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The future in store
Leading in the digitalization of spare parts logistics

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Building bridges
Expanding services in South Africa

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In an official ceremony on 21 June, Lufthansa Technik handed over the Airbus ACJ319 (see Connection 6.2018) to the German armed forces in the presence of Dr. Ursula von der Leyen, Federal Minister of Defence, and Niels Annen, Minister of State at the Federal Foreign Office. Niels Annen pointed out the importance of the project: “The Treaty on Open Skies is an indispensable pillar of arms control in the OSCE area. We are committed to ensuring that it continues to work despite some difficulties and is fully implemented by all parties. We want to strengthen the Treaty on Open Skies. That is why I am delighted that Germany is once again providing its own modern aircraft for overflights.”

“I would like to thank our customer, the German armed forces, as well as our many industrial partners for their excellent cooperation on this formidable integration task and wish the German armed forces every success with this very special aircraft,” said Dr. Johannes Bussmann, Chairman of the Executive Board of Lufthansa Technik. As the general contractor and system integrator for the aircraft conversion, Lufthansa Technik played the leading role in the construction and the development of suitable solutions in cooperation with more than a dozen industrial partners.

During a 26-month layover at the Lufthansa base in Hamburg, the Airbus A319 was first given a complete overhaul and then received more than 150 modifications, ranging from the implementation of minor airworthiness directives to fundamental alterations of the aircraft’s structure. Three Supplemental Type Certificates were required for the approval: one each for the modification of the structure, the camera windows in the fuselage and the modification of the cabin and cockpit. The aircraft, which can also be used for medical and conventional passenger transport, will be approved by both civil and military aviation authorities. Before it can be used for observation flights over other state parties, it must be accredited by all member states. Other countries will then also be able to rent the aircraft for their mission flights.

A new eye in the sky

Lufthansa Technik delivered one of the most modern observation aircraft for Open Skies missions to the German armed forces. The converted Airbus ACJ319 aircraft will fly missions within the framework of confidence-building measures. The project was concluded on schedule and within budget.
**Ready for A220 VIP completions**

VIP & Special Mission Aircraft Services

As the first VIP aircraft services provider in the world, Lufthansa Technik is ready to offer cabin completions for the Airbus A220. The company has already developed a first VIP cabin interior concept. Part of this concept was showcased for the first time on this year’s European Business Aviation Conference and Exhibition (EBACE) in Geneva. The full concept will be unveiled during the Monaco Yacht Show in September.

The spacious SkyRetreat concept will feature a totally new and unconventional design approach. As a consequence, the cabin interior envisaged by Lufthansa Technik’s designers for the Airbus A220 calls for a reduction to the essential, thereby cleverly and discreetly integrating latest cabin technologies, from 4K roll-up displays and smart touch surfaces to a totally unique observation lounge to be revealed in the coming months.

“Our SkyRetreat concept makes optimum use of this spacious cabin, and its technical features will provide our customers with a whole new sense of space and a unique travel experience,” states Wieland Timm, Senior Director Sales VIP & Special Mission Aircraft Services at Lufthansa Technik.

Besides the VIP completion capabilities, Lufthansa Technik already supports the Airbus A220 family with a comprehensive portfolio of MRO services.

**Iacobucci to build »chair«**

Original Equipment Innovation

Lufthansa Technik and Italian aircraft interior specialist Iacobucci HF Aerospace have reached an agreement on the integration of »chair« into Iacobucci’s cabin seating portfolio. After completing an optimization of the mechanical design, Iacobucci is ready to build and distribute »chair« to VIP and commercial aircraft customers around the world. A first fully functional »chair« seat was presented at EBACE 2019 and work has already started for an undisclosed VIP launch customer. The »chair« seat design is ETSO-certified (European Technical Standard Order) for 9g and 16g and can hence be installed in any cabin based on narrowbody or widebody aircraft.

“To our experienced seating experts, Lufthansa Technik’s »chair« is one of the most advanced VIP aircraft seats available to date,” stated Lucio Iacobucci, President and CEO of Iacobucci HF Aerospace. “It also offers innovative solutions for first class airline cabins. We are excited and proud to have been selected to bring the much-awaited product to market. »chair« is a perfect extension for our comprehensive cabin product portfolio and will enable us to offer an optimal seating solution to almost any VIP cabin completion project on the market today.”
Better serving A350 fleets in Asia

Component Services // Honeywell and Lufthansa Technik will heighten their collaboration on Airbus A350 maintenance, repair and overhaul services in the Asia Pacific region. Lufthansa Technik will act as a licensed component repair center and exclusive global asset service provider in Asia Pacific for more than 200 Honeywell shipped components onboard the A350. Greater accessibility to services, parts and best-in-class engineering support will help A350 operators in the region maximize operation of their aircraft through improved fleet availability and readiness. Honeywell and Lufthansa Technik have been working together to provide A350 operators with maintenance, repair and overhaul services since the aircraft first entered service in late 2014. Through this strengthened partnership, A350 operators in Asia Pacific will receive quicker access to Lufthansa Technik’s in-house services, including single-component MRO or more integrated flight-hour based “nose-to-tail” asset availability solutions. Lufthansa Technik has four years of operational experience with more than 2,000 repairs completed across the entire fleet of A350s in operation. It currently provides direct service for more than twelve in-service A350 fleets, including seven operators in Asia Pacific under exclusive contract, representing more than 200 aircraft in service or on order. //

Stay up to date!

Customer newsletter // Lufthansa Technik’s online customer newsletter Connection Flash supplements our popular bi-monthly Lufthansa Technik Group Magazine Connection with first-hand news on innovative technologies and developments, new services and offers, and future events. //

XEOS gains authority approval

Engine Services // The engine services joint venture XEOS was granted the Part 145 approval by Germany’s Federal Aviation Office (LBA). The respective LBA audit for EASA approval also included aspects of the FAA approval which was granted only shortly afterwards. This allows XEOS to support customers requiring a Dual Release as per EASA and FAA regulations combined. XEOS – a joint venture company between Lufthansa Technik (51 percent) and GE Aviation (49 percent) – opened for business in April 2019. It operates a state-of-the-art engine service center for the newest GE aircraft engines: the GEnx-2B and later on also the GE9X. The joint venture partners have invested some 250 million euros in the new engine overhaul facility in the Legnica Special Economic Zone in Środa Śląska in southwestern Poland. The factory will eventually have a workforce of around 600 employees. In addition to dis-assembly and assembly of engines, XEOS will also have its own engine test facility beginning in 2021. //
Building bridges for the region

Lufthansa Technik has decided to step up its activities in South Africa in order to meet the growing demand for regionally available MRO services at an internationally competitive standard. Following an initial comprehensive contract, further projects are now in the pipeline, including the transfer of know-how and the training of personnel.

The aviation industry in the South African region is about to enter a new era. But to overcome the obstacles involved, the maintenance industry will have to undergo a sustainable realignment. At present, airlines in South Africa are affected by one problem in particular: The maintenance, repair and overhaul services that are available locally do not allow them to keep their own product competitive. This is primarily due to inadequate aircraft availability. "The maintenance methodology in South Africa is rather outdated," says Erik Venter, CEO of Comair (see full interview in Connection 1.2019). "It is the maintenance organizations that typically determine when the operator can use the aircraft for commercial purposes."

That is why Lufthansa Technik decided to leave a first visible footprint in the region by concluding an agreement with Comair for the provision of technical operations management, among other things. "Lufthansa Technik has a much more advanced approach to maintenance," says Erik Venter, explaining the decision to outsource MRO services to the global MRO provider. "By bringing Lufthansa Technik to South Africa, we are taking a big step forward. I'm sure this way of working will soon spread to other airlines in South Africa and become standard practice."

Promising footprint

The contract with Comair is only the first step on the way to further expansion in the region. Lufthansa Technik wants to make a decisive contribution to the development of the African aviation industry, with a focus on providing reliable MRO services for end customers, i.e. the airlines.

The MRO provider already has a number of major contracts with South African customers. Among them is an engine contract with Mango Airlines, a low-cost carrier that belongs to South African Airways Group and operates a fleet of 14 Boeing 737 NG aircraft with CFM56-7B engines. As part of a full-service contract running until 2025, Lufthansa Technik overhauls these engines at its shop in Hamburg.

Low-cost carrier Safair also relies on technical services from Hamburg. For its fleet of up to eight 737 NG aircraft, it has signed a long-term Total Component Support (TCS®) contract, including the supply of consumables and expendables (C&E) materials. And the contract that was just signed with Comair is also not the first technical support Lufthansa Technik has provided to the South African carrier. Landing gear overhauls for the 737 NG fleet are also under contract at Lufthansa Technik Landing Gear Services UK.

Cooperative approach

Lufthansa Technik Maintenance International is the first foreign maintenance company to establish a line maintenance organization in South Africa. The company is once again following its philosophy of cooperation. "As Lufthansa Technik, we would also like to contribute to the transfer of know-how to South Africa. We are committed to enabling more efficient MRO services to South Africa," explains Robert Gaag, Vice President Corporate Sales EMEA at Lufthansa Technik. He is convinced: "Cooperating with local expertise and local partners, Lufthansa Technik’s broad spectrum of maintenance services for Airbus, Boeing, Bombardier..."
and Embraer aircraft will contribute to more competitive and reliable aircraft operations in this region of the world.” To achieve its goal of autonomous operations, Lufthansa Technik tries to deploy local staff wherever possible. And it has largely succeeded in doing so at the new line maintenance operation: 40 of the 45 employees are well-qualified local mechanics with extensive experience. They are now receiving further training to familiarize themselves with Lufthansa Technik’s processes and standards. The aim is to ensure that they work even more efficiently and productively so as to meet the airlines’ need for state-of-the-art performance.

At the same time, the shops are being provided with all the tools and materials needed to work properly. The base in Johannesburg and the line maintenance station in Cape Town have been already certified by the South African Civil Aviation Authority (SACAA) and are in operation. To provide optimum conditions for Comair and other future customers, further line maintenance stations are planned at all major airports in the region, starting with Durban, Lanseria and Port Elizabeth.

**DOA approval**

Lufthansa Technik is currently in the process of obtaining a Design Organization Approval (DOA) from the SACAA, which will allow it to carry out repairs beyond the procedures described in the manuals. This relates to two main matters: The first is the repair of structural damage outside the limits of the Structural Repair Manual (SRM). For this purpose, repairs are to be developed and approved locally. At the same time, repairs that are already available can then also be used in South Africa.

With the DOA, Lufthansa Technik will be able to raise locally available services to a standard previously unattainable in the country. Because repairs can be
About Comair Limited

Comair Limited was founded in 1946 and has its main base at O.R. Tambo Airport, Johannesburg, South Africa. The airline has been operating local and regional flights within Southern Africa under the British Airways livery since 1996.

+ Headquartered in Johannesburg
+ Operates under the two brands British Airways and kulula.com
+ The fleet currently consists of 26 Boeing 737 aircraft.
+ Destinations in South Africa, sub-Saharan Africa and the Indian Ocean islands

About Mango Airlines

Mango Airlines SOC Ltd. is a South African low-cost airline based at O.R. Tambo International Airport near Johannesburg. Mango is a subsidiary company of national carrier South African Airways.

+ Headquartered in Johannesburg
+ The fleet consists of 14 Boeing 737-800 aircraft
+ Destinations in South Africa and Tanzania
What the future holds in store

With a committed and future-oriented team and its now firmly established digital warehousing program, the Lufthansa Technik Group is well on its way to becoming the innovation leader in the digitalization of spare parts logistics for aircraft.

Digitalization is also a key issue in logistics, with this business facing a decisive shift. Lufthansa Technik Logistik Services, the aviation logistics specialist under the umbrella of Lufthansa Technik, has been undergoing a digital transformation for several years already. As in the MRO provider’s other sectors, the first important step is to digitalize core services – in the case of logistics, this applies to transportation and warehousing. Both of these central business segments are part of the company’s digitalization program. On its way to offering a digital warehouse, Lufthansa Technik Logistik Services follows its innovation roadmap and has already initiated and implemented a number of projects (see also Connection 2.2018).

“We have made a good name for ourselves with our digital warehouse program and have reached a high level of maturity in many projects,” says Dr. Harald Kolbe, Head of Digital Innovation at Lufthansa Technik Logistik Services. “In addition to the immediate benefits of more efficient internal processes, digitalized warehousing will lead to more cost-effective and more flexible logistics services in the future.” Customers can already notice this when it comes to processes with high priority, such as the processing of urgent inquiries.

Increased efficiency, reduced workload

All measures to automate and digitalize warehousing are focused on people. Lufthansa Technik Logistik Services has introduced many innovations to optimally support and ease the workload of its employees in their daily routine processes. This is especially true for
physically demanding and time-consuming work. Following an automated storage rack system and an autonomous transport system, the first automated tool crib system has now been introduced at the site in Munich, Germany. This has not only increased tool availability for the mechanics on site but also relieved the logistics employees. Mobile processes lead to more flexibility, and paperless processes save time and increase data quality. That is why the logistics subsidiary of Lufthansa Technik is introducing new digital assistance systems. Whether data gloves with an integrated scanner, displays on the forearm or printers on the belt – smart wearables support employees in their work, give them more freedom and help prevent input errors. What's more, processes are becoming increasingly paperless. Intelligent data analysis is used to improve human resources, priority and capacity planning and further reduce throughput times for goods. A specially developed machine learning algorithm recognizes patterns and dependencies in the data and derives suggestions for the use of resources. This leads to more accurate forecasts and comprehensive planning security, also for employees.

At Lufthansa Technik Logistik Services, a team of around 25 employees is focused on the implementation and further development of the digital warehouse program – a program for which the company was awarded the Lufthansa Group Innovator Award in 2018. “The tangible benefits extend beyond more efficient processes. You just have to look at the market to see what can be achieved through digital transformation. In the course of ongoing digitalization, the corresponding digital capabilities in logistics play a vital role in making new maintenance services possible, for example automated processes triggered by the use of predictors,” says Harald Kolbe. “So there’s still a lot of potential that we want to exploit. If we continue to do this as successfully as we have done so far, then we are well on the way to becoming the innovation leader in spare parts logistics for aircraft.”

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Nice to hear you!

Convenient operation just like at home in the living room: Lufthansa Technik is developing a new voice control feature for its »nice« in-flight entertainment and cabin management system on board of business jets.

Lufthansa Technik’s Original Equipment Innovation (OEI) division is developing a voice control system that can be used to operate the »nice« in-flight entertainment and cabin management system – this new feature has been given the name “nicechat”.

“Lights on,” “music down” or “start video”: Voice control is a trend that is becoming more and more widespread. Passengers want to be able to use the same functions on board of business jets that they are accustomed to from their voice control systems at home. That’s why a team at Lufthansa Technik’s Original Equipment Innovation (OEI) division is developing a voice control system that can be used to operate the »nice« in-flight entertainment and cabin management system – this new feature has been given the name “nicechat”.

Smart assistant

“Using different remote controls on an aircraft and trying out different user interfaces can be a nuisance for passengers,” says Katrin Scheibner, project manager at OEI. “It’s easier and more familiar to use voice control.” The first prototype, containing commands to select content, switch cabin light scenes and start specific applications, is already being tested.

The voice control function is integrated into the »nice« app and works for the »nice« system. The voice assistant is activated by the touch of a button in the app. It therefore doesn’t “listen in” permanently, but only when needed – an important criteria for passengers on business and VIP jets. “Our voice control solution works offline and thus also on business jets where an internet connection is a very cost intensive factor. This means there are no costs for broadband, even on aircraft already equipped with the internet,” systems engineer Fabian Guenther explains.

Control through voice commands

The first customer has already shown interest in integrating this feature into an aircraft and has purchased
several voice commands. The system, which is based on artificial intelligence, is currently being taught these commands so that the words will be recognized reliably. With the voice control feature for »nice«, Lufthansa Technik is fulfilling the wish of many business jet owners to transfer their home experience with such systems to the aircraft so that cabin settings and the entertainment program can be controlled simply by their own voice. Once system control via voice commands is introduced in the aircraft cabin, constant adaptation to new apps and user interfaces will be a thing of the past.

MATTHIAS GRUBER has taken over the position as CEO of Lufthansa Technik Budapest. He started his professional career training as an aircraft mechanic at Lufthansa Technik in Munich. Later, he worked as a maintenance bay and project manager in Frankfurt before being appointed head of the maintenance stations in Dresden, Nuremberg and Leipzig. Matthias Gruber continued his academic training with a professional bachelor in aeronautical engineering and operations (CCI) and business administration studies. In 2014, he was appointed as Head of Production Line at Lufthansa Technik Maintenance International and later as Head of Production Line Maintenance Short Range in Munich. Before his latest promotion, Matthias Gruber was Senior Director Line Maintenance German Stations at Lufthansa Technik in Frankfurt.

KONSTANTIN STATHOPOULOS is the new Senior Director Corporate Sales Northeast Asia. He succeeds Benjamin Scheidel, who has been appointed as President and CEO of Lufthansa Technik Shenzhen. With a qualification as aircraft engine mechanic and a degree in international business management, Konstantin Stathopoulos joined the Lufthansa Group in 1991. In 2001 he took over responsibility as Manager Business Intelligence Asia Pacific at the Singapore office of Lufthansa Cargo. He subsequently filled a number of responsible management positions in Asia and at headquarters with the air cargo carrier. Prior to his latest promotion, Stathopoulos held the position of Senior Director Sales and Handling at Lufthansa Cargo, based in Hong Kong.

XINGZI (“NASH”) QIN has joined the corporate sales team of Lufthansa Technik as a regional representative to cover the East China region. Nash Qin has a bachelor’s degree in Information Systems from the Victoria University of Wellington and more than eight years of sales experience. Before joining Lufthansa Technik, he was the Corporate Account Manager for RS Components, the world’s leading distributor of electronic components. As account manager, he was responsible for identifying and leading commercial engagement, commercial offer development and frame contract drafting with selected corporate customers for indirect material procurement in the China region.

Have a nice flight!

»nice« (Networked Integrated Cabin Equipment) enables effortless management of various sophisticated cabin systems on business jets and VIP aircraft of all sizes. The modular and highly flexible in-flight entertainment (IFE) and cabin management system (CMS) is based on Ethernet (IP) and includes functions such as video, audio, lighting and internet connectivity. The certified »nice« system was first installed on an aircraft in 2003 and has since been delivered to customers more than 1,000 times. The latest generation is the fiber optic-based »nice Touch« system developed exclusively for the Bombardier Global 7500 aircraft type.
Added value with additive manufacturing

The experience Lufthansa Technik has gathered with the new production method called additive manufacturing is bundled in the **Additive Manufacturing (AM) Center**. A team of design engineers and AM experts transfers the new manufacturing technology into the highly-regulated world of commercial aircraft operation and MRO.

Lufthansa Technik produces various tools and production equipment in the Additive Manufacturing Center using the selective laser melting process – known as additive manufacturing.
The variety and potential are enormous: Additive Manufacturing, often referred to as 3D printing, offers various unique design and manufacturing options. The interdisciplinary team at the Additive Manufacturing Center at Lufthansa Technik serves as a knowledge base and source of bundled experience and know-how for the company and works closely together with different departments of the company. The competence center ensures that the method can be used in various areas and can handle two categories of material: metals and polymers.

The AM Center is active in three manufacturing areas: tooling, prototyping for development and production, and flying parts – including both the repair of worn components and the development and manufacture of new components. The manufacturing of flying parts with 3D printing offers the highest potential, but at the same time also poses the greatest challenge, as the airborne components ultimately have to fulfill all relevant requirements and need to be approved for flight operation.

The **dual gas value tool** is a special tool used for welding in the engine housing. Its development was initiated by the production unit as an innovation. Channels were created in the tool by means of additive manufacturing, which conduct the inert gas to the area for welding and cool the component elsewhere at the same time. The major benefits of additive manufacturing are obvious when it comes to small quantities and highly complex components, such as for example in the case of this special tool, where the added value is created primarily through functional integration.

This **special socket wrench** is used to open the bearing cap of hydraulic landing gear actuators. Owing to the high torque levels, the tool’s teeth wear over time and the tool has to be replaced. Additive manufacturing reduces the delivery time for this special wrench from eight weeks to just one. Design changes have improved the teeth and, at the same time, the weight has been reduced.

This prototype currently undergoes long-term tests to determine whether additively manufactured **polymer-based tools** are sufficiently dimensionally accurate and durable to be used on a sustained basis. The tool is planned to be used in the shop to ensure stability. Polymers are utilized in a wide range of application fields to support production and also for standard or customized interior parts.
“We share the success”

Swiss International Air Lines (SWISS) has been using the digital platform AVIATAR for about a year now – a good point in time to take stock. Marcus Di Laurenzio, Project Manager at SWISS Technics, talked to Connection about the benefits of AVIATAR in daily operations, about working in partnership and about the airline’s plans for the future.

Why did SWISS decide to use AVIATAR?

Marcus Di Laurenzio: We had a variety of reasons. The SWISS fleet is home to aircraft from different manufacturers, and they all offer their own condition monitoring tools. We wanted a neutral, independent platform for our entire fleet to eliminate the complexity of our daily engineering work and AVIATAR provides suitable solutions. Centralizing all our processes on one platform means that our employees benefit from the same workflow, the same user philosophy and a uniform presentation for everything.

And we can connect a variety of data sources to AVIATAR, such as our core maintenance and engineering tool AMOS, flight planning software, weather information and full flight data. This enables us to make better use of all the valuable data we collect during operations and from the maintenance work that takes place during ground times. Moreover, we were very interested in the idea of participating in the design and decision-making, especially when it comes to condition monitoring and predictive maintenance. This way, we can have the solutions tailored to our needs.

Which AVIATAR solutions are you using right now?

First, we use condition monitoring. All our Airbus A320 family and A330/340 aircraft are already monitored by AVIATAR. Currently, we are working on adding the Boeing 777 and A220 (formerly Bombardier CSeries) fleet to the platform with the goal to have them implemented by the end of the year.

Second, we work with predictor plug-ins. Their use is dependent on the components and systems rather than the aircraft type. So we decided to sort them according to particularly problematic systems for which the use of predictors offers us the greatest advantages.

Third, we use the reliability management. This solution is mainly driven by the overall matrix, because we want to use defined KPIs to achieve comparability with other fleets. Our system engineers can filter out their own systems and view their current status across the entire fleet.
How airlines benefit from AVIATAR

Prediction is nothing without fulfillment. On AVIATAR’s new website, airline customers testify how the promise behind digitalization is coming alive for them in their daily operations.

Reduced costs, optimized operating hours and fewer operational incidents: These are just three examples of the value AVIATAR customers gain from the independent aviation platform. On the new AVIATAR website, leading airlines share their experience with the different digital solutions offered on the platform. Users can also find detailed information on AVIATAR in general, how it works, the easy implementation process into their systems, answers to security questions and much more. As the digital flagship of Lufthansa Technik, AVIATAR is in a unique position and combines decades of aircraft knowledge and engineering expertise with data science. That’s why the digital solutions focus on the entire value chain, from predictive maintenance to automated fulfillment. In addition, AVIATAR allows customers full flexibility in choosing which MRO to use.

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Our management, in contrast, has very different interests – for example, the question of delays and AOGs and their causes. They put together their own cockpit and can view the data without having to wait for reports.

**Where do you see the greatest advantages of AVIATAR?**
Since we’ve been using the AVIATAR solutions, we have seen a continual improvement in our maintenance and operation processes, especially in terms of saving time. Our troubleshooters see an aircraft’s technical problems in real time: They can organize the necessary measures, tools and spare parts even before the aircraft has landed. Processes become more efficient, meaning that we use our aircraft more efficiently.

We also had the expectation to be able to prevent unforeseeable delays and AOG instances by using prediction solutions. Our experience so far shows that this is indeed possible. For example, we are able to replace devices and system parts predictively in order to avoid AOGs or unplanned maintenance work. These occurrences usually cause delays, operational impacts and major repair costs.

**Have your expectations regarding teamwork been fulfilled?**
We’ve been an AVIATAR project partner for about a year now, and the team that has formed over that year is outstanding. All of us involved at AVIATAR and SWISS know each other very well and work together with a high degree of collegiality at all levels. It is comparable to a start-up: We try to learn from each other. AVIATAR contributes a lot of process know-how, and we have a lot of know-how from our operations. When we combine our expertise, both sides can benefit. We all have the same ambition and we share the success of achieving our mutual goals.

**On this basis: What’s next for SWISS and AVIATAR?**
First, we’re looking at condition monitoring: We want to connect our entire fleet and optimize the solutions further. We also want to expand the use of predictors and invest in their further development together with AVIATAR. We’re looking at existing solutions and evaluating whether they would be useful for us. We are taking it step by step. Over the next twelve months we also want to integrate and use even more data sources: It would be really useful if we had even more information in the databases – such as shop findings from the workshops – that could then be processed further. We have a lot of ideas and see great potential that we want to develop further together with the AVIATAR team.

**Skeyos Marketplace**

**Benefits for purchasers**
- Search, compare and order directly via one single interface
- Get full transparency on prices, work scopes, certificates and terms
- Track and manage all orders from various suppliers via one consolidated channel
- Fast, convenient and free of charge

**Benefits for suppliers**
- No more RFQs: receive orders directly online
- Customize your offer for every purchaser
- Generate new business within a growing network of verified purchasers worldwide
- Flexible, secure and efficient
New parts trading module

Skeyos, the online marketplace for component services, has successfully found its place in the MRO market. Originally focused on repairs, the portfolio was expanded in mid-June, with a new parts trading module extending Skeyos’ functionality to purchases and sales of serviceable and unserviceable parts.

Parts trading module

At the ap&m Europe expo in June, the company presented its new module that allows partners to buy and sell serviceable and unserviceable parts directly. The parts trading module provides players in the aviation industry with a real alternative to repairs or overhauls, since Skeyos enables them to see and compare parts solutions and repairs side-by-side for the first time. The option of buying a used part can often make economic sense as, for example, it can take advantage of the current increase in the availability of spare parts resulting from the teardown of older Airbus A320 models.

Trust in quality

Skeyos has its own IT infrastructure hosted on European servers with special security requirements. The platform is programmed so that all providers retain full control over their offers. Individual customers or customer groups can be incentivised with better pricings or mapped to existing commercial conditions. Because the team of almost 15 employees checks every supplier, there is no risk of ghost inventories. Pascal Knoll explains: “We live up to Lufthansa Technik’s promise of quality, even though our affiliation with the Lufthansa Technik brand is not outwardly visible.” By expanding its capabilities, Skeyos has taken a further step toward becoming an attractive alternative to conventional procurement options.
Safety, stability and comfort are the guiding principles of Uzbekistan Airways. Over the past 25 years, Lufthansa Technik has supported Uzbekistan’s national airline in achieving these goals. Their close cooperation began back in 1993, only shortly after the airline’s founding. At the time, Uzbekistan Airlines contracted Lufthansa Technik to provide technical support for its first brand-new aircraft, an Airbus A310. A component support contract for the carrier’s Boeing 787 fleet signed in 2017 is one of the latest milestones in the joint history of the two companies.

Founded in the first years of the country’s independence, Uzbekistan Airways has managed to expand its network across all continents. Its aircraft regularly land and take off in more than 60 cities in Europe, Asia Pacific and the Americas, operating charter flights from Alaska to New Zealand. The fleet was recently modernized and today includes newest-generation aircraft such as the Airbus A320neo and Boeing 787.

Supporting growth

Dmitri Zaitsev, Senior Director Corporate Sales Eastern Europe and CIS at Lufthansa Technik, states: “We have maintained a trustful cooperation with Uzbekistan Airways for 25 years. All our services are aimed at providing the airline with optimum support and continuing our long-standing partnership. The contracts we have been able to win over the years demonstrate that our partner believes in our quality and cooperation.”

Lufthansa Technik has also accompanied Uzbekistan Airways on its expansion course: After the airline added the Boeing 757 and 767 to its fleet, these aircraft types were integrated into the existing Total Technical Support (TTS*) contract already in effect for the Airbus A310 fleet.

From cooperation to partnership

In 1997, the two companies concluded an agreement to turn their technical cooperation into a strategic partnership. Lufthansa Technik began passing on the necessary know-how to help the carrier set up its own maintenance base for western-built aircraft, allowing it to carry out its own maintenance work up to and including C-checks. For this purpose, a program was launched in 1999 to transform Plant 243 in Tashkent, where Ilyushin aircraft had been maintained previously. The program was concluded in 2002 when the first C-check was performed on a Boeing 757. The agreement included the delivery of tools and equipment, technical training and consulting for the modernization of the facility and IT.

Some years later, the two companies negotiated and signed a milestone plan for the transfer of engineering services from Lufthansa Technik to Uzbekistan Airways. As the carrier became more and more independent with regard to several types of maintenance work for its fleet, the focus of the partnership shifted to the supply of components and consumables. A corresponding contract for technical services covering component pooling and consumable supply services for the Airbus and Boeing fleets of Uzbekistan Airways was renewed in 2014 and extended to the new Boeing 787 in 2017.

Lufthansa Technik is also responsible for the lease and repair of the Boeing fleet’s auxiliary power units as well as the repair of the PW127 engines installed
on the carrier’s IL-114 aircraft. Furthermore, Lufthansa Technik provides the airline with CFM56 fan blade services and is in charge of exchanging and overhauling the landing gears of the Boeing 757/767 and Airbus A320 fleets.

With the technical aspects of its operations in sheltered waters, the expansion of Uzbekistan Airways continues unabated. New destinations and new regular flights have been added – for example to Mumbai, Vladivostok and Jeddah – and the frequency of international flights has been increased. And by incorporating more Boeing 787 aircraft into its fleet in 2019 and 2020, Uzbekistan Airways will become a leading operator of this aircraft type in the Commonwealth of Independent States. Lufthansa Technik is pleased to support the airline on its journey in the same trustful way as over the past quarter of a century.

Uzbekistan Airways

// Founded in 1992, the national airline of Uzbekistan is headquartered in Tashkent, the country’s capital city. The airline currently operates a fleet of 30 aircraft, including the Boeing 757/767, Boeing 787-8, Airbus A320 and IL-114-100 as well as Boeing 767-300BCF (Boeing Converted Freighter).

In March 2019, the fleet was upgraded with the first A320neo aircraft. Uzbekistan Airways flies to more than 40 domestic and international destinations across the CIS, Europe, Middle East, Asia Pacific and the Americas. Some 15,000 employees work for the company. Since 2002, Uzbekistan Airways operates its own maintenance organization under the name “Uzbekistan Airways Technics”.

Facts and figures:
+ National airline of Uzbekistan
+ Operates a fleet of about 30 aircraft
+ Main hub: Tashkent International Airport
+ More than 21,000 flights in 2018
+ About three million passengers yearly

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Any patient, any aircraft, any mission – the next-generation Patient Transport Unit (PTU NG) is the reliable solution for the transport of intensive care patients onboard large aircraft. It complies with the most demanding standards and offers maximum flexibility and reliability. Lufthansa Technik's flexible, modular concept for the transport of intensive care patients has convinced not just users from military and humanitarian organizations, but owners of VIP aircraft and commercial carriers as well. More than 50 PTU systems have been delivered to customers to date.

Use in the A330 MRTT

Since 2000, the German armed forces have been using PTUs of the first (Classic) generation in what is known as the “white fleet” of the Special Air Mission Wing as well as in transport aircraft. When the A310 Multi-Role Transport Tanker (MRTT) is replaced with newer A330 aircraft, the new generation of PTU – the PTU NG – will be on board. At least one of the aircraft that is operated multi-nationally by the European Air Transport Command (EATC MMF) will receive a MedEvac unit with several PTUs under the responsibility of the German armed forces. “As the supplier of the PTU, we are very proud that European nations rely on the expertise of the German armed forces when evacuating intensive care patients,” says Oliver Thomaschewski, Head of Seating and Structures in Original Equipment Innovation at Lufthansa Technik.

Patient transportation on scheduled flights

In addition to several VIP customers who have Patient Transport Units installed in their private aircraft, the system is used by Lufthansa, which offers return transport service for passengers on selected long-haul flights. Here, intensive care patients are cared for in a Patient Transport Compartment that contains the PTU NG as well as seating for the medical personnel accompanying the patient. This compartment can be installed quickly in the aircraft cabin as necessary.

For more than 20 years, the Patient Transport Unit (PTU) ensured safe care onboard for patients who require intensive medical support. The newest generation of this proven system is flying into the future with even more flexible options and expanded applications, especially for airlines.
Lufthansa Technik developed the PTU Next Generation in cooperation with the medical device manufacturer Aerolite, since both the technology and the requirements of such systems have developed further in recent years. The new design offers several advantages over the Classic variant, but retains all the proven features of this predecessor.

“When we made the improvements and extensions, we listened in particular to our customers and their needs,” says Heiko Mader, Product Manager Seating and Structures. “In addition to a redesign of the oxygen system, the enhancements include an improved power supply, the ability to handle higher patient weights in various positions, and the option of installing the PTU in different aircraft types within a fleet.” The PTU NG’s compact modules can each be handled by just two people and be put together easily without any tools.

The base of the PTU is an adapter kit that is used to attach the system to the aircraft cabin. Two rows of modules with control units, oxygen supply and storage are mounted on this base, and on top of that is the patient bed, which can support patients with a body weight of up to 120 kilograms. The newest PTU generation enables up to 13,000 liters of oxygen to be carried for ventilating intensive care patients. The PTU NG has been approved as a medical product and has been certified with the CE mark, so that it fulfills the requirements of European legislation for approval as a medical device in addition to being approved for installation in an aircraft.

Flexible use

The PTU NG can be used independent of aircraft type: With the help of adapters, it can be installed in nearly any aircraft. It is even possible to mount one and the same unit to the seat rails in a variety of aircraft cabins using the corresponding adapter kits, so that the system can be used very flexibly in a fleet with different aircraft types.

The PTU’s maintenance requirements are likewise low. Apart from simple visual and functional inspections of the system, only the oxygen tanks need to be inspected more closely every five years – just like every oxygen device onboard an aircraft. The PTU can be installed during the normal layover of a long-haul aircraft, and the installation can be handled by any maintenance provider. This easy handling, together with the new technical features of the PTU NG, its user orientation and long-standing proven use by military and airlines, guarantees an absolutely reliable and robust product – ready to fly, whenever and wherever needed.

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Benefits

+ Light-weight and robust design
+ Quick and easy installation via adapter kits
+ Low maintenance requirements
+ Unit can be installed in different aircraft of a fleet
+ Modular concept with comfortable mattress
+ Up to 13,000 liters of oxygen can be stored
+ CE certification as medical equipment

The pallet solution

The PTU NG can be used even more flexibly if it is integrated in a pallet solution developed by the aviation and defense technology company AUTOFLUG. This medical pallet in a standard size is installed in the cargo bay using existing attachment options and can hold NATO cot beds, seats, crates and cabinets in addition to the PTU NG. The medical pallet can even be equipped with complete quarantine protection. It can be combined with other seat and freight pallets, has an integrated emergency oxygen supply, and is easy to clean. Thus the medical pallet is another option for the flexible use of the Patient Transport Unit NG during humanitarian aid operations or in the event of a catastrophe.
All geared up for expanded APU support

Demand for Lufthansa Technik’s APU support is rising steadily – not least thanks to the cooperation agreement with Honeywell on the maintenance of the HGT1700 APU for the Airbus A350. The company is responding to this dynamic development by making extensive investments and moving into new, considerably larger facilities.

The APU Services unit at Lufthansa Technik has experienced a continuous upswing in recent years. This trend eventually developed so rapidly that the facilities used so far were no longer sufficient to cope with the required volume of work from both a technical and an administrative point of view. The only logical consequence was to move to a new shop. One of the reasons why Hamburg was chosen as the location was because Honeywell, Lufthansa Technik’s business partner for the HGT1700 APU on the Airbus A350, was in favor of this solution.

Ole Gosau, Senior Director APU Services, explains why: “Honeywell preferred Hamburg because of the depth of in-house repairs possible at this location.” With 1,800 square meters of floor space, the new shop has a production area almost four times larger than that at the old shop. The administration area, which was previously spread over several buildings, has now been combined on a single level of the same building and considerably expanded. The move to these new facilities, which took place in March with minimal disruption to ongoing repair operations, provides the structural framework for a further increase in capacity.

**All-round services**

This capacity build-up is all the more necessary given that Lufthansa Technik, as Honeywell’s partner, has assumed great responsibility by taking over the entire technical services related to the HGT1700.
Lufthansa Technik is the only company currently authorized by the OEM to provide comprehensive repair and asset services for Honeywell products installed on all Airbus A350 aircraft, which also includes tests, repairs, overhauls and modifications on the HGT1700 APU. Under the cooperation agreement with Honeywell, Lufthansa Technik has taken over virtually all component and APU services that will be required after an A350’s entry into service – from MRO, warranty handling and work as a warranty repair station to the supply of spares. The latter is particularly critical to aircraft availability and requires considerable effort. Lufthansa Technik now has seven spare APUs stored at strategically selected locations around the world so that it can supply the A350 fleet as quickly as possible. As further A350s are delivered, the global spare APU pool will be stocked up accordingly. A specialist hired specifically for this product will be responsible for optimizing the APU pool as an asset manager.

**Engineering cooperation**

In addition to the traditional range of services, the cooperation between Honeywell and Lufthansa Technik includes engineering as a core aspect. Under the terms of the agreement, Lufthansa Technik will develop its own repair procedures for the HGT1700 and have them approved jointly with Honeywell. However, cooperation in this area is still in its early stages. The HGT1700 – the most powerful APU in civil aviation – has proven to be very reliable during operations, but now that the long-haul twin jet has been delivered nearly 280 times, the number of shop events is rising. When this issue of Connection was being produced, there were four APUs heading for the shop. With its new facilities, the unit is now perfectly equipped for these and future tasks.

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**Hamburg APU shop**

**Capacity**
- Administration area: 450 m²
- APU shop area: 1,800 m²
- High-rack warehouse area: 180 m²
  - 2 additional disassembly bays: 4 bays
  - 3 additional assembly bays: 6 bays

**In-house capability**

<table>
<thead>
<tr>
<th>APU type</th>
<th>Aircraft type</th>
</tr>
</thead>
<tbody>
<tr>
<td>HGT1700</td>
<td>Airbus A350</td>
</tr>
<tr>
<td>APS3200</td>
<td>Airbus A320 family</td>
</tr>
<tr>
<td>APS2300</td>
<td>Embraer E170/190</td>
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<tr>
<td>APS2100</td>
<td>Boeing 717</td>
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</tbody>
</table>

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Growth in BEER continues

Once a year, the MRO BEER conference brings together experts to discuss market trends and challenges. Since Lufthansa Technik is a driver of the region’s industry, the company attended this year’s event in Vilnius, Lithuania.

The 2019 MRO BEER took place in Vilnius (Lithuania).

S

tort for Baltics, Eastern Europe and Russia, the abbreviation BEER started out as a charming play upon words. Today, this nickname has become fully accepted in the community and is referenced in the name of an annual industry event, the “MRO BEER.” The region is facing big challenges, says Yann Cambier of the consulting company ICF. Within the next ten years, the number of aircraft here will grow from 1,800 to 2,800. At the same time, MRO expenses will nearly double, as many aircraft will mature and thus need more maintenance. This is the reason why new MRO facilities are being created in the region. Cambier in particular named Lufthansa Technik as one driver of this development, pointing to two new joint venture companies in Poland and a new facility in Hungary. Opposing this development is the issue of the industry-wide shortage of mechanics, which is currently visible in Eastern Europe and Russia, especially in the fields of line maintenance and base maintenance.

For Zlminas Lapinskas, CEO of FL Technics, the local MRO provider in Lithuania, the low hourly rates in the Baltics and the high effectiveness are key success factors. Over the last five years, the revenue share of Russian customers at FL Technics has shrunk from above 70 percent to less than 30 percent. Today, Western European customer airlines generate the largest share of the company’s revenue. “The airlines are feeling cost pressure on ticket prices, and are passing this problem along to the MROs,” said Lapinskas.

Vytautas Kaikaris, former CEO and owner of Small Planet Airlines, gave quite a remarkable presentation in Vilnius. Last year, his leisure carrier, based in Lithuania, filed for bankruptcy. After some reflection and a lot of self-criticism, Kaikaris identified the reasons. He found the compensation payments to passengers in Germany demanded by EU law to be the key driver for the end of Small Planet Airlines. About a third of the airline’s fleet was based in Germany. Missing crews, cancelled flights and reliability problems caused a delay rate of six percent in Germany, equating to a loss of 28 million euros. Thus the ambitious growth plans in Germany ushered in the end of the airline.

Saving costs with AVIATAR

The digitalization of the MRO business, particularly activities in the field of predictive maintenance, has become a mega-trend in the BEER region, said Yann Cambier. On behalf of Lufthansa Technik, Tim Butzmann, Senior Manager Digital Product & Portfolio, presented a case study on digitalization.

Meet us at ...

10 – 13 August 2019 | Washington
ACPC

The Air Carriers Purchasing Conference (ACPC) brings together buyers and sellers of aviation related goods and services. The conference offers members a fair and level environment to network in various business and social agendas.

4 – 7 September 2019 | Nashville
RAA Convention

The Regional Airline Association (RAA) represents U.S. regional airlines and the respective manufacturers of products and services supporting the industry. At this year’s annual convention, Lufthansa Technik AERO Alzey will be present with a trade fair booth.

24 – 26 September 2019 | Singapore
MRO Asia-Pacific

MRO Asia-Pacific is the largest conference and exhibition in the region dedicated to the maintenance, repair and overhaul market. It brings together top airline and government maintenance officials, maintenance and safety experts and suppliers.

25 – 28 September 2019 | Monaco
Monaco Yacht Show

At the Monaco Yacht Show, the super-yacht lifestyle is celebrated. Conceived by Mercedes-Benz and Lufthansa Technik, the world’s leaders in premium automobiles and private aircraft completion, a new dimension of private travel has been born which lifts Mercedes-Benz Style into the sky.

15 – 17 October 2019 | London
MRO Europe

Senior level operations and maintenance specialists, airline executives and military leaders seeking the latest, most reliable sources for services, components, parts and equipment all come to MRO Europe.
World of services

**Total Support Services**
Total Support Services customers enjoy cost-efficient and reliable flight operations while being able to focus on their core business.
- Total Operational Support (TOS®)
- Total Technical Support (TTS®)
- Total Base Maintenance Support (TBS®)
- Total Material Operations (TMO®)
- Total Component Support (TCS®)
- Total Engine Support (TES®)
- Total Landing Gear Support (TLS®)
- Aircraft Leasing & Trading Support (ALTS®)

**Single Services**
Single Services, letter checks, engine overhauls and repairs of single components form a unique range of products and services.
- Aircraft Services
- Component Services
- Engine Services
- Landing Gear Services
- VIP & Special Mission Aircraft Services

**Special Services**
Lufthansa Technik offers products reaching beyond standard manual MRO services.
- Composite Repairs (ARC®)
- Engine Parts & Accessories Repair (EPAR)
- Maintenance Management Services (MMS)
- Logistics and maintenance training
- AOG services
- Surface treatment

**Original Equipment Innovation (OEI)**
Lufthansa Technik has successfully established a line of cabin products.
- Cabin management and IFE systems
- Aircraft and cabin equipment
- Connectivity
- Patient transport solutions

**Digital Services**
Lufthansa Technik provides innovative digital platforms to support technical operations.
- AVIATAR
- manage/m®

Please enter any desired search item into the capability finder – products, aircraft/engine types or part numbers – to find the result quickly. The search can also be refined by regions or Lufthansa Technik facilities.

**Design Organization**
Across all of its services, Lufthansa Technik supplements its offers with the capabilities of an Approved Design Organization:
- Major changes (STCs) in the areas of structures, systems, cabin and avionics
- Major repairs
- Minor changes and minor repairs
- Flight conditions
### Boeing

<table>
<thead>
<tr>
<th>Aircraft Model</th>
<th>Services</th>
</tr>
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<tbody>
<tr>
<td>737 CL/NG</td>
<td>Line Maintenance, Base Maintenance, Component Services, Engine Services: CFM56-7B, Completion</td>
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<tr>
<td>737 MAX</td>
<td>Component Services, Further services in preparation, Engine Services: LEAP-1B (in preparation)</td>
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<tr>
<td>747</td>
<td>Line Maintenance, Base Maintenance, Component Services, Engine Services: JT9D, PW4000, CF6-80C2, Completion</td>
</tr>
<tr>
<td>757</td>
<td>Line Maintenance, Base Maintenance, Component Services, Engine Services: RB211-535, Completion</td>
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<tr>
<td>767</td>
<td>Line Maintenance, Base Maintenance, Component Services, Engine Services: PW4000-94, CF6-80C2, Completion</td>
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<tr>
<td>777</td>
<td>Line Maintenance, Base Maintenance, Component Services, Completion</td>
</tr>
<tr>
<td>777X</td>
<td>in preparation</td>
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</table>
| 787            | Line Maintenance, Base Maintenance, Component Services, Engine Services*
| MD-11          | Line Maintenance, Base Maintenance, Component Services, Engine Services: CF6-80C2, PW4000-94 |

### Regionals

<table>
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<th>Services</th>
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<tbody>
<tr>
<td>Bombardier Q400</td>
<td>Line Maintenance, Base Maintenance, Component Services, Engine Services: PW1100, PW1150</td>
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<tr>
<td>Bombardier CRJ</td>
<td>Line Maintenance, Base Maintenance, Component Services, Engine Services: GE CF34</td>
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<tr>
<td>Embraer</td>
<td>135/145, 170/175, 190/195 Line Maintenance, Base Maintenance, Component Services, Engine Services: GE CF34</td>
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<td>Embraer</td>
<td>Legacy, Lineage. Line Maintenance, Base Maintenance, Component Services, Engine Services: CF34</td>
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### Business jets

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<th>Aircraft Model</th>
<th>Services</th>
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<tr>
<td>ACJ</td>
<td>Line Maintenance, Base Maintenance, Component Services, Engine Services: CFM56, V2500-A5, Completion</td>
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<tr>
<td>BBJ</td>
<td>Line Maintenance, Base Maintenance, Component Services, Engine Services: CFM56-7B, Completion</td>
</tr>
<tr>
<td>Bombardier</td>
<td>Challenger, Learjet, Global Express Line Maintenance, Base Maintenance, Component Services, Engine Services: CF34</td>
</tr>
<tr>
<td>Embraer</td>
<td>Legacy, Lineage. Line Maintenance, Base Maintenance, Component Services, Engine Services: CF34</td>
</tr>
</tbody>
</table>

*schedule to be defined
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*in preparation

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Service does.

From a regional jet to the latest in wide-body planes, we’ve got the right portfolio for every aircraft. From a single repair to a long-term service contract, from an engine wash to our Total Support Services, Lufthansa Technik looks after every customer and every service job with the same dedication. We speak from millions of flight hours of experience. So it pays to talk to us.

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