Availability guaranteed
What can we do for you?
Everything!

50 years of experience

Lufthansa Technik is one of the world’s leading providers of aircraft maintenance, repair and overhaul services, and our unique history has played a major role in our success. Lufthansa Technik started as a fully-integrated part of Lufthansa AG, and has been an independent stock corporation since 1995. For all of that time, we’ve been involved in day-to-day flight operations at very close range. In addition, we maintain a worldwide service network that deals with all kinds of large and small airlines and airfreight carriers – from regional airlines, to start-up airlines with small fleets, to major global airlines with large fleets and a wide variety of different types of aircraft. Decades of experience combined with an insider’s perspective give us a better understanding of our customers’ requirements. Including yours!

Professionalism – and more!

The high-quality technological standards we set in our components service are well known. But in the end, technical quality is determined by the people responsible for the wide variety of tasks involved. Lufthansa Technik employs more than 2,400 highly motivated specialists in its Component Services division, all of whom are not only qualified in their specific fields but, above all, have the ability to consider quality, costs and deadlines from the customer’s point of view.

Anywhere in the world

You can take advantage of our service offerings world-wide. No matter where your operations are based, you’ll find a skilled partner nearby, in your time zone, with direct access to all our facilities and – the most important thing – the same high quality that you expect from Lufthansa Technik Component Services.

Typical Lufthansa Technik quality

In addition to saving you money and material resources, quality is another important reason to choose Lufthansa Technik’s Component Services. Ask around: the quality of our work is already virtually proverbial. With us as your partner, you can be sure that the maintenance and repair of all your components will be carried out to the highest possible technical standard.
Good for your budget, your schedule – and especially your nerves
We think ahead

Technical expertise, heightened cost awareness and a genuine drive to find innovative solutions are the basis of our Component Services. We are the only manufacturer-independent MRO provider licenced by German, European and North American authorities as a maintenance, production and design organization. Our qualifications in so many areas of component services have helped make us the world’s leader.

This level of expertise has even enabled us to have a decisive influence on the design of certain types of aircraft and consequently on the development of extensive modifications. It’s not unusual for optimal solutions originally developed by Lufthansa Technik to become part of the manufacturer’s service manual, thus setting new standards in component and equipment maintenance, repair and overhaul for the entire industry.

There are no unimportant parts

In aviation there’s no such thing as an unimportant part, because even the smallest defect can have an impact on safety. As an airline operator, you have to be sure your component services partner believes this too. We do: for our highly skilled specialists, there’s no difference between the replacement of a single component and a comprehensive maintenance service or overhaul. Whatever the task, large or small, they’re focused on the best possible result. Without wasting your time or your financial resources.

No surprises

Precision is our highest priority – in analyzing your needs, in the supply and procurement of parts, in logistics, and, of course, in performing the necessary work. Precision may not seem very exciting, but it can help you avoid unpleasant surprises. Our goal is to enable you to concentrate completely on the successful operation of your airline while we make sure that all the components we maintain function smoothly.

Repair development

Replacing a defective part with a new one is the simplest possible solution. But the simplest solution isn’t always the optimal solution for the engineers, technicians and mechanics at Lufthansa Technik. We’re more interested in seeing that your aircraft is ready to fly as soon as possible. That’s why we always check first to see whether a defective part can be repaired and how best to repair it. And that’s also why, if we see a better alternative, we develop it. In many cases, we’ve succeeded not just in restoring reliability but even improving it, and saving you money in the process.
What you need is what you get.

The choice is yours

We don’t take an all-or-nothing approach to component services. Instead, we focus on providing the optimal solution. If you only need support in procuring and stocking materials, that’s no problem. But you can also choose to have our experts assume complete responsibility for your material operations, including careful management of all activities at your location. Just ask – together we can work out the best solution for you.

You can depend on it!

The importance of a comprehensive component service concept is never clearer than when something fails to function. That’s why we practice a proactive service philosophy: we don’t wait for an emergency situation to occur, we try to keep emergencies from happening. To do this, we draw up a unique service plan for practically every customer – because every aircraft type is different, every airline has special needs, and every problem requires an individual solution.

Capabilities

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Tailored to your needs

Our product portfolio is modular. This means that you decide how much of your materials management you want us to handle, what particular additional services you would like, or whether you simply need us to carry out an one-time repair. For our part, we’ll put together your own individual component services package and ensure that it can be implemented seamlessly into your existing processes. Talk to us – we’ll be happy to explain which of our products represents the best match for your material managements requirements.
### Service depth of our products

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#### Total Material Operations
- Coverage of all aircraft related materials incl. components
- Material availability guarantee at all places of demand
- Integrated logistics operation and material management
- Generic interfaces to maintenance planning systems
- Dedicated Lufthansa Technik staff on site

#### Total Component Support
- Component pooling + MRO
- Worldwide AOG support (24/7)
- Web based order management
- EO management
- SB evaluation
- Life time control (upon request)
- Financing solutions (upon request)

#### Total Component Maintenance
- MRO solutions for entire fleet
- Power-by-the-hour agreements
- Guaranteed TAT
- Warranty administration

#### Single Component Maintenance
- Extensive MRO capabilities
- Short TAT
- Value engineering
- Development and usage of PMA parts
- Development of specific repair processes

| SCM | TCM | TCS* | TMO* |

Our products are designed to complement your in-house capabilities. Depending on the support level you actually wish or need the range extends from single component maintenance (SCM) to an exclusive repair contract (TCM) up to comprehensive component support (TCS*) and complete material management (TMO*) on your behalf. Our services are building on each other, with each product being included in the next support level.
You only have to worry about components once – and that’s now!

Every part is essential

Whether it’s the coffee maker, the air cycle machine or the instruments in the cockpit (to name just a few), most components in an aircraft need regular maintenance, and even then they may fail unforeseen. And what happens if consumables and expendables aren’t available? In the worst case, your aircraft will be grounded and with it your profits – only your costs will take off. As a responsible airline operator or manager, you know that a reliable partner for component services helps you to avoid unnecessary financial risks.
**Single Component Maintenance – SCM**

You don’t necessarily need a comprehensive service contract to work with Lufthansa Technik. We offer Single Component Maintenance (SCM) – on either an exclusive or non-exclusive basis – for businesses whose services requirements are the maintenance, repair, overhaul or modification of aircraft components. SCM currently covers about 50,000 PNs, including pneumatic, hydraulic, electronic and electro-mechanical units for all major A/C types. Typically, SCM repairs and returns your component and you arrange for any replacements or substitutes needed in the intervening period.

Lufthansa Technik has a great deal of experience in MRO and has acquired the essential combination of airline and engineering expertise. Repairs carried out according to Component Maintenance Manual (CMM) procedures, or using our own improved repairs procedures and either OEM or PMA parts, offer our customers the optimum benefit.

Under our SCM service we price each individual task using pricing models that meet each customer’s requirements. You profit from a fully available logistics chain, quick turnaround times and a central contact who coordinates the entire process with the appropriate partners in your company.

**Total Component Maintenance – TCM**

Under our Total Component Maintenance service (TCM), you choose an exclusive component repair service for selected parts or complete aircraft. Typically customers choose a fixed power-by-the-hour rate. Tests, repairs, overhauls and modifications are all done directly at Lufthansa Technik facilities or on our behalf at other selected workshops. Either way, we remain your central point of contact and handle all the logistics, including modification monitoring and warranty claims.

**Going it alone can be expensive**

Maintaining a repair workshop and stocking spare parts represent a major expense for any company. But for smaller airlines in particular, the costs can be completely disproportionate to the overall financial resources available, especially when it’s impossible to predict whether they’ll increase linearly at an acceptable rate or whether some unexpected occurrence will overrun your budget.

With Lufthansa Technik as your component services partner you’re prepared for the unexpected and don’t need to worry about anything: we operate as central service provider and have all the necessary specialists, thus simplifying your materials management tasks. And because we serve approximately 600 customers around the world, we’re not just familiar with all the aircraft types operating today, our decades of careful analysis and statistics also enable us to anticipate where and when problems are likely to occur and how they can most effectively be resolved. And where costs are concerned, you benefit from the economies of scale resulting from our market leader position, which gives us a quite different bargaining position when dealing with suppliers.
Total Support starts with T – and never ends

Totally satisfied

Imagine the ultimate component service: everything functions smoothly, costs remain low and internal investment is minimal in every respect. This is eminently possible in theory, but the question is: Have you already made the strategic decision to adopt a complete, care-free materials procurement solution? If you have gotten that far, the rest of the answer is: Total Component Support (TCS®) and Total Material Operations (TMO®).

Depending on your needs and capabilities, you can also add products to fill any further service requirements. You can choose anything from logistic support to comprehensive component services, designed and implemented in your name and on your behalf by Lufthansa Technik.

Total Component Support – TCS®

TCS® is the next stage of expansion. It’s the right solution if you want the best possible component repair services without setting up and maintaining your own spare parts inventory. As a TCS® customer, you benefit from a pooling concept. We stock more than 100,000 components and guarantee 100% reliable delivery at a pre-determined service level. All components repair is managed directly by us. We also handle all the logistics, and because we always know exactly where a part is available, and exactly when it is needed at what location, we can minimize transport costs.

TCS® solutions are flexible by all dimensions: Regular adaptation to the changing operational parameters and fleet size, jointly defined processes specifically customized for the customer individual setup guarantee a smoothless and cost efficient support. In addition Lufthansa Technik supports the operators during the warranty period and helps with regular component engineering support.

With additional support services, we assume responsibility for the complete management and handling of all materials on location.
Component Service operated on your site: TMO®
Under our Total Material Operations service (TMO®), your materials management partner Lufthansa Technik guarantees the uninterrupted availability of all necessary materials – around the clock and around the world. Our service offer is based on Total Component Support (TCS®), which we have expanded significantly in two dimensions. On the supply level, our service also includes consumables, expendables and the management of buyer-furnished equipment (BFE).

On the operational level, Total Material Operations goes far beyond provisioning to include the operation of your entire materials management at your home base and line stations. Our TMO® services are rounded out by event management, which involves the precise planning for execution of all the necessary maintenance work. And that means the whole issue of materials management is in expert, reliable hands.
Our work isn’t done until you’re satisfied

Additional services

Apart from all above mentioned contractual services for material support and repair, Lufthansa Technik is offering additional services in the field of materials on a case-by-case basis. Please contact the AOG desk for all questions related to shortage of materials, may it be loan, exchange or sale. The AOG desk is available 24 hours a day, 7 days a week and assures fastest reaction times for all sorts of requests. The highly qualified agents will help you either directly or hand you over to an individual specialist for your situation.

Sales

Maintaining an inventory of over 700 million items, and sourcing on a regular basis from all major vendors, we have gathered quite some expertise in handling new and used parts. If requested we can offer components for sale from own inventory, or even purchase new parts from other sources on behalf of other airlines. Again: the AOG desk can provide all the relevant price and delivery information and will handle all the individual processes.

Loans

The AOG desk will check the availability of the requested aircraft material. If we have it available, we’ll forward it as soon as possible to any agreed destination via the corresponding provider. Related commercial processes will also be handled by the AOG desk itself. To shorten coordination time in the particular situation Lufthansa Technik also offers to set up general terms for loan conditions.

MORE

We have developed a special product we call MORE (Management of Component Overhaul and Repair) for airlines with an upcoming check (C4, C8, IL or D-check) which don’t want to invest in their own equipment. This model has proven to be especially valuable when leasing contracts for individual aircraft expire. During the layover period, Lufthansa Technik takes care of everything from small parts and major components to logistics and modifications.

Exchanges

After loaning a part you can either opt for returning the item or exchanging it with an equivalent unit. This shortens the loan period and thus reduces cost. The AOG desk will advise upon your request if such exchange can be performed. All administrative work and commercial processes will also be handled by the AOG desk.

Contact us

Whatever component problems you’re facing, it’s our job to help you solve them. A phone call is all it takes to get answers on any aspect of material management. Guaranteed.
Especially in an AOG case you can also rely on Lufthansa Technik Component Services: 24/7, 365 days a year.
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