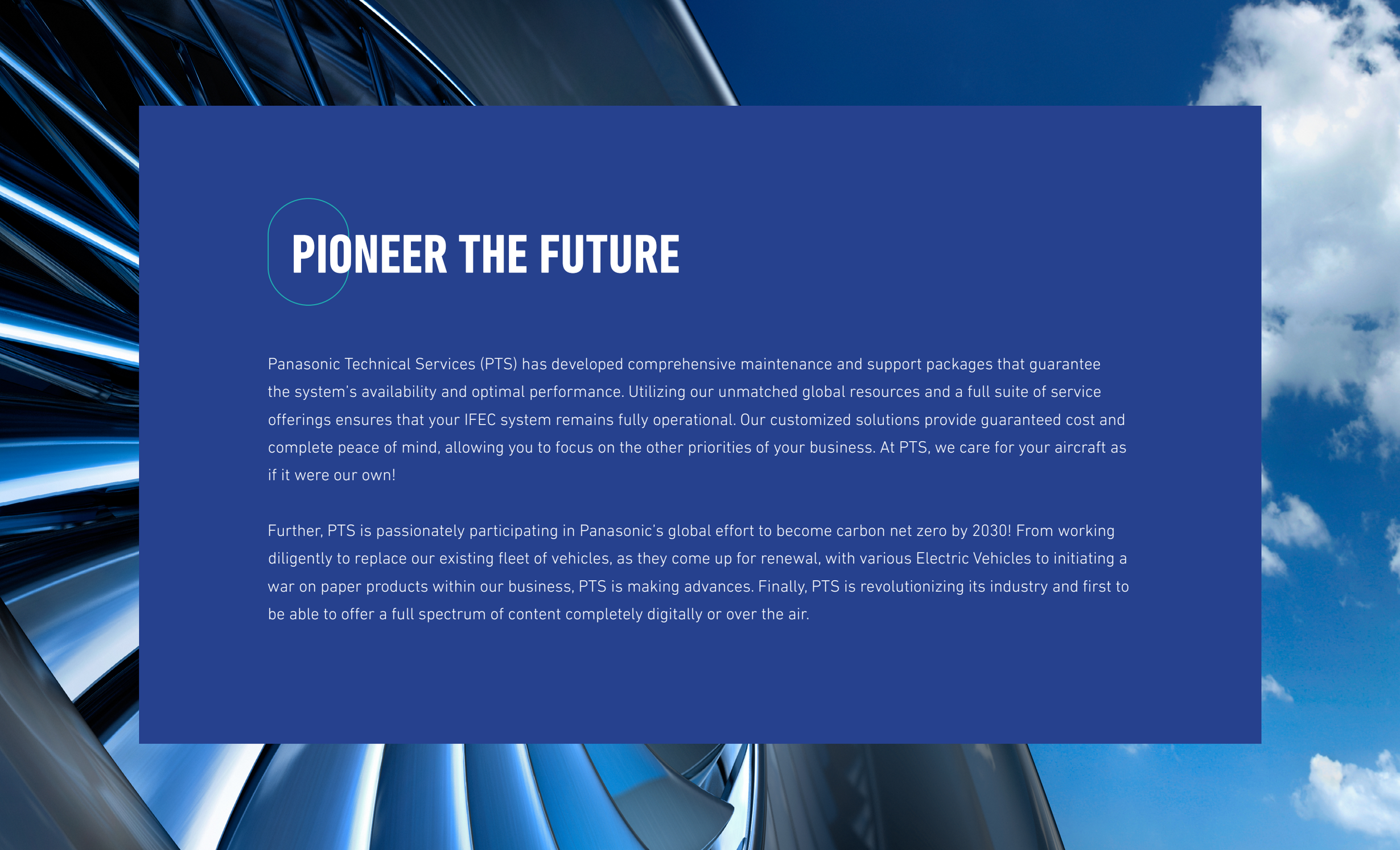
Panasonic

Panasonic Avionics Corporation

PANASONIC TECHNICAL SERVICES



www.panasonic.aero/pts



PIONEER THE FUTURE

Panasonic Technical Services (PTS) has developed comprehensive maintenance and support packages that guarantee the system's availability and optimal performance. Utilizing our unmatched global resources and a full suite of service offerings ensures that your IFEC system remains fully operational. Our customized solutions provide guaranteed cost and complete peace of mind, allowing you to focus on the other priorities of your business. At PTS, we care for your aircraft as if it were our own!

Further, PTS is passionately participating in Panasonic's global effort to become carbon net zero by 2030! From working diligently to replace our existing fleet of vehicles, as they come up for renewal, with various Electric Vehicles to initiating a war on paper products within our business, PTS is making advances. Finally, PTS is revolutionizing its industry and first to be able to offer a full spectrum of content completely digitally or over the air.



OUR GLOBAL FOOTPRINT

51
Line Stations

8
Repair Stations Located Across 7 Countries

14
Locations Supporting Technical Handling

15
Locations Supporting Base Maintenance and OEM Operations



GLOBAL APPROVALS

LINE MAINTENANCE STATIONS

CAAS SAR-145
CDG JFK LHR
FRA LAX MEL
HNL NRT SIN
HKG SFO SYD
WSI

CAAT TCAR 8
SIN

CASA CASR-145
ADL DRW
CHC MEL
CNS SYD
PER

CAA (UK)-145
LGW LHR

DGACC (CHILE) DAN-145
GRU MAD
SCL JFK
LIM

DGACP (PERU) RAP-145
LIM

EASA-145
AMS LIS
CDG MAD
FCO LAX
SYD

ANAC RBAC-145 (BRAZIL)
GRU
JFK

FAA FAR-145
ATL JFK
BOS LAX
DEN LHR
DTW MSP
EWR NRT
HND ORD
HNL SEA
IAD SFO
IAH SLC

GACAR-145
RUH

CAANZ-145
ADL CHC
AKL CNS

GCAA CAR-145
CHC ADL
PER WSI
AKL

QCAA
ADL
MEL

TCCA
YVR
YYC
YYZ

BRUNEI DCA
LHR

REPAIR STATIONS

BOTHELL, U.S.A.	CAA(UK)-145, EASA-145, FAA CFR-145, TCCA-145, CCAR-145
DUBAI, U.A.E.	CAA(UK)-145, EASA-145, FAA CFR-145, GCAA CAR-145
DUNDALK, IRELAND	CAA(UK)-145, EASA-145, FAA CFR-145*, TCCA-145*
LAKE FOREST, U.S.A.	CAA(UK)-145, CCAR-145, EASA-145*, FAA CFR-145
MONTRÈAL, CANADA	EASA-145*, FAA CFR-145*, JCAB-145, TCCA-145, ANAC 145*
NARITA, JAPAN	FAA CFR-145, JCAB
SINGAPORE	CAAC-145, CAAS SAR-145, EASA-145, FAA CFR-145, HONG KONG CAD, INDONESIA DGCA-145, JCAB, MALAYSIA CAAM-145, THAI CAAT-145
XIAMEN, CHINA	CAAC-145, EASA-145, FAA CFR-145, JCAB

*Via Bilateral Agreement

OUR NETWORK

3,800+
Aircraft Under Long-Term Service Contract

350,000
Line Maintenance Service Events Each Year

$250M
Global Inventory at Line Stations

99.5%
Parts Availability at Line Stations

2,000+
Aircraft Media Loads Per Month

160,000
Annual LRU Repair Capacity

200+
Average Number of Classes Conducted for PTS Staff and Customers Annually



PTS is the world's leader in IFEC maintenance services! Globally, PTS personnel lead the way in troubleshooting IFEC systems, software/media loading, and the timely replacement of LRUs.

With eight repair locations and forty-five-line maintenance stations globally, PTS operates the most extensive MRO network in the world. This allows PTS to leverage a broad list of capabilities and expertise to provide a tailored, proactive, maintenance solution.

3,000+

Aircraft Under Long-Term Service Contract

350,000

Line Maintenance Service Events Each Year

$250M

Global Inventory at Line Stations

99.5%

Parts Availability at Line Stations

2,000+

Aircraft Media Loads Per Month

160,000

Annual LRU Repair Capacity

250+

Average Number of Classes Conducted for PTS Staff and Customers Annually



OUR SERVICES

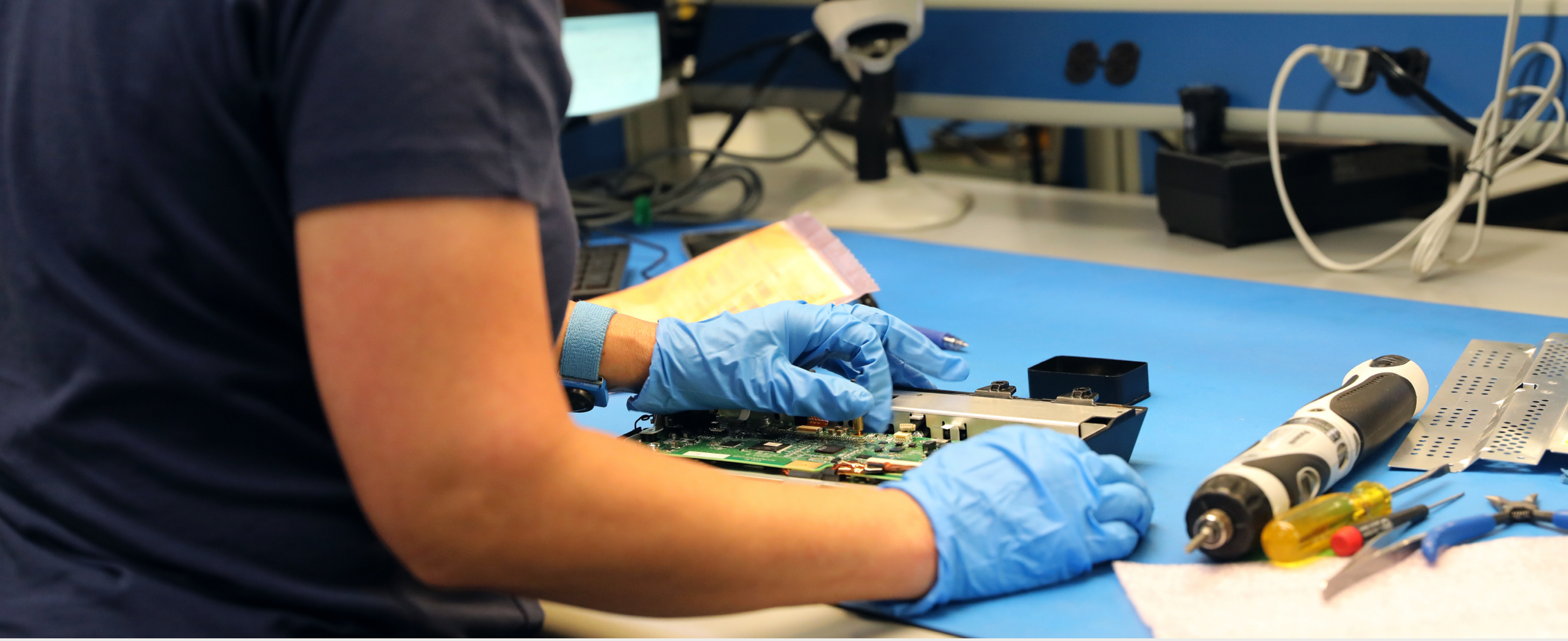
- Line Maintenance
- Repair
- Maintenance Planning
- Total Care Package
- Material Management
- Technical Services
- Spares, Loans, Exchanges & AOG

LINE MAINTENANCE

SUPPORTING YOUR AIRCRAFT WHEREVER THEY FLY

PTS holds multiple Part 145 and equivalent approvals that allow the self-certification of work performed on the aircraft. Furthermore, our global Quality Management System ensures consistency of approach and service levels throughout the network. Each year PTS supports over 350,000 service events on more than 3,000+ aircraft. Available services include: Defect Rectification & Certification, Technical Advisory and Software and Media Loading.





REPAIR

MAINTAINING YOUR PASSENGER'S DELIGHT

PTS technicians complete 160,000 repairs, extending the lifetime of each system. PTS technicians provide a superior level of service, combining technical support from Panasonic's factory with the use of 100% OEM parts. This includes products ranging from the latest high definition monitors, to the 1980s-era LRUs still in service today. Every repair is backed by a twelve month warranty on the work.



MAINTENANCE PLANNING

PROVIDING PEACE OF MIND

Through remote monitoring, scheduled maintenance and cabin inspections, PTS is able to correct 60% of all issues before they affect the passenger's experience. Our network of Operational Control Centers (OCC) continuously monitor the status of each aircraft. This results in action requests which are aligned with upcoming opportunities that allow sufficient ground times. A sampling of these functions include: Close performance monitoring and coordination of corrective actions, pre-planning of all health check and media loading activities, and escalation of any particularly complex issues for speedier resolutions.

TOTAL CARE PACKAGE

COMPLETE PEACE OF MIND

Our PTS Sales Managers will work closely with your airline to develop the optimal maintenance package to meet your budget requirements. The key benefits of our Total Care Package service include:

- Guaranteed system availability at a competitive price
- Regular performance reporting ensuring full visibility
- Proactively managed and focused maintenance operations
- Direct access to OEM maintenance and technical expertise
- Service program management ensuring an integrated approach





MATERIAL MANAGEMENT

THE RIGHT PART AT THE RIGHT TIME

Having the right part, in the right location, at the right time is essential! PTS has developed material management solutions guaranteeing the availability of the parts at the stations where they are needed. The key benefits of a material solution package include no up-front capital outlay to purchase spares, complete management of LRU repairs or upgrades and all associated logistics activities are covered throughout the lifetime of your program.



TECHNICAL SERVICES

WHEREVER YOUR BUSINESS TAKES YOU, OUR TEAM CAN BE THERE TOO!

Technical Services Aircraft Maintenance Technicians are highly skilled, yet still may have limited training in IFEC systems. The most complex systems on board the aircraft, IFEC, have a direct impact on improving the passenger's overall in-flight experience. With PTS Technical Services, the following additional expert services are available: Custom Software and Media IFE System Verification Racks, Ad Hoc Services, Training Services, Technical Support, Training and Tools, and Specialized IFE Maintenance Tools.

SPARES, LOANS, EXCHANGES & AOG

PTS sells both new and used parts, including new LRU and component parts, plus a variety of refurbished, fully certified, select hard to find and discontinued used parts. Also, PTS offers 24/7 spares support, including aircraft on the ground (AOG) and expedited global shipping to meet any specialized requirements. Additionally, we offer solutions such as LRU loans, standard or advanced exchanges and long-term support agreements. Lastly, there are various loan options available, including long term on-site spares supply agreements.



FOR MORE INFORMATION, PLEASE CONTACT PTS SALES TODAY:
ptssales@panasonic.aero

Panasonic Avionics Corporation

Headquarters:
Irvine, California, USA

Additional Worldwide Office Locations:
Bothell, Washington, USA | Osaka, Japan | Singapore
United Arab Emirates | United Kingdom

For Spares Contact:
spares@panasonic.aero

For AOG Contact:
aog@panasonic.aero



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For the current technical data, please refer to product specifications published by Panasonic Avionics Corporation.
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