



## 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

Eric Myers-Repair Station Manager

Telephone: 252-246-7109

[Eric.myers@utas.utc.com](mailto:Eric.myers@utas.utc.com)

Keith Fail – Avionics Repair Supervisor

Telephone: 252 246-7095

Fax: 252-246-7185

[Keith.Fail@utas.utc.com](mailto: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](mailto: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](mailto:Jackie.Liles@utas.utc.com)

Gail Bauer, Customer Service



Telephone: (252) 246-7094  
Fax: (252) 246-1785  
[Gail.Bauer@utas.utc.com](mailto:Gail.Bauer@utas.utc.com)

Mary Alexander, Customer Service  
Telephone: (252) 246-7089  
Fax: (252) 246-1785  
[Mary.Alexander@utas.utc.com](mailto:Mary.Alexander@utas.utc.com)

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

Dene Cooke, Customer Service  
Telephone: 252-246-7112  
Fax: 252-246-7185  
[Dene.Cooke2@utas.utc.com](mailto:Dene.Cooke2@utas.utc.com)

Sharon Webb, Customer Service  
Telephone: 252-246-7086  
Fax: 252-246-7185  
[Sharon.Webb@utas.utc.com](mailto:Sharon.Webb@utas.utc.com)

Theresa Vester, Customer Service  
Telephone: 252-293-7218  
Fax: 252-246-7185  
[Theresa.Vester@utas.utc.com](mailto: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](mailto:Eric.Vreeland@hs.utc.com)

**United Kingdom, Europe, Middle East and Africa:****Kidde Gravier Ltd a UTC Aerospace Systems Company****Spec 2000 Supplier**

SITA: LONKGCR

[E-mail: John.O'Brien@utas.utc.com](mailto:John.O'Brien@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.O'Brien@utas.utc.com](mailto:John.O'Brien@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](mailto: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](mailto: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](mailto:Sylvie.Laruffa@utas.utc.com)

Pierre de Krassilnikoff – Sales Manager

Telephone: (33) (1) 55 59 0971

[Pierre.dekrassilnikoff@utas.utc.com](mailto:Pierre.dekrassilnikoff@utas.utc.com)



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

### **Technical Support**

Anne Sanseau  
Telephone: +33 1 46 66 70 39  
[Anne.sanseau@utas.utc.com](mailto: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](mailto: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](mailto: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  
Website: <http://repairsearch.utcaerospacesystems.com/sites/kiddeaerospace/Pages/Home.aspx>

**Contacts:**

Ray Walton – General Manager-(Product & Technical Support)  
Telephone: (61) (3) 9709 3601  
Fax: (61) (3) 9709 3606  
Mobile: (61) (0) 411 585 533  
[raymond.walton@utas.utc.com](mailto:raymond.walton@utas.utc.com)

Carole Lee - Customer Service Manager-(Spare Parts & Repairs)  
Telephone: (61) (3) 9709 3602  
Fax: (61) (3) 9709 3606  
[carole.lee@utas.utc.com](mailto:carole.lee@utas.utc.com)

**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](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.

Kidde Technologies, Inc. Service Center: FAA PART 145 Repair Station No. YZ4R692M, CAAC No. F00100517, EASA-145.4718 (European Aviation Safety Agency), Transport Canada Requalification of Cylinders, No. ASD 4067-26-6-462. US DOT Cylinder Requalification Regulation No. C246.

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.

Need the AOG 866#

**Kidde Technologies Inc. (USA)**

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

**Kidde Aerospace and Defence (Australia)**

AOG Tel (Normal working hours): (61) (0) 3 9703 9153

AOG Tel (After working hours & holidays): (61) (0) 409 265 643

AOG Fax: (Normal working hours only): (61) (0) 3 9703 9073

**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](mailto: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](mailto: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](mailto:Sylvie.Laruffa@utas.utc.co)