Aftermarket Product Support
Kidde Technologies, Inc., Kidde Graviner, Kidde Aerospace and Defence, and L'Hotellier provide spares and repairs support, including warranty repairs, of each other’s equipment.

Kidde Service Centers
Worldwide service for fire-protection products is provided through affiliated service centers, regionally as follows:

United States, North and South America: (Spares/Repairs/Product Support)
Kidde Technologies, Inc. a UTC Aerospace Systems Company  Spec 2000 Supplier
4200 Airport Drive NW,
Service Center, Building B
Wilson, NC 27896-9643
Telephone: 252-237-7004
Fax: 252-246-7185 or 7191
SITA: RWIWKXD
Website: http://repairsearch.utcaerospacesystems.com/sites/kiddeaerospace/Pages/Home.aspx

Contacts
Keith Fail – Avionics Repair Supervisor
Telephone: 252 246-7095
Fax: 252-246-7185
Keith.Fail@utas.utc.com

Sammy Creech – Halon Banking Manager
Fire Suppression Repair Supervisor
Telephone: 252-246-7092
Fax: 252-246-7185
Sammy.Creech@utas.utc.com

MRO Repair & Overhaul Customer Service Team

Jackie Liles, Customer Service
Telephone: (252) 246-7924
Fax: (252) 246-1785
Jackie.Liles@utas.utc.com

Gail Bauer, Customer Service
Telephone: (252) 246-7094
Fax: (252) 246-1785
Gail.Bauer@utas.utc.com
Mary Alexander, Customer Service
Telephone: (252) 246-7089
Fax: (252) 246-1785
Mary.Alexander@utas.utc.com

Jennifer Hedrick, Customer Service
Telephone: (252) 246-8498
Fax: (252) 246-1785
Jennifer.Hedrick2@utas.utc.com

Spare Parts Customer Service Team

Beth Joyner, Customer Service Supervisor
Telephone: 252-246-7087
Fax: 252-246-7185
Beth.Joyner@utas.utc.com

Dene Cooke, Customer Service
Telephone: 252-246-7112
Fax: 252-246-7185
Dene.Cooke2@utas.utc.com

Sharon Webb, Customer Service
Telephone: 252-246-7086
Fax: 252-246-7185
Sharon.Webb@utas.utc.com

Theresa Vester, Customer Service
Telephone: 252-293-7218
Fax: 252-246-7185
Theresa.Vester@utas.utc.com

Technical Support

Eric Vreeland– Tech Consulting & Service Engineering
Telephone: 252 246-7111
Fax: 252 246-8151
Eric.Vreeland@hs.utc.com

United Kingdom, Europe, Middle East and Africa:

Kidde Graviner Ltd a UTC Aerospace Systems Company
Spec 2000 Supplier
SITA: LONKGCR
UTC Aerospace Systems

E-mail: John.OBrien@utas.utc.com
Website: http://repairsearch.utcaerospacesystems.com/sites/kiddeaerospace/Pages/Home.aspx

Technical Support:

John O’Brien – Technical Support Manager
Telephone: (44) (0) 1753 766 128
Fax: (44) (0) 1753 685 126
E-mail: John.OBrien@utas.utc.com

France

L’Hotellier S.A.S a UTC Aerospace Systems Company
(Repairs/Product support)
4, Rue Henri Poincare
92167 Antony Cedex, France
Telephone: (33) (1) 55 59 09 65
Fax: (33) (1) 46 66 66 71
Sylvie.Laruffa@utas.utc.com

AOG desk 7 days, 24 Hours / Day
Telephone: (45) 32470100
Fax: (45) 32513434

Contacts

Jorge Salgado – Business Development Manager
Telephone: (33) (1) 55590952
Fax: (33) (1) 46 66 66 71
Jorge.Salgado@utas.utc.com

Sylvie La Ruffa – Commercial Product Support
Telephone: (33) (1) 55 59 09 65
Fax: (33) (1) 46 66 66 71
Sylvie.Laruffa@utas.utc.com

Pierre de Krassilnikoff – Sales Manager
Telephone: (33) (1) 55 59 0971
Pierre.dekrassilnikoff@utas.utc.com

Alain Dorneau - Technical Product Support
Telephone: (33) (1) 55 59 0949
Alain.Dorneau@utas.utc.com

This document contains no EAR technology or ITAR technical data
Technical Support

Anne Sanseau
Telephone: +33 1 46 66 70 39
Anne.sanseau@utas.utc.com

Far East and Asia:

Kidde Aerospace and Defense, a UTC Aerospace Systems Company – Far East
Sensors & Integrated Systems
41 Changi North Crescent
Singapore 499638
Telephone: (65) 6580 6586
Fax: (65)6546 3040
Website:
http://repairsearch.utcaerospacesystems.com/sites/kiddeaerospace/Pages/Home.aspx

Contact: Wee Beng Koh
WeeBeng.Koh@utas.utc.com

Far East and Asia:

Satair Pte. Ltd.
12 Seletar Aerospace Link
Singapore 797553
Singapore
Telephone: (65) 6543 0977
Fax: (65) 6543 0737
SITA: SINSA7X

Contact: Wei Wen Lim – Product Manager
Telephone: (65) 6580 5792
Mobile: (65) 9647 0792
liww@satair.com

Australia and New Zealand:

Kidde Aerospace and Defence a UTC Aerospace Systems Company
Unit 2 13/14 National Drive
Hallam, Victoria 3803
Australia
Main Telephone: (61) (3) 9709 3600
Fax: (61) (3) 9709 3606
AOG Service: (61) (0) 411 585 533
Spares Service:
A planned and continually monitored parts inventory is maintained at each spares service center, adequate to handle most day-to-day airline/operator requirements.

Order Points:
Orders for spare parts should be placed with the nearest spares Service Center listed above.

Terms of Sale:
All prices are in U.S. Dollars
A minimum order value of $250 required
A restocking charge of 20% will be applied to cancelled orders
Please see the price book for the full Terms and Conditions
http://repairsearch.utcaerospacesystems.com/sites/kiddeaerospace/Pages/Price_Book.aspx

Shipping Particulars:
AOG Orders will be responded to within 4 hours
Critical/Work Stoppage will be responded to within 1 working day
Routine Stock Replenishment:
Stock Items Within 5 working days; or as listed, if normal supply is temporarily exhausted
Non-Stock Items............................................. Listed lead time
Quotes:
Price quotations for non-published parts will be valid for ninety (90) days.

Repair Service:
The Repair Service Centers listed in the cover letter have certified overhaul and repair capabilities for fire protection products. Each center has the capability to repair its own product line and certain items of the affiliated companies. It is recommended that the center serving your area is contacted to verify capability prior to returning equipment manufactured by another company.


L'Hotellier: FAA Repair Station No. L5HY3477, JAR 145, No. F-200, JAR 21 F.G. 064, Canadian Transport Repair agreement No. TCAC 899-08

AOG Service:
Kidde maintains dedicated AOG inventories of top assemblies at their facilities. These stocks are reserved for valid AOG situations, and are accessible 24 hours a day, seven days a week.

Kidde Technologies Inc. (USA)
Need the AOG 866#
AOG Tel (Normal working hours): (1) 252 237 7004
AOG Tel (After working hours & holidays): (1) 877-808-7575
AOG Fax: (Normal working hours only): (1) 252 246 7185

L’Hotellier (France)
AOG Tel (Normal working hours): (33) (1) 46 66 08 08
AOG Tel (after working hours & holidays): IATA 1: (1) 404 310 1966
IATA 2: (45) 4040 1224
IATA 3: (65) 6543 0977
AOG Fax: (Normal working hours only): (33) (1) 46 66 66 71
POLICY ON HALON 1211 AND 1301

All of the fixed fires extinguishing products listed in this book contain Halon 1211 or 1301. Manufacture of Halon 1211 and 1301 ceased in 1993, so all products are furnished with recycled Halon 1211 and 1301 from various sources. While we strive to contain pricing for Halon 1211 and 1301, availability, recovery, and changes in the legislative policies of taxation and the import/export of recycled Halon 1211 and 1301 may cause this price to change. Kidde reserves the right to increase the price of the products containing Halon 1211 and 1301 at any time. If such an increase is necessary, the Buyer’s written concurrence with the price increase will be required prior to shipment of the item.

Technical Data and Manuals

Kidde Technologies, Inc.

Requests for technical data and manuals should be directed to Technical Services at the following address:

Kidde Technologies, Inc.
4200 Airport Drive NW
Wilson, NC 27896-9643
USA
Telephone: 252-246-7379
Fax: 252-246-8151
Raghav.Ojha@hs.utc.com

Kidde Graviner Ltd.

Requests for technical data and technical assistance should be directed to Technical Support (Attn: John O’Brien) at the following address:

Telephone: (44) (0) 1753 766 128
Fax: (44) (0) 1753 685 126
John.OBrien@utas.utc.com
Component Maintenance Manual revision status can be verified at http://repairsearch.utcaerospacesystems.com/sites/kiddeaerospace/Pages/Home.aspx
L’Hotellier SAS
Requests for technical data and manuals should be directed to Technical Services (Attn: Sylvie La Ruffa) at the following address:

L’Hotellier SAS
4, Rue Henri Poincare
92167 Antony Cedex, France
Telephone: (33) (1) 55590965
Fax: (33) (1) 46666671
Sylvie.Laruffa@utas.utc.co