

# Service Centres & Line Stations

Capabilities Matrix



**BOMBARDIER**

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# Service centres worldwide

We work around the clock to keep you flying. Behind the scenes, a network of technicians and customer service representatives anticipate your every need – wherever, whenever.












To schedule your aircraft at a Bombardier Service Centre, please contact a Regional Sales Manager or email: [servicesales@aero.bombardier.com](mailto:servicesales@aero.bombardier.com)


For 24/7 AOG and unscheduled maintenance support, please contact the Customer Response Centre (CRC):  
North America (toll free) **1-866-JET-1247** (1-866-538-1247) | International **+1-514-855-2999**

# Bring your jet home

When you arrive at any Bombardier Service Centre around the world, you benefit from the expertise and know-how only the OEM can provide. A network committed to getting you back up and flying faster with quality-driven customer service and comprehensive capabilities.

| LOCATION   | REGION        | SERVICE     | LEVEL OF SERVICE | COUNTRY APPROVALS  | OEM AUTHORIZATIONS                                     |   |
|--|---------------|-------------|------------------|--|--|---|
|  <p><b>Dallas Service Centre</b><br/>7336 Aviation Place<br/>Dallas Love Field Airport<br/>Dallas, TX 75235<br/>+1-469-791-4000</p>  | United States | Airframe    | Heavy            | Aruba<br>Australia<br>Canada - TCCA<br>Cayman Islands<br>EASA<br>FAA<br>Guernsey<br>Isle of Man                  | Mexico<br>San Marino                                   | General Electric<br>Honeywell<br>Collins Aerospace<br>Rolls Royce                         |
|  |               | Avionics    | Heavy            |  |  |   |
|  |               | Engine      | Heavy            |  |  |   |
|  |               | Interior    | Intermediate     |  |  |   |
|  |               | Paint       | Light            |  |  |   |
|  |               | Engineering | OSS              |  |  |   |
|  |               |             |                  |  |  |   |
|  <p><b>Fort Lauderdale Service Centre</b><br/>4100 Southwest 11<sup>th</sup> Terrace<br/>Fort Lauderdale International Airport<br/>Fort Lauderdale, FL 33315<br/>+1-954-622-1200</p> | United States | Airframe    | Heavy            | Argentina<br>Aruba<br>Australia<br>Bermuda<br>Brazil - ANAC<br>Canada - TCCA<br>Cayman Islands<br>Chile<br>EASA  | FAA<br>Guernsey<br>Isle of Man<br>Mexico<br>San Marino | General Electric<br>Honeywell<br>Collins Aerospace<br>Rolls Royce<br>PWC<br>Avco-Lycoming |
|  |               | Avionics    | Heavy            |  |  |   |
|  |               | Engine      | Heavy            |  |  |   |
|  |               | Interior    | Heavy            |  |  |   |
|  |               | Paint       | Light            |  |  |   |
|  |               | Engineering | OSS              |  |  |   |
|  |               |             |                  |  |  |   |
|  <p><b>Hartford Service Centre</b><br/>Bldg. 85-173<br/>Bradley International Airport<br/>Windsor Locks, CT 06096<br/>+1-860-627-9491</p>   | United States | Airframe    | Heavy            | Argentina<br>Australia<br>Bermuda<br>Brazil - ANAC<br>Canada - TCCA<br>Cayman Islands<br>EASA<br>FAA<br>Guernsey | Isle of Man<br>Mexico<br>San Marino                    | General Electric<br>Honeywell<br>Collins Aerospace<br>Rolls Royce                         |
|  |               | Avionics    | Heavy            |  |  |   |
|  |               | Engine      | Heavy            |  |  |   |
|  |               | Interior    | Heavy            |  |  |   |
|  |               | Paint       | Light            |  |  |   |
|  |               | Engineering | OSS              |  |  |   |
|  |               | Wheel shop  | O/H              |  |  |   |
|  |               | Battery     | O/H              |  |  |   |
|  |               |             |                  |  |  |   |
|  <p><b>Tucson Service Centre</b><br/>1255 East Aero Park Blvd.<br/>Tucson, AZ 85756<br/>+1-520-746-5100</p>  | United States | Airframe    | Heavy            | Australia<br>Bermuda<br>Canada - TCCA<br>Cayman Islands<br>China<br>EASA<br>FAA<br>Guernsey<br>India             | Isle of Man<br>Mexico<br>San Marino<br>United Kingdom  | General Electric<br>Honeywell<br>Collins Aerospace<br>Rolls Royce                         |
|  |               | Avionics    | Heavy            |  |  |   |
|  |               | Engine      | Heavy            |  |  |   |
|  |               | Interior    | Heavy            |  |  |   |
|  |               | Paint       | Full             |  |  |   |
|  |               | Engineering | Support          |  |  |   |
|  |               | Battery     | O/H              |  |  |   |
|  |               |             |                  |  |  |   |

| LOCATION  | REGION        | SERVICE           | LEVEL OF SERVICE   | COUNTRY APPROVALS  | OEM AUTHORIZATIONS  |   |
|---|---------------|-------------------|--------------------|--|---|---|
|  <p><b>Wichita Service Centre</b><br/>1 Learjet Way<br/>Wichita, KS 67209<br/>+1-316-946-2287</p>   | United States | Airframe          | Heavy              | Argentina<br>Aruba<br>Australia<br>Bermuda<br>Brazil - ANAC<br>Canada - TCCA<br>Cayman Islands<br>EASA<br>FAA<br>Isle of Man               | Mexico<br>San Marino<br>South Africa  | General Electric<br>Honeywell<br>Collins Aerospace<br>Rolls Royce                             |
|   |               | Avionics          | Heavy              |  |   |   |
|   |               | Engine            | Heavy <sup>5</sup> |  |   |   |
|   |               | Interior          | Heavy              |  |   |   |
|   |               | Paint             | Full <sup>1</sup>  |  |   |   |
|   |               | Engineering       | Support            |  |   |   |
|   |               | Wheel shop        | O/H                |  |   |   |
|   |               | Battery           | O/H                |  |   |   |
|   |               | Landing Gear      | O/H                |  |   |   |
|   |               | Components Repair | O/H                |  |   |   |
|  <p><b>Biggin Hill Service Centre</b><br/>Bldg. 510 Churchill Way<br/>London Biggin Hill Airport<br/>Biggin Hill, UK<br/>Kent TN16 3BN<br/>+44-2083-531900</p>                    | Europe        | Airframe          | Heavy <sup>2</sup> | Aruba<br>Bermuda<br>Canada - TCCA<br>Cayman Islands<br>EASA<br>FAA<br>India<br>Pakistan  | Qatar<br>South Africa<br>Transport Canada<br>Turkey <sup>3</sup><br>UAE<br>UK CAA (incl. IOM and San Marino and Turkey) | Collins Aerospace<br>General Electric<br>Honeywell<br>Rolls Royce                             |
|   |               | Avionics          | Heavy <sup>2</sup> |  |   |   |
|   |               | Engine            | Heavy <sup>2</sup> |  |   |   |
|   |               | Interior          | Heavy <sup>2</sup> |  |   |   |
|   |               | Paint             | Full <sup>2</sup>  |  |   |   |
|   |               | Engineering       | Support            |  |   |   |
|   |               | Battery           | O/H                |  |   |   |
|   |               |                   |                    |  |   |   |
|  <p><b>Berlin Service Centre</b><br/>Walter-Rieseler-Strasse 1<br/>Building G3710<br/>12529 Schoenefeld<br/>Berlin, Germany<br/>+49-30-915-811-700</p>                            | Europe        | Airframe          | Heavy              | Angola<br>Aruba<br>Belarus<br>Bermuda<br>Cayman Islands<br>Canada - TCCA<br>EASA<br>(incl. Isle of Man)                                    | FAA<br>Kazakhstan<br>Morocco<br>Pakistan<br>Qatar<br>Russia<br>UAE  |   |
|   |               | Avionics          | Heavy              |  |   |   |
|   |               | Engine            | Heavy              |  |   |   |
|   |               | Interior          | Heavy              |  |   |   |
|   |               | Paint             | Light              |  |   |   |
|   |               | Engineering       | Support + DAS      |  |   |   |
|   |               | Battery           | O/H                |  |   |   |
|  <p><b>Singapore Service Centre</b><br/>10 Seletar Aerospace Heights<br/>Seletar Aerospace Park<br/>Singapore 797546<br/>+65-9711-0291</p>                                       | Asia-Pacific  | Airframe          | Heavy              | Aruba<br>Australia<br>Bermuda<br>Canada - TCCA<br>Cayman Islands<br>China<br>EASA<br>(incl. Isle of Man and San Marino)<br>FAA<br>Guernsey | Hong Kong<br>India<br>Malaysia<br>Pakistan<br>Philippines<br>Singapore<br>Qatar<br>Taiwan<br>UAE                        | General Electric<br>Honeywell<br>L3<br>Collins Aerospace<br>Rolls Royce<br>Universal Avionics |
|   |               | Avionics          | Heavy              |  |   |   |
|   |               | Engine            | Heavy              |  |   |   |
|   |               | Interior          | Heavy              |  |   |   |
|   |               | Paint             | Heavy              |  |   |   |
|   |               | Engineering       | Support            |  |   |   |
|   |               | Wheel shop        | O/H                |  |   |   |
|   |               | Battery           | O/H                |  |   |   |
|   |               | FBO               | Flight & ground    |  |   |   |
|   |               |                   |                    |  |   |   |
|  <p><b>Tianjin Service Centre</b><br/>21# Qihang Road,<br/>Comprehensive Bonded Area<br/>Tianjin Airport Economic Area<br/>Tianjin, 300308, P.R. China<br/>+86-22-598-62600</p> | Asia-Pacific  | Airframe          | Heavy              | Aruba<br>CAAC<br>Bermuda<br>Cayman Islands<br>EASA<br>Guernsey<br>Hong Kong<br>Isle of Man   | Macau<br>San Marino   | General Electric<br>Honeywell<br>Rolls Royce<br>Collins Aerospace                             |
|   |               | Avionics          | Heavy              |  |   |   |
|   |               | Engine            | Heavy              |  |   |   |
|   |               | Interior          | Light              |  |   |   |
|   |               | Paint             | Light              |  |   |   |
|   |               | Wheel shop        | O/H                |  |   |   |
|   |               | Battery           | O/H                |  |   |   |
|   |               |                   |                    |  |   |   |

| LOCATION  | REGION        | SERVICE          | LEVEL OF SERVICE                    | COUNTRY APPROVALS  | OEM AUTHORIZATIONS   |   |
|---|---------------|------------------|-------------------------------------|--|--|---|
|  <p><b>Line Stations</b><br/>Geneva, Switzerland<br/>Linz, Austria<br/>Nice and Paris, France<br/>Milan and Olbia, Italy<br/>+43-664-809-95333</p> <p>Luton, United Kingdom<br/>+44-208-3531900</p> <p>Tianjin, China<br/>+86-22-5986-2600</p> <p><b>Line Stations &amp; MRT Trucks</b><br/><b>Line Stations:</b> Teterboro and Van Nuys<br/><b>Trucks:</b> Seattle, San Jose, Santa Ana, Scottsdale, Houston, Orlando, Atlanta, Chicago, Columbus, White Plains<br/>+1 866-538-1247 (option 4, option 2)</p> | Europe        | Airframe         | Line                                | Aruba<br>Bermuda<br>Brazil - ANAC<br>Canada - TCCA<br>Cayman Islands<br>EASA<br>(incl. Isle of Man and San Marino) | FAA<br>Guernsey<br>Qatar   | General Electric<br>Honeywell<br>Rolls Royce                      |
|   |               | Avionics         | Line                                |  |  |   |
|   |               | Engine           | Line                                |  |  |   |
|   |               | Wheel shop       | Tire Change & NDT only <sup>4</sup> |  |  |   |
|   |               | Battery          | O/H <sup>4</sup>                    |  |  |   |
|   | Europe        | Airframe         | Line                                | UK CAA<br>EASA<br>FAA<br>TCCA<br>UAE<br>Qatar<br>South Africa  | India<br>Bermuda<br>Cayman<br>Guernsey<br>Pakistan<br>Mauritius<br>Aruba | Collins Aerospace<br>General Electric<br>Honeywell<br>Rolls Royce |
|   |               | Avionics         | Line                                |  |  |   |
|   |               | Engine           | Line                                |  |  |   |
|   |               |                  |                                     |  |  |   |
|   | Asia-Pacific  | Airframe         | Line                                | Aruba<br>Bermuda<br>Brazil - ANAC<br>Canada - TCCA<br>Cayman Islands<br>EASA<br>(incl. Isle of Man and San Marino) | FAA<br>Guernsey<br>Qatar   | General Electric<br>Honeywell<br>Rolls Royce                      |
|   |               | Avionics         | Line                                |  |  |   |
|   |               | Engine           | Line                                |  |  |   |
|   |               | Wheel shop       | Tire Change & NDT only <sup>4</sup> |  |  |   |
|   |               | Battery          | O/H <sup>4</sup>                    |  |  |   |
|   | United States | Airframe         | Line                                | Argentina<br>Aruba<br>Bermuda<br>Brazil<br>Cayman Islands<br>EASA<br>Guernsey                                      | Mexico<br>South Africa   | Rolls Royce<br>Honeywell<br>General Electric<br>Pratt & Whitney   |
|   |               | Avionics         | Line                                |  |  |   |
| Engine  |               | Line             |                                     |  |  |   |
| Battery   |               | O/H <sup>4</sup> |                                     |  |  |   |
| Wheel shop  |               | O/H <sup>4</sup> |                                     |  |  |   |
|   |               |                  |                                     |  |  |   |

1. Only Learjet & Challenger 600 2. No Learjet 60 or Challenger 850 aircraft capabilities 3. via EASA approval 4. Wheel and battery shop in certain locations only 5. Learjet 31/35/36/40/45/55/60/70/75 & line for Challenger/Global

| LEVEL OF SERVICE LEGEND  |   |   |   |  |  |
|--|---|---|---|--|--|
| <p><b>AIRFRAME</b><br/><b>Line:</b> Troubleshooting, servicing, minor repairs, routine checks.<br/><b>Heavy:</b> Full airframe capability including major mods/STCs, structural repairs and full line service.</p> <p><b>AVIONICS</b><br/><b>Line:</b> Troubleshooting and line component replacement.<br/><b>Heavy:</b> Full on-wing avionics capability including major mods/STCs, plus full line service.</p> | <p><b>ENGINE</b><br/><b>Line:</b> Troubleshooting, servicing, minor inspections and line component replacement.<br/><b>Heavy:</b> Engine capabilities include MPI/HSI and full line service.</p> <p><b>INTERIOR</b><br/><b>Line:</b> Facility has capability to clean aircraft and perform minor cosmetic repairs.<br/><b>Light:</b> Facility has capability to repair or re-cover interior liners, seats, side ledges, baggage area and can replace carpet. Also offers full line service.</p> | <p><b>Intermediate:</b> Same as light with additional capacity to replace laminates and veneers, repair or refinish cabinet surfaces and wood throughout the aircraft. Also offers full line service.<br/><b>Heavy:</b> Full refurbishment, completion and line service capabilities, including complete reconfiguration of full line service.</p> <p><b>PAINT</b><br/><b>Light:</b> Capability to touch-up, spot-in or sand-paint small parts or aircraft areas.<br/><b>Full:</b> In addition to light service, facility has capability to chemically strip and repaint the entire aircraft and/or major components of the aircraft.</p> | <p><b>ENGINEERING</b><br/><b>Support:</b> Facility has engineering on-site to support maintenance and modifications.<br/><b>DAS:</b> Designated Alteration Station capable of designing, certifying and supporting maintenance and modifications.</p> <p><b>WHEEL SHOP/BATTERY</b><br/><b>O/H:</b> Overhaul capabilities.</p> <p><b>FBO</b><br/><b>Flight &amp; ground:</b> Flight and ground handling.</p> |  |  |

For full details on the capabilities of Bombardier Service Centres around the world, please visit: [businessaircraft.bombardier.com](https://businessaircraft.bombardier.com)

