



PRECISION CONTROL SYSTEMS
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SERVICE INFORMATION LETTER No. 109

COMPONENT RETURNS TO ULTRA PRECISION CONTROL SYSTEMS

1. Purpose:

To inform operators of important information required when returning components to Ultra, Precision Control Systems for repair or modification.

2. Reason:

In some cases, components are being returned to Ultra, Precision Control Systems without sufficient information to easily assess whether or not the component is within the warranty period. This could result in the operator being incorrectly charged for the repair or in some cases not offered a free of charge replacement.

To assist with fault diagnosis and expedite the repair turnaround time it is also important that a full description of the symptoms is entered on the returns label, this also applies to non-warranty items.

3. Procedure:

The following information should where available accompany the component upon return to Ultra, Precision Control Systems

- A full description of the fault symptoms, including any test procedure references where applicable and any associated error codes
- Position on the aircraft where the component had been removed from
- Aircraft Manufacturers Serial Number (MSN)
- Hours flown
- Date of removal

For example, "ATVA hammering – channel 42 – starboard X361 – Removed from AC 1002 – 60,000 hours – Removed 5th July 2013"

Note: This Service Information Letter supersedes previously issued SIL 109 issue 1 Dated 5 July 2013

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4. Quality Monitoring:

To ensure continuous improvement in our service levels, Ultra, Precision Control Systems welcomes customer feedback. Correspondence on this subject should be sent to our formal customer feedback process via email at feedback@ultra-pcs.com.

5. Acknowledgement Statement:

Please complete the following acknowledgement statement. A copy of this statement should then be returned to Ultra, Precision Control Systems at the address or fax number shown at the top of page 1.

(Name).....

(Company).....

Confirms receipt of SIL 109 Issue 2

If preferable, a statement confirming receipt of SIL 109 Issue 2 can be emailed to:

support@ultra-pcs.com