, visit www.spectroline.com.

MICROVIB II AIRCRAFT VIBRATION CONTROL SYSTEM

Dynamic Solutions Systems, Inc. designed and manufactures the MicroVib II Aircraft Vibration Control System. The MicroVib II System is preferred and used by customers throughout the world in support of track/balance, propeller system balance, engine vibration analysis, and airframe vibration analysis.

For more information, visit www.dssmicro.com.



DIGITAL AIRCRAFT CABLE TENSION METER

Tensitron offers the ACX-1, its 5th generation Digital Aircraft Tension Meter. The ACX-1 uses the latest technology, software and design improvements:

- Data logging feature is standard
- Numerous entries can be stored for later viewing
- Data can be serially exported with optional serial communication feature
- Graphical, set-point feature allows user to define the acceptable tension range
- Select tension values to indicate in Lbs, daN or KG.

For more information, visit www.tensitron.com.

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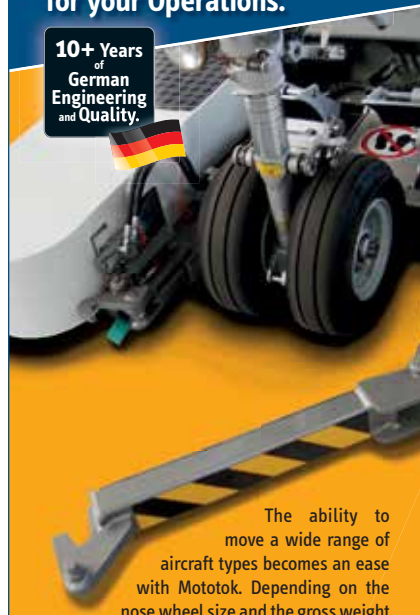
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We offer units that work with the following weights:

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Towing capacity	28 t 61,700 lbs	50 t 110,200 lbs	95 t 209,400 lbs	195 t 429,900 lbs



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INSPECTION & TEST EQUIPMENT

BK6000 DIGITAL BORESCOPE

Snap-on Industrial's BK6000 video/still recording digital borescope records and plays back still images and video clips on a 3.5-inch screen.

Features of the BK6000 include:

- Capturing still images at 740 x 480 resolution
- 2x digital zoom
- 8.5mm diameter imager head fits into tight places
- High-intensity LEDs direct light where it's needed
- Mini-USB connector for uploading to a computer
- Rubber over mold on all contact/gripping areas
- Stand and hanger to allow user to station device
- Removable, rechargeable Lithium-ion battery pack
- 120v AC plug in
- Two-year warranty

For more information, contact Scott Steward at (561) 212-6404, or email scott.b.steward@snapon.com. For general Snap-on Industrial inquiries, call (877) 740-1900 or send email to order@snapon.com.



AIR DATA TEST SET

The ADSE743 RVSM air data test set from ATEQ USA features thermo-regulated pressure sensors, pneumatic quick disconnects, a remote touch screen and easy test data back up. It comes with a two-year standard warranty, free on-site setup and training and free loaners when calibration is needed. ATEQ USA offers the next calibration for free in 2014 and a 60-day money-back warranty on all testers (tarmac or laboratory version).

For more information, visit aviationsales@atequsa.com or call (734) 679-5575.



DIGITAL OPTICAL MICROMETER

The 8400K Digital Optical Micrometer is a portable tool for depth measurement and visual inspection. Quickly and confidently assess the severity of scratches, pits, dings and other damage on components and parts. When specific tolerances apply, exact measurements are essential. Make "repair or replace?" maintenance decisions with confidence; improve safety and avoid using substandard parts. Save resources and avoid unnecessarily scrapping serviceable parts. Products are made in the USA and trusted by aircraft MRO facilities, military bases, and laboratories around the world.

For more information, visit www.jchadwickco.com.



VIDEO BORESCOPE

The Hawkeye V2 video borescope offers greater field of view (FOV) and depth of field (DOF). The wider 70-degree FOV allows more of the inspection area to be visible to the user. The "deeper" DOF allows sharp focus of objects as close as 15 mm, up to infinity. With the optional close-focus tip, users can have sharp focus of objects from 4 to 22 mm. The V2 is available in diameters of 4 and 6 mm, offers four-way articulation and is made in the USA.

For more information visit www.gradientlens.com.

Flawed Logic

Some recommend using **WATER** to contain a Lithium Ion Fire! *Really?*



- Some recently introduced phones and laptops are **WATERPROOF** - thus preventing water from reaching the cells of the battery.
- Sometimes, large quantities or **NO WATER** is readily available!
- You will likely need to **HOLD** the bag upright for the water to remain in the bag.
- Information is available that says Li-Ion batteries don't react with water. Online videos from multiple sources indicate otherwise!
- Bags that don't properly seal produce excessive **SMOKE** – requiring the need to use masks.
- Many of the “fire containment” bags available have **NOT BEEN BURN TESTED** or Certified.

PROVEN & TESTED

NO WATER required

- Tested with an entire laptop case, keyboard and all related combustibles.
- Tested for Industrial Energy Products (IEP, Thomas Connolly/ Owner), along with several other candidate products, and proven to contain laptops by the FAA at the Atlantic City Tech Center in 2007. It was the **ONLY** product that passed the 2007 test and again proven to perform as required in 2008 round of tests in which it was the only candidate the FAA found worthy of retesting.
- Designed to contain a PED that reaches thermal runaway and contain it until it has burned itself out.
- By definition the product is approved since it fulfills all required parameters set forth by the FAA (contain fire, sparks & flames) **WITHOUT WATER**.
- Models include; Laptops, Flight Deck Tablets, Defibrillators and Cell Phones. All models are shielded to contain cellular signals.



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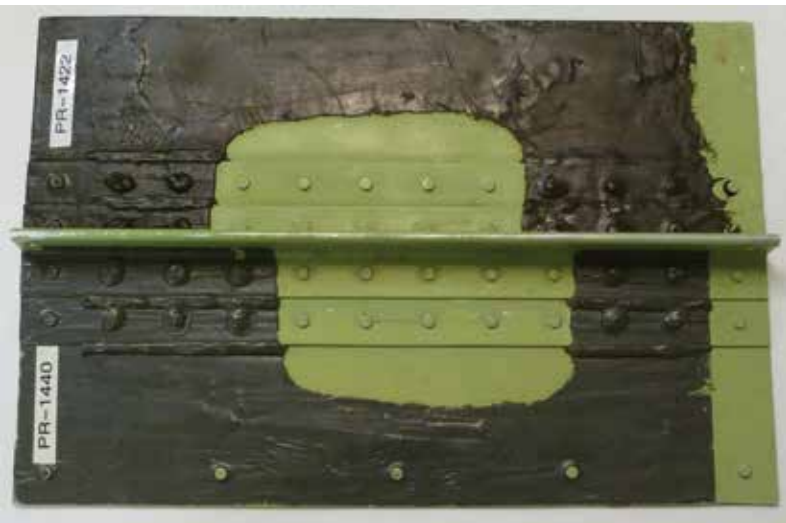
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Dallas Airmotive is a leading, independent provider of OEM-authorized engine repair and overhaul services on Pratt & Whitney Canada, Rolls-Royce, and Honeywell turbine engines used in business and general aviation. The company is authorized on more than 80% of the engines in the business and general aviation fleet. With more than 100 field support technicians available around the globe, Dallas Airmotive offers 24-hour a day support backed by three major overhaul centers and 11 Regional Turbine Centers. The company also offers sales, exchange and repair of engines, accessories and components plus new and serviceable parts.

For more information, visit www.dallasairmotive.com.



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Hawkins Aero Engineering is the manufacturer's representative for Global Turbine, overhauler of large exit ducts for PT6A-28 and -34 series PT6A engines. Global Turbine's large exit overhaul replaces everything except mounting flange.

For more information, visit www.pt6pma.com.



WEST STAR AVIATION PARTS & COMPONENTS SERVICES

West Star Aviation provides full support for the aircraft they service including components, accessories and avionics components. With many airframe components available on an exchange basis, West Star can provide many surplus solutions including the buying and selling of used products from Collins, Honeywell, Universal, etc. West Star expertise also lies in the buying and selling of Canadair RJ airframe and engine accessories.

For more information, contact John Hardy, 618-258-4719 or visit www.weststaraviation.com.



RBR MAINTENANCE INC.

With over 30 years of experience in the aviation industry, RBR Maintenance, Inc., is a Certified FAR-145 Repair Station, offering complete maintenance, inspection, avionics installation and repair, structural repair and modification, as well as parts services for Hawker, Citation, Falcon and Gulfstream aircraft. Conveniently located at Dallas Love Field, RBR's facility is equipped with the latest technology, equipment and the most highly trained technicians in the business. To learn more, or to schedule service visit www.rbrmx.net or call 214-351-6604.

AVIATION FABRICATORS (AVFAB) EXTERNALLY SERVICED TOILET REPAIR

AvFab has an FAA approved process to repair most externally serviced Monogram, Weber, Dayton, and Koehler units used in many jets. The repair process brings the units to "like new" condition and lead time can be greatly reduced when repair services are utilized over replacement. AvFab has also developed a repair process for re-sealing and repairing leaking units and all repaired units come with the same one-year warranty as new units.

For more information, visit www.avfab.com or call 660-885-8317.



FLYING COLOURS

Flying Colours is a global aviation service company with its headquarters in Canada that specializes in Maintenance/Repair/Overhaul, Green Completions, Interior Refurbishment, Component Services, Auxiliary Fuel Systems, Exterior Paint and Avionics Installation and Upgrades. Flying Colours' US operation is an FAA-licensed Class III and IV Part 145 repair station based in St Louis, Missouri. Flying Colours specializes in all mid-large sized business aircraft including the Global Express series, Challenger, Learjet, Dassault Falcon, Beechcraft/Hawker and Gulfstream models. Flying Colours is an authorized service centre for both Bombardier and Beechcraft.

For more information, visit www.flyingcolourscorp.com.



CONSTANT AVIATION

Constant Aviation specializes in airframe maintenance, engine repair maintenance, major repairs, avionics, interior refurbishment and modification, parts distribution, and accessory and composite services.

For more information, visit www.constantaviation.com.

SERVICES



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For more information, visit www.heritageturbines.com.



AVIATION FABRICATORS (AVFAB)

AvFab provides inspection, repair and overhaul of corporate aircraft interior parts and components, and is an FAA-PMA manufacturer of custom aircraft seating. AvFab’s sister company, Central Airmotive, is a comprehensive supplier of Original Equipment Manufacture interior products such as seats, divans, tables, toilets, cabinets and dividers. Central Airmotive currently has over 90,000 sq. ft. of OEM seats and cabin components. Together they represent a “one-source” solution for almost any corporate aircraft interior need. For more information on any other product or service offered by AvFab, please visit www.avfab.com or call Jeff or G. R. Lowe at 660-885-8317.



MROMARKETPLACE.COM

MROmarketplace.com is an online marketplace for aircraft owners/operators and MROs that enables aircraft maintenance projects to become quickly matched with the most compatible MRO or aviation service provider.

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For more information, visit www.MROmarketplace.com.



DFW INSTRUMENT CORPORATION

DFW Instrument Corporation announces that it has become an authorized dealer for Rockwell Collins. DFW Instruments is located on the third largest general aviation airport in the country, Addison Airport, Texas. DFW provides full flight line avionics troubleshooting support, overhauls, and repairs, along with a large rotatable inventory to meet your demanding AOG needs. Its Rockwell Collins capabilities consist of Flight Line Support, Rotables Exchange / Rentals and the CASP Program. For more information, contact James Zollo at (214) 217-7600 or email james@dfwinstruments.com.



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RBR MAINTENANCE INC. PARTS SERVICE

With hundreds of parts already in stock and available, RBR has the parts you need, when you need them. Our outside parts sales department can locate even the most hard to find parts for your aircraft.

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Visit www.rbrmx.net to download the company's extensive list of in-house parts, or call Chris Lesniak at (214) 351-6604 to learn how RBR can get you back in the air.



AVIATION FABRICATORS (AVFAB) SEAT RECLINE ACTUATORS



AvFab offers repair and overhaul services for nearly every actuator made. Their latest addition is the Enidine "Ultraloc" actuator making AvFab the first Enidine actuator overhaul facility in the world. Units serviced include P.L. Porter, Enidine, and Roton. Features include an exchange program, 1-year warranty, and value priced repairs and overhauls. Lead time is typically three working days. Please visit www.avfab.com or call Jeff or G. R. Lowe at 660-885-8317.

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West Star Aviation, Inc. specializes in the repair and maintenance of airframes, windows, and engines, as well as major modifications, avionics installation and repair, interior refurbishment, surplus avionics sales, accessory services, paint and parts. In addition to its facilities in East Alton, IL; Grand Junction, CO; and Columbia, SC, West Star Aviation runs the maintenance operations at Aspen-Pitkin County Airport in Aspen, CO and at Spirit of St. Louis Airport in Chesterfield, MO. West Star Aviation, Inc. is an industry leader in technical experience and expertise while providing world-class customer services in all the organization's divisions.

For more information, visit www.weststaraviation.com or call 800-922-2421.



BOCA AIRCRAFT MAINTENANCE

Since the inception of Boca Aircraft Maintenance, LLC. (BAM), located in Boca Raton, FL, the company has continued to expand capabilities and grow within South Florida. The most recent addition to its growing list is the Rockwell Collins dealership.

With satellite locations at Palm Beach International and Opa Locka Executive airports BAM continues to support new customers, both domestically and abroad.

While intently focused on supporting Dassault Falcon jets, BAM is also well versed in maintaining the Bombardier business aircraft product line, and holds the coveted Gold Authorized Service Center for the Eclipse jet.

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AVIATION FABRICATORS (AVFAB) FALCON CREW SEAT REPAIR

AvFab Seat Repair was designed to provide an FAA Approved repair to the Falcon seat structure making it "stronger than new". Many of the original brazed seat frames are cracked and even broken. This repair substantially saves time and money when compared to ordering a replacement base or seat from the factory. The repair is done at the AvFab facility, and great care is taken to preserve the chair foam and covering so they can be reinstalled after the repairs have been accomplished, if necessary.

For more information, visit www.avfab.com or call Jeff or G. R. Lowe at 660-885-8317.



SERVICES



BALANCING TOOLING AND SERVICES

Vibration Solutions North (VSN) is an industry leading balancing technology company offering balancing service, balancing training and balance tooling to industries with critical balancing requirements. VSN's patented technology, Kin-Dex™, provides companies with balance tooling which can help reduce errors, decrease operational time and is simpler to use. This improved operational efficiency assists OEM's and MRO's in optimizing production lines, saving them valuable time, money and resources.

VSN is currently inviting MRO facilities to join the Legacy Engine Tooling Program, which allows MRO's the opportunity to try out this new tooling in a risk reduced environment.

For more information, visit www.VSNorth.com.



INDUSTRY ECONOMIC DATA

The Aeronautical Repair Station Association (ARSA) provides a comprehensive economic review of the maintenance, repair and overhaul (MRO) marketplace. The report provides a review of the civil maintenance, preventive maintenance and alteration markets with a focus on the heavy airframe, engine, component and line maintenance segments.

For more information, visit www.arsa.org/news-media/economic-data.



AVIATION FABRICATORS (AVFAB) AIRLINE STYLE SEATING

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Attractive High Density (Commuter) "No Maintenance", lightweight airline seat. AvFab's Econo-Seat offers maximum capacity in any King Air. The most reliable and durable King Air high-capacity Airline Style Seating. Can be delivered with upholstery.

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The Traveler Seat is another "No Maintenance", lightweight airline style seat offered by AvFab. Provide your passengers with increased knee and legroom with the enhanced and upgraded version of the Econo-Seat. Traveler Seat is available for all King Airs and can be delivered with upholstery.

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AVIATION FABRICATORS (AVFAB) TOILET REPAIR

AvFab has an FAA-approved repair process for most of the Monogram, Weber, Koehler, Alamo and Aircraft Technologies flushing units. We can even repair component parts like tanks and valves when the repair of the entire flushing unit is not required. Our repair process brings the units to “better than new” condition through the development of many PMA parts used in the process to improve quality and durability at a much lower cost than original parts replacement. All repaired units come with the SAME WARRANTY AS NEW units! Avfab has an extensive inventory of replacement parts, components and units available for exchange to further improve turn time. Please visit www.avfab.com or call Jeff or G. R. Lowe at 660-885-8317.



FURNACE SUPPORT AND TRAINING

Ipsen’s aftermarket support team offers an array of maintenance must haves when it comes to preventing or dealing with production mishaps. The aftermarket support team provides replacement or spare parts and a variety of parts kits designed to match a wide range of needs. They also offer repair services and training should assistance be required. The team is also able to handle non-Ipsen brand furnace parts in need of replacement or repair. Ipsen also designs individualized preventative maintenance programs, coordinates Ipsen U trainings, provides installation services and offers a global team of field service engineers for expert service anywhere in the world.

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AVIATION FABRICATORS (AVFAB) BEECH KING AIR TABLE REPAIR

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For more information, visit www.rbrmx.net or call (214) 351-6604.



SERVICES

AIRCRAFT PROTECTION PROGRAM

Av-Guard's aircraft protection program covers all aircraft and helicopters registered in the United States and Canada and which have been manufactured within the last 35 years.

The coverage includes airframe components, systems, engine(s), engine accessories, APU, TRs, prop(s), rotors and all avionics. Coverage also includes parts, labor and AOG (if applicable). No enrollment fees, buy-in fees, hourly fees or transfer fees apply. There are no costly inspections and there is one annual premium. Enrollment takes roughly 10 minutes and the aircraft is covered that same day.

For more information, visit www.FlightSupportGroup.com/Av-Guard or call (386) 767-1200.



CORPORATE AIRCRAFT SUPPORT

Dallas Airmotive Services (DAS) is an FAA Part 145 repair station that provides support for corporate aircraft operators through the overhaul and repair of composites, structures and assemblies. Specializing in thrust reversers, control surfaces, engine cowls, pylon and floor panels, as well as radome repair and testing, DAS is certified on Bombardier Learjet and Challenger, Gulfstream, Piaggio, Embraer, Boeing and Hawker Beechcraft and Beechjet components. In addition, DAS has cultivated a diverse list of active partnerships within the aviation industry, including leading OEMs. Located just south of Dallas Love Field airport, DAS can support aggressive turn times while maintaining high quality and providing competitive prices.

For more information, visit www.dasvcs.com or call (972) 723-3164.

AVIATION FABRICATORS (AVFAB) COFFEE BREWER REPAIR

AvFab is FAA approved to repair and overhaul most series of coffee brewers used in aircraft. Lead time is greatly reduced when repair services are utilized over replacement. All repairs are done in AvFab's facility by experienced technicians, and the repaired unit will give you the same level of service you would expect from a new one.

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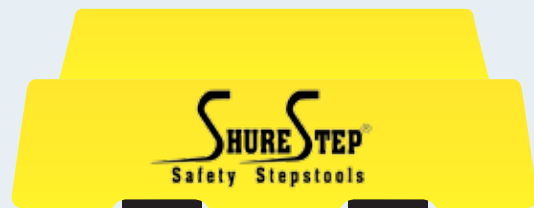
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For more information, visit www.bigassfans.com.



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KH Industries, a long time manufacturing partner with The Boeing Company, designed the original fluorescent Quad Light based on specifications from a site visit to the 737 production line. At the time, the lead KH Industries engineer was Joseph Pinker, Jr., who today serves as president of KH Industries.

Today, the partnership has evolved as well as the Quad Light product line. The Quad Light is known for its durability and is the industry standard for rugged, wide area lighting that can withstand the rigors of the aerospace and MRO industries. Now with the recent dual cUS/CSA Certification for the 3,200 Lumen and the 7,200 Lumen models the LED Quad Light will deliver a virtually unbreakable wide area, portable lighting system.

For more information, including available models and pricing, call (716) 312-0088 or email info@khindustries.com.



ROLLS-ROYCE 250 ENGINE STAND

All Metal Maintenance Stands (All Metal MS) offers a Rolls-Royce 250 engine stand. The base of the unit includes "fork pockets" built in to make moving the unit around with a fork truck easier and safer. The engine mount adapters will accept the factory engine mounts



as well as accept various aftermarket "storage mounts." This particular model has been designed to fit the C20, C30, and C47 variations of the RR 250, although All Metal MS says that modifying its stand to fit other variants would not too difficult of a task. When mounted, the engine can be rotated and locked in four different positions, at 90° intervals. This latest revision also includes adjustable outrigger legs for stability and to make it easier to manipulate the engine into the different positions. In addition, the uprights of the unit can be unbolted and be laid down flat for storage.

For more information visit www.allmetalms.com.

INDUSTRIAL ELECTRONIC TORQUE WRENCH

Designed for repeated use, the ControlTech (CTECH) Aluminum Industrial Electronic Torque Wrench from Snap-on Industrial is the perfect lightweight, durable and reliable torque wrench for technicians. At just one pound, the weight is comparable to mechanical micrometer torque wrenches, yet the CTECH provides instant data on the exact torque actually applied – something mechanical wrenches can't do.

Key performance features of the ControlTech Aluminum Electronic Torque Wrench deliver significant benefits:

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- Dual side LED indicator lights with configurable settings provide operational guidance
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For more information, call (877) 740-1900 or visit www.snapon.com/industrial

MAGNIFYING INSPECTION LIGHT



Kell-Strom offers a Magnifying Inspection Light (p/n KS5521). This light allows users to closely examine internal machined surfaces such as bores and threads for burrs, damage and surface finish.

Molded of chemical resistant high-impact plastic, this product includes an additional ground & polished glass lens which when inserted into the magnifying end gives the light a 10X magnifying capability.

The light is FM, CSA, CENELEC & AUS approved. This multi-use tool will be a welcome addition to any toolbox.

For more information call 860 529-6851 or email sales@kell-strom.com.

RIVET SQUEEZER KIT

The KTC152 deluxe rivet squeezer kit comes with: a hand squeezer in a reach of 1.5 or three inches, C yokes in 3/32-, 1/8-, 5/32- and 3/16-inch, AN470 cupped sets, assorted flush sets and dimple die sets in 3/32-, 1/8-, 5/32- and 3/16-inch sizes in a molded box.

For more information, visit www.klassictoolcrib.com or call (734)-947-8100.



HEAVY-DUTY SPARK PLUG GAPPER KIT

Aircraft Tool Supply offers the heavy-duty spark plug gapper kit (ATS420DX).



This complete spark plug gapping solution for field or bench use includes a heavy-duty spark plug gapping tool (ATS420) to accurately set your spark plug gaps to within 0.001-inch.

You also get a set of wire feeler gauges (ATS450) to verify gap size. If you should

happen to accidentally over-gap the plug, then the included gap expansion tool (ATS483) will get you back on track. Aircraft Tool Supply has included an electrode erosion gauge (ATS482) to make sure that gapped plugs are still in serviceable condition.

The heavy-duty spark plug gapper kit is compatible with all Champion and AutoLite massive electrode spark plugs.

For more information, visit www.aircraft-tool.com.

GULFSTREAM AXLE NUT SOCKET KIT

Alberth Aviation's new wheel socket kit is designed for quick, accurate one-person wheel changes. It fits the Gulfstream GIV, GV, G550, G650, and Bombardier Global Express models. Low-profile nose and main



wheel spanner sockets have perimeter "view" holes. Attach the provided custom LED flashlight for easy visual alignment of the axle nut lock bolts. Also included is a no-flex breaker bar head and custom molded storage case.

All of Alberth Aviation's specialty tooling is designed hands-on by mechanics for mechanics for improved safety, quality, and efficiency.

For more information on this kit and other Alberth Aviation products including Oxygen Fill Adapter, Falcon Spring Fairing Tool and Jack Adapter, visit www.AlberthAviation.com or call 1-800-821-9811.

TRAINING & EDUCATION



AZIMUTH AEROSPACE SOLUTIONS

Azimuth Aerospace Solutions' focus is on developing both classroom training and CBT for aviation companies. Current training course offerings include:

FOD Prevention – This NAS-412 compliant training course increases FOD awareness and presents numerous methods and practices for tool control, hardware accountability, housekeeping, and material handling. Using case studies relevant to aircraft maintenance, this training emphasizes the importance of preventing FOD and following established tool control and housekeeping guidelines. Azimuth Aerospace Solutions offers this FOD Prevention course online and onsite in an instructor-led setting.

Digital Databus Theory – The electronics systems of today's aircraft use advanced digital databuses for communication. Many technicians work around these databus wires every day but few understand how information is transmitted from one device to another. This course explains how these digital databuses work and how to troubleshoot problems when data is missing. This course focuses on the ARINC 429 databus, although the theory of RS-232, RS-422, and even MIL-STD-1553 databuses are also covered. After completing this course, technicians will be able to use a databus analyzer to look at and interpret the stream of data traveling along the databus.

For more information, visit www.azimuthaero.com.



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System Safety Services has the mission: "To assist our clients in developing the best possible Safety system to suit their needs."

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- Pilot & Crew Decision-Making workshops
- Safety Management System training for management & employees
- System Safety Services provides safety posters, videos and more to back up the above.

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GREY OWL AVIATION CONSULTANTS INC

Grey Owl Aviation Consultants Inc. is celebrating 20 years of facilitating error prevention workshops to the aviation industry. Grey Owl leads the aviation community in changing the attitudes, behaviors and overall cultures of the individuals and organizations they service with a safety-first mindset. If you are not seeing return on investment on your human factors, SMS and FRM programs, it is time to tap into Grey Owl's training program success. Courses meet requirements of FAA, TC and EASA and are provided at the customer's location.

For more information, call (204) 848-7353 or visit www.greyowl.com.

Example of damage removal and panel preparation prior to starting repairs.



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TRAINING & EDUCATION



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For more information, visit www.globaljetservices.com.



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For more information, visit www.worldwidehelicoptersolutions.com.



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Night Flight Concepts, the industry authority for Night Vision Imaging Systems (NVIS) solutions, offers state-of-the-art Night Vision Goggle (NVG) Maintenance Training that provides comprehensive instruction on the latest NVG inspection and repair procedures as approved by the FAA and manufacturers of night vision devices from ITT, L-3, and Nivisys.

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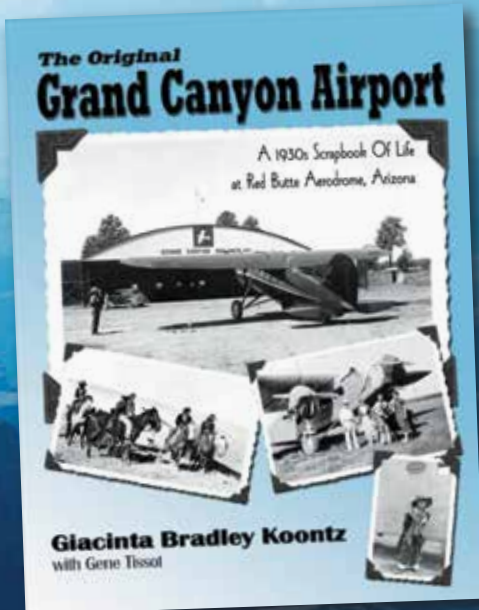
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NEWS

Abaris.....	54
ACES Systems.....	53
ACETECH Plastic.....	65
ADMA.....	35
Aerosafe Products.....	65
Alberth Aviation.....	65
All Metal MS.....	64
AMTA.....	57
ARSA.....	50
Avgroup.....	5
Aviall.....	11
AvFab.....	34
Baker Aviation.....	13, 31
Baker School of Aeronautics.....	65
B/E Aerospace.....	52
Becker 505.....	51
Bizjet.....	67
Brown Tool.....	55
Concorde Battery.....	42
Consolidated Aircraft.....	40
Continental Motors.....	28
CribMaster.....	23
Duncan Aviation.....	37
Flight Display Systems.....	21
FlightDocs.....	7, 59
FlightSafety International.....	17
Global Parts.....	2
Gradient Lens.....	26
Hawker Beechcraft Services.....	9
Helicopter Specialties.....	49
Heritage Turbines.....	19, 65
ILS.....	46
Laversab.....	41
Machida.....	45
Michelin.....	39
Miraj.....	55
Mototok.....	29
NBAA.....	44
Pentagon 2000.....	65
Pratt & Whitney Customer Training.....	36
Rapco.....	4
Shure-Step.....	64
SkyBOOKS.....	33
Start Pac.....	56
StarPort.....	8
S.W.A.T.....	47
Tdata.....	65
Teledyne Battery (Gill).....	38
Textron Aviaton Service Centers.....	15
The Original Grand Canyon Airport.....	64
Tronair.....	43
West Star.....	14, 68



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This summer, I had the opportunity to once again hang out for a few days at the annual EAA AirVenture Oshkosh.

As I arrived at the entrance to the event, I felt a strong sense of Déjà vu. I tried to think how long I had been coming to the event. After doing a bit of calculating in my head I realized that it was my 25th year in a row! No wonder I had the sense of Déjà vu!

EAA has always done an impressive job of managing the more than 500,000 people that attend. The task is enormous and includes everything from managing parking, food, housing, restrooms, ticket sales and more.

So it's quite understandable that there's going to be a small glitch once in a while, and someone isn't going to be happy. Although it wasn't a huge deal – I found myself as one of those “unhappy” individuals for a moment this year.

AirVenture uses food vendors/catering companies for its event. The central food area this year was a long tent where the concessions were undercover. A long counter space was divided into a dozen or so “ethnic restaurants” where different types of food were served. So the idea was if you wanted Asian food, for example, you would stand in the Asian food line. If you wanted French food, you would stand in the French food line. Having said this, the food prep and serving area was really one large area that wasn't separated in any way. If the cashier in the Asian food area wanted to reach over and grab some French food, they could easily do so. Actually, the cashier had a few “runners” that would grab the orders and bring them to the register to be rung up.

In the past, I would pick one line, knowing that I could ask for several items that were served by the same vendor. This year, I had a couple of people with me and they all wanted something different. So after standing in a line in the hot sun for a while, I proceeded to order some different items that were served in various “ethnic restaurants.”

I was immediately told that if I wanted to order other types of food, I would need to stand in each of the other food lines. My total wait to get our food was well over a ½-hour in the hot sun.

A short while later I decided to contact the food vendor. I was surprised that someone returned my call within an hour. Unfortunately, their response is a “don't do this” lesson in customer service. They proceeded to explain to me all the reasons that this works for them as a business. How it keeps things simple for the cashiers, and how it streamlines their workflow. They offered to have me go back for a FREE meal!

Yes, I was invited to go back and stand in several lines again for the good portion of an hour – and THAT was supposed to make me feel better! Really?

This business was so ultra-focused on its needs and desires that it totally refused to look at its customers' needs and desires. In fact, it was SO focused on its business, it even invited me to come back and experience the same bad customer experience all over again – at its expense!

As someone that is managing your aircraft maintenance operation – a large part of your job is customer service. Every so often, you need to step back and envision yourself as the customer. You need to experience what your customer experiences. You need to do whatever it takes to understand their point of view.

Talk with your customers. Ask them questions about their experiences and how you can do it better. You can also send them a survey after the event. Some may not be comfortable telling you about negative experiences face to face, so give them the opportunity in writing. Ask your staff – question everyone from the receptionist to mechanics on the floor if they have any thoughts on the service you provide. And at the very least, close your eyes and imagine yourself as a customer for a few minutes a day. Be the Customer!

My experience, although not life-changing, means that I will likely seek a different location to eat at next year's event. I'm sure it won't have a huge impact on EAA's bottom line. However, if I am inclined to avoid the food concessions next year, I have to wonder how many others will as well? ■

Greg Napert Proud to be an A&P

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