



**DUNCAN
AVIATION**

It's More Than Numbers

Things to Consider When Comparing MRO Quotes



When comparing maintenance quotes from different MRO (maintenance, repair, and overhaul) facilities, there are a staggering number of variables to consider. We sometimes hear from operators who choose the lowest quote and go elsewhere, only to discover their project's out-the-door costs far exceeded their other quotes. That is why looking at the numbers on each proposal and not verifying the details of what is quoted often leads to items being missed or added to the invoice after the aircraft is input.

Operators should go to great lengths to ensure they are as

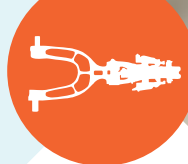
informed as possible about what is being quoted and how potential findings could affect the quoted work. They should know exactly what is included in their quotes in order to have an accurate budget number prior to input.

What Does The Quote Include?

To help make this process easier, we have compiled a list of questions and discussion points to consider. This is not an all-inclusive list, but it is a great place to begin.

Here are some things to begin the proposal conversation.





Airframe

- Is the interior R&R included?
This is often required to gain access below the cabin floor.
- What about paint touch-up? And if so, is touch-up completed by spray or brush?
- Are there state taxes on parts and labor? Consumables and freight charges? Are they included?
- Are support services like NDT, machining services, hydrostatic testing, included?
- And what about tool rental? Is it included or an additional charge?

Avionics

- Are engineering fees included?
- Are any additional mods required to complete the workscope, like relocating antennae?
- Does the proposal include just the baseline package or does it outline optional features of the system being installed?
- Is the MRO including other recommended options based on feedback from other operators who have installed the system?

Paint

- In addition to the base paint quote, does the proposal include painting the entry air stair?
- Does that include replacing the step tread or masking around it?

- How many stripes and stripe colors are included?
- Are metallic stripes an up-charge?
- Is there design support if the paint scheme is changing?
- What are the options if you request a custom or second base color, wing color, tail color, or logo?
- Is painting of the wheels and landing gear included?
- What is the warranty?

Interior

- Is the foam replaced during the seat upholstery or just the dress covers?
- What type of material is being quoted for upholstery of the divan, leather or fabric?
- Is rewebbing of the seatbelts included in the upholstery of the seats and divan?
- If it is a partial interior, and the leather color is changing, are all the leather items quoted for recovery (curtains, entry door shrouds, lavatory seat, etc.)?
- Is the carpet being replaced hand-made or machine-made? Is the carpet pad being replaced and if so, is the new pad being installed equivalent to the existing pad or does it provide additional thermal or acoustical qualities?

Engine

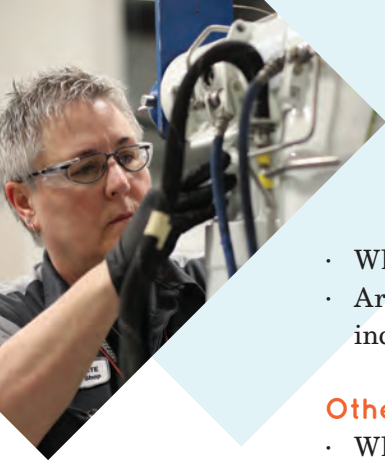
In addition to the base engine overhaul price, ask if the quote includes:

- Service Bulletin status
- Life-limited component replacement
- Airworthiness Directives
- Discrepancies

Landing Gear

- Are parts or other special programs included in the pricing?
- What are the contract exclusions?





- What parts are considered over and above?
- Are discrepancy and repair costs included in the labor flat rate?

Other Considerations

- What insurance coverage does the service provider carry? It is important to make sure your chosen MRO has enough coverage to protect your asset while it is there for work. We recommend you request a copy of the insurance coverage letter before selecting a vendor for the project.
- How does the MRO define and bill for consumables? Materials used during the course of your maintenance event that do not stay on the aircraft are referred to as consumables. Every company defines and charges for consumables differently, and this can lead to some surprises in final billing.
- Will you be charged hangar fees in addition to normal operation fees? If your aircraft is left with the MRO for an extended time, are storage fees applied?
- How and when will you be charged for freight?
- What are the applicable sales taxes for the goods and services provided?
- Does the MRO have available engineering services to support the quoted work? How will you be charged for these services?
- Does the MRO have ODA on staff?
- What is the MRO warranty policy on workmanship?
- Does the MRO have the experience and capability to accurately process all of the required paperwork and documentation?
- Will the technicians working on your aircraft be properly trained and safety conscious?
- Is there a central point-of-contact for project coordination and daily updates?

How will you be kept informed while you are away from the aircraft?

- Does the MRO have on-site technical representatives?
- Will you have access to the aircraft while it is in the MRO facility?
- Does the MRO have the tooling required for your aircraft? Is there a fee for special tooling, if needed? If so, will you be charged for the tooling and freight for the tooling?
- Are there maintenance tracking and research fees?

It goes without saying that Duncan Aviation proposals are detailed; customers know exactly what is included and what is not, and our planning process ensures that every detail is covered and every question is asked. The Duncan Aviation name alone carries weight in the business aviation industry. For many, it stands for quality, integrity, customer service, solutions, support after delivery, and value.

Evaluating the many quotes an operator receives in the course of preparing for an aircraft service event can be an overwhelming experience.

The bottom line is that you should feel comfortable calling the MRO salesperson and having them walk you through the quote so you can better understand the proposal details as well as the ultimate workscope.



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