



2022 SUMMER SERVICE FREQUENTLY ASKED QUESTIONS

What does summer service entail?

- › Safeaero 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, etc. We look at the hoses for deterioration and equipment for leakage which can cause unwanted downtime during a deicing event. In addition, we do preventive maintenance on the burners by replacing the nozzles, electrodes, cad cells and any other items highlighted in the maintenance agreement.
- › Premier summer service includes all the items outlined within the Safeaero service with the addition of the auxiliary engine and aerial lift.

How long does summer service take?

- › Safeaero deicers can take up to three days depending on the type of service (A, B or C) and the options and condition of the unit.
- › 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 on Safeaero or Premier units.

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.

Do I receive free summer service visits?

- › Safeaero deicers only offer free summer service as outlined in customer contracts.
- › Premier deicers recently purchased and under warranty receive two free summer service visits.



What does this service cost?

The cost of summer service is as follows:

- › Safeaero Deicers:
 - Maintenance, service, repair or training are outlined in customer contracts. If an existing contract is not in place, please contact SaService@Textron.com for pricing.
 - Additional cost for spare parts or maintenance kits depends on the type of equipment and the required type of service, A, B or C.
 - Customers can also choose to do the maintenance alongside a Textron GSE expert. This delivers balance between cost and efficiency.
- › Premier Deicers:
 - If your deicer is no longer covered by the two free service visits outlined under the warranty agreement contact 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.

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:
 - Safeaero Deicers: SaService@Textron.com
 - Premier Deicers: GSEWarranty@textron.com