

January 27, 2009

To: All Hawker Beechcraft Authorized Service Centers and Customers

Subject: Guidelines for determining Warranty Issues vs. Maintenance Issues. This letter provides information to assist you in determining whether a squawk/snag should be considered to be warranty, maintenance or neither.

Warranty:

- Defects in materials or workmanship
Replacement of parts having valid squawks during warranty coverage
- Valid paint squawks (example: paint not adhering to primer)

Maintenance (includes, but is not limited to):

- Scheduled maintenance and inspections
- Any action done to the aircraft per the HBC inspection guides (example: torque wing bolts)
- Any adjustments, lubrication or rigging done after the first 100 hour, Annual, "A", Phase or Flexible Maintenance Schedule (Hawker/AAIP) inspection
- Normal wear items including, but not limited to, brakes, tires, wheel bearings, rebrushing starter generators, prop deice brushes, carbon blocks, bushings
- Bonding straps
- Broken static wicks (unless FOD)
- Replacement of filters
- Bulb replacements (except for warrantable bulb list provided in training materials)
- Dress/file and paint props except as related to FOD
- Supplier Mandatory Service Bulletins if the supplier does not provide coverage – the primary filing is always to the supplier first (this item in effect only if the aircraft is covered under the 1998 & after Supplemental Maintenance Addendum)

Not covered by warranty or maintenance (includes, but is not limited to):

- Missing parts - parts lost or misplaced after delivery of the aircraft. (Unless notified otherwise, HBC considers the aircraft complete as presented to the customer at delivery. Parts shorted at delivery due to HBC supply issues are to be billed to sales, not warranty)
- Oxygen servicing
- Oil servicing
- Freon servicing
- Toilet servicing
- Fuel
- Upgrading or updating avionics software

- Cosmetic items (washing aircraft, shampooing, polishing, daily turn around, upholstery wear and tear, broken or cracked trim, interior or exterior scratches)
- FOD
- Preventable corrosion
- Environmentally induced corrosion
- Erosion
- Bent or broken steering stops
- Labor to cannibalize parts for customer convenience
- Overtime, travel time or call out charges
- Hangar storage
- Parts changed as a precautionary measure (no squawk/snag)
- Test flights and or pilot and fuel charges
- Machine charges – shop equipment
- Loaner or rental equipment fees beyond fair and necessary repair time
- Insurance premiums or any issue related to accidents or any resultant damage thereof
- Abuse, accident, negligence, acts of God, foreign object damage, theft or environmentally induced corrosion, failure to comply with recommended Beech / Hawker / Hawker Beechcraft Corporation manuals or bulletins, or any other written instructions as to inspections, maintenance or operation
- Damage resulting from acts of war or any acts of belligerence
- Customer requests
- Repairs to sealed supplier parts without prior written approval from HBC Warranty
- Pre and post flight inspections
- Pre-buy inspections unless valid supplemental maintenance exists (aircraft must still be owned by and titled to the original owner and the regularly scheduled inspection being performed must be due)
- Mistakes or errors caused by HBC ASC or other FBO maintenance practices

If you have any questions, please contact your Hawker Beechcraft Corporation Claims Administrator. If you are uncertain whom to contact, please e-mail leola_campbell@hawkerbeechcraft.com, and your e-mail will be forwarded to your claims administrator for response.

