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- Select from typical configurations or build a custom system
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# Honeywell

# Business & General Aviation



24/7 GLOBAL CUSTOMER  
SUPPORT NETWORK

**Customer Support &  
Aftermarket Sales Directory**  
October 2010

**Honeywell**

# CUSTOMER SUPPORT & AFTERMARKET SALES DIRECTORY

## **Customer Support Operations**

Mechanical & Electrical

US/Canada: 800-601-3099

International: 602-365-3099

### **For AOG Support, Select Option #4**

Email: [AOG@honeywell.com](mailto:AOG@honeywell.com)

AOG Fax: 602-822-7710

### **For Routine Spares Support, Select Option #2**

Spares Email: [Orders@honeywell.com](mailto:Orders@honeywell.com)

Spares Fax: 602-822-7720

## **Aerospace Contact Team**

Honeywell Aerospace's centralized Customer Support Operations located in Phoenix, Arizona, serves as your single point of contact 24 hours a day, seven days a week, to provide spares, repairs, and aftermarket services and support for all Honeywell electrical and mechanical products.

- Aircraft on Ground (AOG)
- Sales: New & Exchange
- Worldwide Exchange & Rental Support
- Repair & Overhaul
- Product Pricing & Quotes
- Order Placement
- Asset Availability Solutions
- Web Site Registration
- Return Materials Authorization (RMA)
- Product Repair Options
- Warranty & Extended Warranty Plans
- Training Solutions

## **MyAerospace Portal**

MyAerospace web site is your shortest distance to service providing 24 hours a day, seven days a week access to Honeywell Aerospace web resources. The customer-focused portal provides a broad array of precise, up-to-date information quickly and easily.

Visit [Honeywell.com/myaerospace](http://Honeywell.com/myaerospace) for all your self-service needs including: spares pricing, availability and ordering, technical publications, order status, product catalog, service and support.

- *e-Engine* – Personalized Maintenance & Operations Support
- *CHAMPS* – Warranty & MSP
- *e-Source* – Repair Centers & Status, Spares Catalog, Training, Publications
- Online Services/Training Solutions/Customer Flight Operations Support

[www.honeywell.com/MyAerospace](http://www.honeywell.com/MyAerospace)

### **Global Technical Operations Center**

The new state-of-the-art Honeywell Aerospace Technical Operations Center (TOC) operates with a dedicated staff, 24 hours a day, seven days a week, and houses Technical Service Engineers and Aircraft-On-Ground Representatives within a collaborative environment using the latest technology solutions to support more than 100 customers inquires every day; email [aerotechsupport@honeywell.com](mailto:aerotechsupport@honeywell.com)

### **Asset Availability**

Getting the right parts and solutions, exactly when and where needed. Tailored to your specific operational requirements, Honeywell's asset availability solutions simplify your maintenance, logistics and spare equipment support by providing aircraft equipment exactly when and where it is needed to best support your operations.

### **Global Field Service Engineering**

Our worldwide Field Service Engineering team, strategically located around the world, has earned an excellent reputation within the aerospace industry as the result of their high level of education, experience, dedication and responsiveness. The team is ready to provide on-site technical assistance, engineering interface assistance for other inter-related equipment on the aircraft, and support to maintenance personnel.

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