

More Support for your maintenance investment

OBTAINING THE BEST value for your maintenance requirements shouldn't be a case of hunting down the cheapest hourly rate. Followers of such logic may often find that the clock keeps ticking while providers learn on the job and seek advice from further up the maintenance chain.

When problems are encountered, be it with complicated maintenance procedures or with sourcing parts, it can pay real dividends to be dealing directly with factory appointed representatives. These people will almost certainly be undertaking factory training on a regular basis, have solid experience and up to date knowledge on type, and be well connected to the next tier of experts at the factory when further advice is needed.

Hawker Pacific at Ardmore are OEM representatives for a wide variety of aircraft, parts and accessories. Most notably these include Hawker Beechcraft, Diamond Aircraft and Bell Helicopters. In all cases the company has a direct relationship, not just with the factory, but with individual factory personnel, engineers and specialists. These relationships provide a real opportunity for operators to place their maintenance requirements with a company that has direct training from and full access to the manufacturer's resources.

Hawker Beechcraft

Hawker Pacific are the factory appointed representative in Australasia for all Hawker Beechcraft sales, service and support activities. This includes full maintenance support for components, avionics, airframes and more, including a substantial spare parts inventory held in New Zealand. Extensive component overhaul facilities are maintained and the few services that might not be available from Ardmore are easily accessed via Hawker Pacific's parent operations throughout Australia.

A good demonstration of the close factory relationship comes from the pending delivery of a new Beech C90 King Air to a New Zealand client. This aircraft will arrive in the next couple of months and as part of this process, Hawker Pacific Engineering Manager Peter McCarty

is currently at the Hawker Beechcraft Maintenance Learning centre in Wichita, USA. While there, Peter met the owner and was taken to view the new aircraft by the Hawker Beechcraft Corporation C90 Customer Account Manager.



One advantage of dealing with Hawker Pacific is the direct access they enjoy to factory Engineers and maintenance training facilities such as these at the Wichita Hawker Beechcraft factory.



The newly opened Maintenance Learning Centre is located on one side of the 'Beechcraft strip' and includes 10 classrooms, 5 graphical flight simulators, and a maintenance training hangar accommodating 3 aircraft. All programmes there are intensive and 'hands on', and Peter mentions there being a lot of systems review and other study to do each night. There is also a New Zealand connection as one of the Instructors is Dave Hendl who is originally from Hamilton and was a PAC apprentice before moving to James Aviation and Avcorp at Ardmore (for those with long memories). Dave also spent some time at Hawker Pacific's Australian operations.

Although primarily in support of the new C90 arrival, Peter's trip is also providing a great opportunity to enhance existing relationships with factory engineers and product support staff.

Diamond Aircraft

Hawker Pacific are the Australasian distributors and OEM Service Centre for Diamond Aircraft. Full after sales and maintenance support is available with discussions currently underway regarding the potential of becoming an Australasian Repair Station for the rebuilding of damaged aircraft. Diamond doesn't currently have such a facility in the Australasian region and this capability (including composites repair) is seen as a logical next step beyond the current distributor and service centre offering to operators.

While Peter is in the United States he is also taking the opportunity to visit Diamond, undertake advanced training and spend time building the company's relationship with Diamond specialist support staff.

Bell Helicopters

Hawker Pacific at Ardmore are New Zealand's first and only Bell approved Customer Service Facility. This includes full sales, service and spares support for all Bell operators.

The company also maintains a substantial in-house Bell component overhaul capability. A large inventory of parts are held in stock and sold at preferential spares pricing to operators when maintenance work is done within Hawker Pacific's operation.

As with Hawker Beechcraft and Diamond, direct factory relationships, knowledge and the experience held by NZ and Australian based staff provide the opportunity for operators to lower costs by dealing directly with a factory trained and supported team. All of Hawker Pacific's rotary licenced Engineers including Chief Engineer Gareth McCurdy are factory trained.

More information

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