TEXTRON AVIATION'S DONCASTER SERVICE CENTRE BOLSTERS SUPPORT FOR CITATION, KING AIR AND HAWKER CUSTOMERS

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Textron Aviation announced it has added a second mobile service unit (MSU) to its Doncaster Service Center's fleet, providing Citation, King Air and Hawker customers additional flexibility for scheduled and unscheduled maintenance events. Additionally, the facility recently received foreign approvals from Aruba, Bermuda and Qatar, allowing the Doncaster Service Center and the London Luton line maintenance station to provide maintenance to aircraft registered in those countries. These enhancements follow the service center's recent authorization for Hawker maintenance and support, complementing the facility's established Citation and King Air expertise.

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“Expanding our capabilities at Doncaster has allowed us to bring factory-direct support to the entire fleet of Citation, King Air and Hawker aircraft operating in the region, and this strategy is clearly resonating throughout our customer base,” said Kriya Shortt, senior vice president, Customer Service. “There is no substitute for factory-direct service, which gives owners and operators peace of mind.”

Acquired in 2012 to provide a factory-direct solution in the UK, Textron Aviation’s Doncaster Service Center provides maintenance and support to Citation, King Air and Hawker customers. Staffed with more than 50 employees, including more than 30 technicians, customers receive factory-direct support that includes all scheduled light and heavy maintenance inspections, parts, repairs and aircraft on ground (AOG) services.

“We value our customers and the relationships we have developed with them,” Shortt said. “As our second largest customer base, we continue to invest in providing factory-direct solutions within Europe, further delivering value to our customers and ensuring they receive the highest level of support.”

Textron Aviation serves its European customers with six company-owned service centers, six line maintenance stations and a team of more than 450 employees, comprised of engineers, service technicians, field service representatives and sales personnel. In the last year, the company’s focused investments in Europe have resulted in localized 1CALL support, three dedicated rapid response aircraft serving the region and a European parts distribution center located in Düsseldorf, Germany, which houses more than 225,000 parts.

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