

2020

CASPSM PROGRAM GUIDE



Collins Aerospace

A premier, power-by-the-hour maintenance program dedicated to you and your Collins Aerospace equipped aircraft, backed by a global network of authorized dealers. Our Collins Avionics Service Program (CASPSM) assures you maximum aircraft availability while eliminating financial risk. Managing and maintaining your avionics and cabin equipment can be unpredictable and costly, with component failures often exceeding the cost of what would have been paid for full CASP coverage. For a simple, predictable solution that provides peace of mind and world-renowned service and support, CASP has you covered.

THREE WAYS TO ENROLL

- Contact an authorized Collins Aerospace dealer
- Contact your local Collins Aerospace representative
- Contact the CASP team

PROGRAM OVERVIEW

STRUCTURE

- Coverage of avionics and cabin equipment
- Price per flight hour based on aircraft platform
- Minimum annual flight hours of 100 to 250, based on aircraft platform and service selected
- One- and three-year contracts available, with upfront annual payments
- End-of-term flight hour reconciliation, credit or debit, based on minimums
- Simple enrollment and immediate coverage, with no pre-inspection or buy-in fees
- Seamless contract transfer with aircraft sale, at no additional cost or interruption of benefits

TIERS

- CASP, our most popular program, offers unparalleled customer support, cost control and program inclusions – value and trust in a simple, flexible package
- CASP Elite, our premier service, offers complete maintenance protection, exclusive incentives and savings in one premium support solution
- CASP Essential, available on select turboprops and light business jets, offers a cost-effective solution for low flight hour operators

COVERAGE*

- Unlimited exchange, rental and repair units
- Reliability service bulletins included
- Free expedited repair requests
- Five hours of labor reimbursement toward Reduced Vertical Separation Minimum (RVSM) recertification
- FMC/MDC/ADC battery replacement
- Free troubleshooting units
- No restocking or recertification fees for unused exchange units
- Up to five “no fault found” events without penalty
- Parts ship within 24 hours after receipt of order
- Fast and free shipping (up to \$600)
- Optional exchange upgrades at service bulletin pricing

EXCLUSIONS

- Damage not related to normal installation and operation (e.g., corrosion)
- Optional service bulletin upgrades (e.g., WAAS/LPV, TCAS 7.1, ADS-B)
- Customs, couriers, broker, import or export fees
- Obsolescence replacements

*Specific coverage depends on service selected. See program matrix for details.



PROGRAM MATRIX

MAINTENANCE SERVICES	CASP ESSENTIAL	CASP	CASP ELITE
Free exchange/rental/repairs*	5	Unlimited	Unlimited
Reliability service bulletins	X	X	X
Order to ship time	24 hours	24 hours	4 hours
U.S. overnight shipping (both ways)	X	X	X
International shipping (both ways, up to \$600)		X	X
Exchanges and "no fault found" allowance*	5	5	10
Free expedited repairs (excluding service bulletin upgrades)	X	X	X
No charge for troubleshooters or unused exchanges		X	X
Removal and refit labor		X	X
RVSM recertification labor (5 hours)		X	X
FMC/MDC/ADC battery replacements		X	X
Troubleshooting labor (10 hours per event x 3 events)			X
SALES INCENTIVES			
Optional exchange upgrades at service bulletin pricing	X	X	X
5% discount on exchange upgrades			X
10% discount on modifications and upgrades performed at Collins service center			X
\$5,000 discount on aftermarket product or STC purchases			X
\$2,500 discount on ARINCDirect SM service subscriptions**			X
PROGRAM TERMS			
Contract length	1 or 3 years	1 or 3 years	1 or 3 years
Minimum annual flight hours	100	200/250	200/250
Aircraft eligibility	Select turboprops and light jets	All	All
Annual billing	X	X	X

*"No fault found" events count against the five total events for CASP Essential only

**Excludes flight solution services and options not included in primary service subscription

RESOURCES AVAILABLE TO YOU

CASP Mobile application

- Manage CASP, search aircraft, send quotes
 - Google Play™
 - Apple App Store
 - Desktop version

Newly revamped dealer portal

- CASP flat-rate pricing sheets
- CASP brochures/data sheets

Service FirstSM application

- Media library
- Marketing bulletin(s)

Dedicated CASP sales team

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To learn more, go to
collinsaerospace.com/casp



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