

Customer Support Services

BAUER, INC.

Delivering Maximum Operational Efficiencies and Profits

"Bauer has an excellent system for providing customer service. All technical issues are dealt with quickly and effectively."

Art Miller,
Aircraft Accessories
Product Engineer,
Grand Prairie
Accessory
Services

"We are exceptionally satisfied with the personal relationships we have built with Bauer employees and management."

Dennis Berry,
Manager Fuel
Metering,
Northwest Airlines

"I would heartily recommend Bauer to anyone with test stand acquisition or services needs."

Maurice R. Jones, Jr.,
V2500 Operations
Leader,
GE Engine Services

"Bauer's Customer Support Services Group is always immediately responsive to our needs and... most importantly they provide us with effective solutions every time so that we remain in production."

Mahmood Manzoor,
Engineering Manager,
Pakistan International
Airlines

Bauer Support Services Group is pleased to announce its enhanced customer service program. This program builds upon Bauer's established reputation for excellence in customer service and will address the customer's need for specialized assistance.

Our mission is two-fold: *To become a recognized single source for all technical support and support services in the aircraft test and support equipment business, thereby enhancing Bauer's value to customers. And, to position Bauer as a premier global service provider, offering quality support services to the maintenance, repair and overhaul industry.*

We recognize that the aviation industry is a very competitive environment and, in order to cut costs, companies involved in the maintenance, repair and overhaul industry need to find ways to operate more efficiently. This means that companies look for support from the original equipment manufacturer such as Bauer. The Bauer Support Services Group will bridge the technical support gap by providing consultation, preventative maintenance programs, on-site training and service calls to maintain, calibrate or upgrade test equipment.

As a single source for any and all customer needs, the Bauer Support Services Group offers a comprehensive program. By working closely with our clients, Bauer will learn even more about your individual business challenges and strengths thus enabling us to help you maximize operational efficiencies and achieve higher profitability.

Bauer is in a unique position to offer this level of support. Already, we enjoy an industry-wide reputation for responsive, thorough customer service. With this new focus, we also bring our expert test equipment knowledge base, calibration expertise, historical database of equipment specifications, manufacturing excellence and experienced personnel.

Now, more than ever, the maintenance repair and overhaul industry has to contend with the colliding forces of technological innovation, global competition and budget pressures. Bauer's goal is to enhance value by providing high level technical support to our customers. The Bauer Support Services Group, with its technical support, replacement parts and proactive preventive maintenance programs, will enable customers to achieve maximum efficiency from aircraft and engine component test equipment and keep pace with industry innovations.



Andrew Parfitt, Director of Customer Support Services.

Andrew Parfitt, Director of Customer Support Services

Bauer's Customer Support Services Reputation

How Our Customers Rate Us

At Bauer, we are always looking for new and innovative ways to enhance our services. We recognize the importance of immediate and reliable customer service. In a recent customer service survey, our Customer Support Services group received high marks for its technical support, test stand knowledge and expertise, repair services, engineering assessments and consultation services and overhaul tooling services.

"The Customer Support Services Group showed great professionalism, courtesy and cooperation on my Accessories shop project," said Maurice R. Jones, Jr, V2500 Operations Leader, GE Engine Services.

How We Grow Your Business



We believe that by providing quality customer service and customizing products to our clients needs, we can substantially contribute to our clients' success. Bauer clients including Art Miller, an Aircraft Accessories Product Engineer at Grand Prairie who has worked closely with Bauer for 25 years, can attest to this. Since the introduction of fuel and oil components into the Grand Prairie shop in 2002, the

company has purchased from Bauer four new test stands and modified six additional stands. "Our business has grown significantly with the purchases of new and re-built test equipment from Bauer," said Miller.

"Bauer employs top notch people with exceptional skills which will ensure the future success of your company," said Tim Kline, Accessories Manager at Keystone Engine Services after the timely completion of a complex project with Bauer.

How We Differentiate Ourselves from the Rest

At Bauer, we set ourselves apart from the competition by offering a professional team of highly skilled and experienced technicians and engineers who respond quickly to our clients' needs. The Customer Support Services team's response to equipment performance issues and malfunctions is done in a professional manner with sufficient urgency and this is what sets them apart from other companies who provide similar services, according to Dennis Berry, Manager Fuel Metering, Northwest Airlines. "We had some difficult experiences with other companies on our test stands in the past. We are exceptionally satisfied with the personal relationships we have built with Bauer employees and its management team," said Berry.

"The Bauer team delivers what has been promised and that's the reason IGS will only use Bauer equipment for all our test needs," said Dan Ankarlo, President of International Governor Services, Inc.

About Our Team and Services



Members of Bauer Customer Support Services team perform troubleshooting on a test stand.

In the aircraft test and maintenance equipment business, nothing is more important than reliability. Bauer puts an emphasis on post-sales product support to ensure the reliability of our products. Our reputation has been built on keeping our equipment functioning at peak performance.

Our Customer Support Services' engineers and technicians collectively have many years of experience in the test equipment business. The team's expertise encompasses test equipment and tooling design and manufacturing; project management; test stand modification; equipment installation and start up; instrument calibration; and service support. Bauer also has at its disposal considerable engineering resources worldwide that we assign as necessary to provide additional support services to our clients.

In addition to our in-house support during the manufacturing and testing phases of equipment, we also spend a considerable amount of time in the field, visiting our customers' sites and providing product support around the world.

As part of our commitment to the international customer base we are in the process of enhancing our global support network. Our goal is to provide worldwide, 24/7 technical support by phone, email and fax. We will also offer on-site support, quick response service and maintenance contracts to our clients.

Our customers place the highest priority on reliable test equipment. At Bauer, we are committed globally to providing the highest caliber service support for our equipment and to our clients.

To reach our team of professionals call our toll free number

1-888-840-2006

Or email us at csag@bauerct.com

SERVICES WE PROVIDE

Standard Support Equipment

Spare Parts Kits

Overhaul Tooling

Onsite Training

Equipment Installation

Commissioning of Equipment

Equipment Modifications

Software Upgrades

Preventative Maintenance Programs

Equipment Calibration

Technical Support via Phone, Fax, E-mail and Web

Buy Back of Used and Resale of Refurbished Equipment

Facility Design and Additional Test Stand Capability Consultation



At Bauer, our goal is provide worldwide, 24/7 customer support by phone, email and fax.



BAUER, INC.

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Help Us Serve You Better.

Please complete the following survey and fax it to (860) 583-9111 or email to csag@bauerct.com (please circle your answer).

1. What types of services are most important to you?

- | | |
|---|----------|
| a. Routine maintenance (annual visits) | Yes / No |
| b. Emergency site support (within 24 hours) | Yes / No |
| c. Technical support by telephone, e-mail, fax (24/7/365) | Yes / No |
| d. Technical support by telephone, e-mail, fax during normal (8 a.m. to 5 p.m.) office hours only | Yes / No |
| e. Spare parts supply (individual/kits) | Yes / No |
| f. Instrument calibration service (on-site) | Yes / No |
| g. Flow meter calibration service | Yes / No |
| h. Personnel training | Yes / No |

2. In maintaining your test equipment, do you typically subcontract? Yes / No

3. In looking at how you maintain your test equipment, do you have a problem with any of the following issues?

(Major Problem=4; Somewhat of a problem=3; Not much of a problem=2; No Problem=1)

- | | | | | |
|---|---|---|---|---|
| a. Utilization or tying up your own people's time for maintenance | 4 | 3 | 2 | 1 |
| b. Maintaining the technical ability in-house | 4 | 3 | 2 | 1 |
| c. Overall maintenance cost | 4 | 3 | 2 | 1 |
| d. Maintaining maintenance schedules | 4 | 3 | 2 | 1 |
| e. Finding time to do maintenance | 4 | 3 | 2 | 1 |
| f. Obtaining replacement and/or spare parts | 4 | 3 | 2 | 1 |

4. Please rank how important each of the following services are to you in utilizing an outside maintenance program.

(Very Important=4; Somewhat Important=3; Little Importance=2; No Importance=1)

- | | | | | |
|--|---|---|---|---|
| a. Routine maintenance (changing filters, fluids, lubrication) | 4 | 3 | 2 | 1 |
| b. On-site technical service | 4 | 3 | 2 | 1 |
| c. On call engineering support | 4 | 3 | 2 | 1 |
| d. Availability of spare and/or replacement parts | 4 | 3 | 2 | 1 |
| e. Availability of equipment calibration service | 4 | 3 | 2 | 1 |

Thank you for taking the time to complete this survey.