This General Contact Sheet describes the contacts to Lufthansa Technik, but not in details. Detailed information will be explained only in a Joint Procedures Manual (JPM).

All work will be performed in compliance with existing and approved aircraft design and Lufthansa Technik’s engineering / maintenance procedures and standards as outlined in the Lufthansa Technik Quality System. If not especially contracted, all work will be performed in compliance with the Lufthansa Technik General Terms.

### Sales

| Contacts by region | Please go to [www.lufthansa-technik.com/sales](http://www.lufthansa-technik.com/sales), select “Regional Sales Contacts” and then choose the desired region. |

### Key accounts

| Key accounts (VIP, Lessors&Banks, Government and Special Mission aircraft) | Please go to [www.lufthansa-technik.com/sales](http://www.lufthansa-technik.com/sales), select “Key Accounts” and then choose your field of interest. |

### AOG Desk

| Material requests | Dept. HAM WG33/A  
Phone: +49 40 5070 5077  
Fax: +49 40 5070 5070  
E-Mail: [lufthansa-technik-aog-desk@lht.dlh.de](mailto:lufthansa-technik-aog-desk@lht.dlh.de) |

| Shipping Address HAM | Lufthansa Technik Logistik Services  
Material Receiving / Return Shipment  
Weg beim Jäger 193  
D-22336 Hamburg, Germany |

| Shipping Address FRA | Lufthansa Technik Logistik Services  
FRA UH/BR1  
Cargo City Süd/Gebäude 516  
D-60549 Frankfurt/Main, Germany |

### Aircraft Support Teams (AST®)

| Engines; Airframe; Landing Gear & NDT; Nacelles & Composites | Hotline: +49 40 5070 61111  
E-Mail: ast@lht.dlh.de  
[www.lufthansa-technik.com/ast](http://www.lufthansa-technik.com/ast) |

### Technical Support at Line Stations

| Assistance at Lufthansa/Lufthansa Technik line stations | Please go to [www.lufthansa-technik.com/sales](http://www.lufthansa-technik.com/sales), select “Line Maintenance Services” and then choose the desired region |