



## 2025 SUMMER SERVICE FREQUENTLY ASKED QUESTIONS

### What does summer service entail?

- › Summer service starts by inspecting the deicer, including all systems such as, but not limited to, the deice system, anti-ice system, heaters and burners, electrical system, auxiliary engine and aerial lift. We look at the hoses for deterioration and equipment for leakage that may cause unwanted downtime during a deicing event. Additionally, we do preventative maintenance on the burners by replacing the nozzles, electrodes, cad cells and any other items highlighted in the maintenance agreement.

### How long does summer service take?

- › Premier deicers typically take less than a day depending on the size of the deicer, installed options and the condition of the unit.
- › Extra time may be needed to repair or install additional parts.

### Are the burner parts included in the summer service price?

- › Yes. There is no additional charge for the burner parts.

### When do you arrive at my location?

- › Once service is requested, we connect with customers and identify timing based on customer needs and availability.

### What does this service cost?

- › If your deicer is no longer covered by a free service visit as outlined in the customer contract, contact [GSEWarranty@textron.com](mailto:GSEWarranty@textron.com) for pricing.

### Will you rebuild equipment?

- › No. Unfortunately, we have limited time to spend at each location and although we can do additional work, our primary objective is to inspect the deicer and perform the service.



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### Can you replace parts that are broken or fix parts that need repair?

- › Yes, permitted that there is enough room in our service van and the item is available. Items such as lights, hoses, decals, etc. can be replaced easily. If the customer is aware what needs to be replaced, we recommend that the customer informs us prior to the visit. We will either take the part with us or ship it to the customer, so it is available when the technicians arrive on-site.

### Does this include performing A and B checks?

- › No.

### Does this include replacing engine oil and filters?

- › No. That is usually done on the B check.

### Can you deliver training?

- › Yes. To learn more about our training offerings, contact [GSEWarranty@textron.com](mailto:GSEWarranty@textron.com).