

# C-JET PRIORITY CARE<sup>SM</sup>

*The Premium Unscheduled Maintenance Solution  
for Aircraft Owners and Operators*



## COMMERCIALJET

*Advanced MRO Solutions*

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## *The Premium Unscheduled Maintenance Solution for Aircraft Owners and Operators*

### Commercial Jet: Your Partner for Unscheduled Maintenance

When aircraft face unexpected maintenance issues, Commercial Jet has the solution: **C-JET Priority Care Service**.

Drawing on more than 20 years of reliable service to owners and operators, our experienced C-JET Priority Care team makes your job a priority regardless of size, scope or complexity. We move quickly to assess the situation, prepare the necessary documentation and offer a complete package of aviation services customized to your specific requirements.

Here are 10 reasons why C-JET Priority Care is an excellent value in the aviation marketplace.

○ **Speed and Flexibility.** We can adjust our operations in a heartbeat to deal with an unscheduled maintenance or grounding issue. With C-JET Priority Care you are our priority! Our ability to allocate our highly skilled flex teams, equipment, parts and materials, as well as our state-of-the-art project management tools to streamline the work and return your asset to service in as short a time as possible is second to none.

○ **Certifications and Experience.** Holders of multiple international certificates and accreditations, we provide unscheduled C-JET Priority Care services to hundreds of aircraft each year, including A300/A320/A330/340 Series, B707/B717/B727/B737/B747/B757/B767 Series, the DC8, DC9, DC10, as well as the MD-11 and MD80/90.

○ **Scope.** Our C-JET Priority Care covers everything from replacing a tire to complex overhauls. Our special areas of expertise include:

- Heavy Maintenance
- Modifications
- Lease Transitions
- Avionics
- NDT
- Interior Reconfigurations (LOPA)
- Structural Repairs
- Composite Repairs
- Engine Removals and Replacements
- Landing Gear Replacements
- Line Maintenance
- AOG Field "Go Team"

○ **Knowledge.** Our C-JET Priority Care teams can investigate an aircraft's history, analyze operating logs and help interpret and execute Federal Aviation Administration (FAA) airworthiness directives. Along with the repair and maintenance work, we will complete any required inspections to assure safety compliance. We will also explain your options in an AOG situation, helping you make cost-effective decisions about your equipment.



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## Process Workflow



### Step One Priority Request

Our 24/7 first response team accepts an urgent customer call to assess unscheduled service needs and requirements, provide immediate consultation and determine projected scope of work to meet request. Situations include AOG, drop-ins, returns to service, etc.



### Step Two Priority Analysis and Planning

C-Jet Priority Project Leader appoints top technical team to conduct detailed analysis of customer requirement including full documentation review, resource needs and allocations from priority maintenance and avionics, to structures and parts sourcing; internal scheduling and coordination.

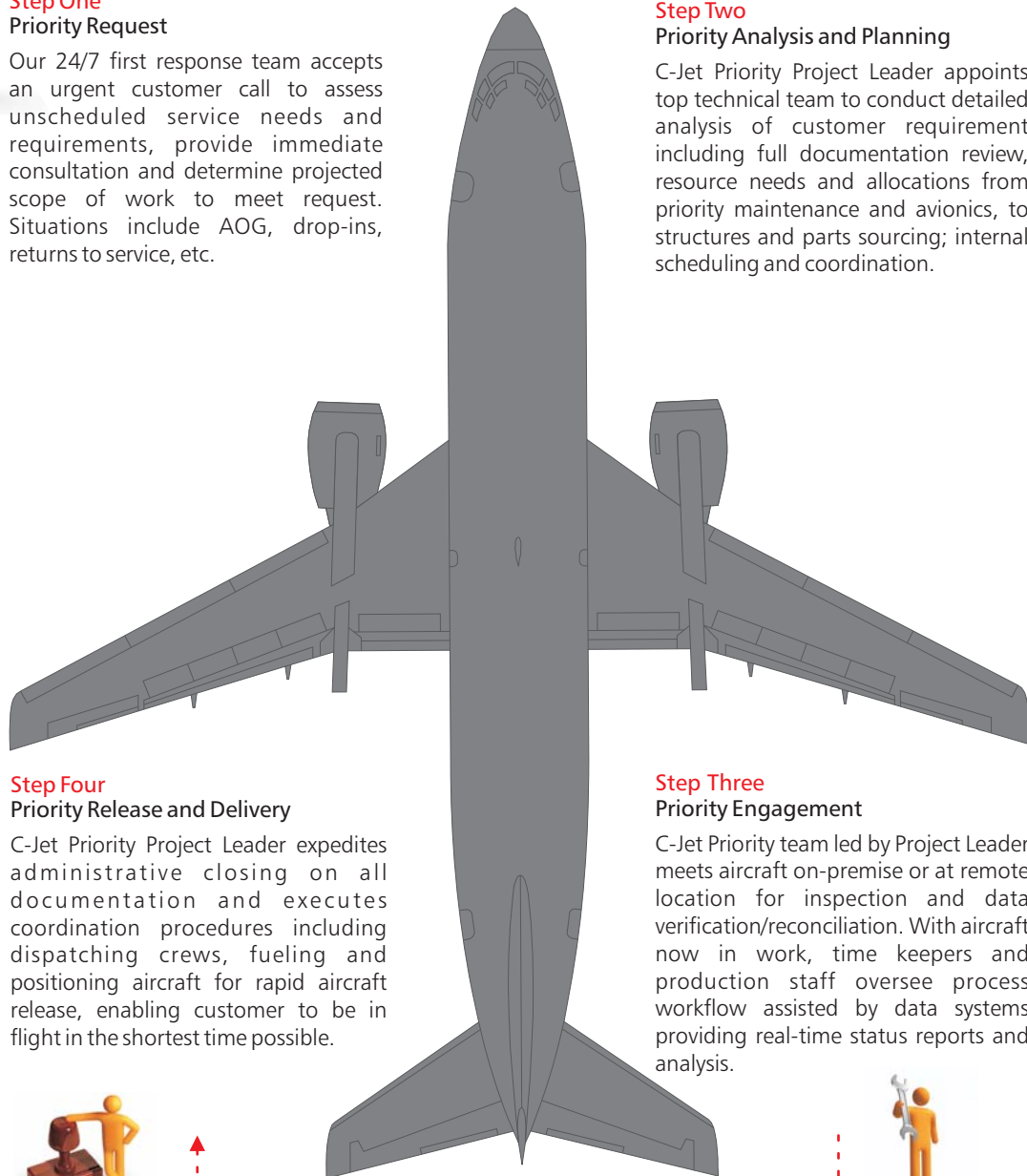


### Step Four Priority Release and Delivery

C-Jet Priority Project Leader expedites administrative closing on all documentation and executes coordination procedures including dispatching crews, fueling and positioning aircraft for rapid aircraft release, enabling customer to be in flight in the shortest time possible.

### Step Three Priority Engagement

C-Jet Priority team led by Project Leader meets aircraft on-premise or at remote location for inspection and data verification/reconciliation. With aircraft now in work, time keepers and production staff oversee process workflow assisted by data systems providing real-time status reports and analysis.





## Commercial Jet: Miami International Airport

- **Efficiency.** For every job, our C-JET Priority Care team develops a maintenance planning package that identifies the required tasks and compiles them into groups for our maintenance team, thus shortening the project timeline.
- **Technology.** Our proprietary online “dashboard” technology provides “real-time” job tracking and benchmarking information. This allows our C-JET Priority Care team to monitor the progress of your job, provide input as needed, and make plans for when your equipment is expected to return to service.
- **Accessibility.** Our 24/7 C-JET Priority Care service and parts hotline is staffed by experienced managers. We also have multilingual capabilities, including Spanish and Portuguese.
- **Worldwide Support.** Our highly experienced C-JET Priority Care maintenance teams provide 24/7 AOG support around the world. C-JET Priority Care can arrange flight crews to retrieve your equipment from any location worldwide and bring it to Miami; or deploy our fully equipped AOG field Go Teams to repair your equipment at any location worldwide and ensure that you are back up and running as fast as possible. With C-JET Priority Care - you are always covered.
- **Trust.** C-JET Priority Care is an ideal solution for unexpected issues large or small, helping you to keep your aircraft in service while minimizing AOG downtime. When you entrust your aircraft to C-JET Priority Care, you can expect the highest standards of professionalism, and a commitment to superior results each and every time. There is no care, like C-JET Priority Care.

### Reliability...Expertise...Trust

Strategically located in one of the world's most attractive cosmopolitan city destinations and busiest aviation centers, Commercial Jet is an experienced provider of integrated maintenance repair and overhaul (MRO) modification and conversion solutions.

An FAA (No. OMJR606K) and EASA approved repair station, Commercial Jet has an extensive full-service facility at Miami International Airport that can support multiple heavy maintenance checks simultaneously.

Our service team includes some of the most talented FAA-certified structural, electrical, avionics, and A&P technicians, along with specialists in aircraft modifications and maintenance programs.

Led by an experienced senior management with a combined industry experience in excess of 150 years Commercial Jet builds business partnerships with scheduled and non-scheduled airlines, charter operators, freight carriers, lessors and leasing company clients from around the world.

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