



AAR Parts Supply

Druck – Standard Operating Procedures

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1. Scope

With a growing number of OEM and Airline Customers requiring Spares AOG Support 24 hours a day, 7 days a week, there is a need to provide a service to Druck's Customers that allows them to place one (1) phone call to receive AOG Support. Under this agreement AAR will serve as the single-point of contact for Druck's Customers to contact for AOG support.

Under this agreement AAR will utilize it's established, and appropriately staffed dedicated AOG team to support AOG phone calls and emails from Druck's Customers. The below phone number and email address will be monitored and active 24 hours a day, 7 days a week. Any AOG call or email received by the AOG team will be appropriately responded to within 15 minutes of receipt. Druck will share the below AOG phone number and email address with its customer base.

AOG Phone Number: +1.630.227.2470

AOG Email Address: AOG@aarcorp.com

2. AOG Process

The process for Spares Support, to be followed by AAR is as follows:

Customer calls the AAR 24/7 AOG number or sends an email to the AAR AOG email.

AAR shall field the incoming call from the Customer and document on the Call Log Form, Customer's information including:

- Customer's Name
- Airline
- Phone Number
- Email
- Part Number
- Customer's Location
- On Ground Circumstance
- Aircraft Tail Number
- Back in Service Date
- Brief description of the issue

AAR shall then provide the Customer with a log number that is specific to the Customer's Spare Part AOG request as well as a quotation for the required Druck part based on current inventory availability and the specified pricing in price list.

3. Tracking / Metrics for AOG Service

To ensure all AOG requests, both Spares and Technical, are satisfied within a 4- hour period.

If a Customer places an AOG Order with AAR, and the material is in AAR's inventory, the order will be ready for collection within 4 hours of receiving the Customer phone call or email.

4. Price List

Program	Product	Aftermarket to GEA Price fixed to 2025	Suggested price to AAR	USA – Wood Dale	EMEA Region - Hannover	Singapore	Status	Form 1 Availability
GE9X	D300-A-5632MD	\$3,600.00	\$3,060.00	1	1	1	Launch Q1 2020	Q4 2019
GE9X	D300-A-5633MD	\$3,360.00	\$2,856.00	1	1	1	Launch Q1 2020	Q4 2019
GE9X	D300-A-5634MD	\$3,360.00	\$2,856.00	1	1	1	Launch Q1 2020	Q4 2019
GE9X	D300-A-5635MD	\$2,745.00	\$2,333.25	1	1	1	Launch Q1 2020	Q4 2019
GE9X	300A115M8662-1	\$3,426.00	\$2,912.10	1	1	1	Launch Q1 2020	Q4 2019
Leap 1A/B/C	300A110M5103-2	\$3,600.00	\$3,060.00	1	1	1	In service	TBD
Leap 1 A/C	300A110M5104-1	\$2,745.00	\$2,333.25	1	1	1	In Service	TBD
Leap 1B	300A110M5106-1	\$2,745.00	\$2,333.25	1	1	1	In service	TBD

5. Call LOG Form



Druck AOG Call L

6. Profit Centre

Use profit center 175 for all Druck transactions

7. Warranty

All Druck parts come with a standard 12 months warranty.