

# Customer Service



The Crane Aerospace & Electronics Customer Services Team offers world-class support to reduce your cost of operation and help keep your airplanes flying safely. Virtually all major aircraft models, including those manufactured by Boeing, Airbus, Bombardier and Embraer, fly with Crane Aerospace & Electronics aftermarket components on board.

## Repair and Overhaul

- FAA, EASA, JAA and/or CAAC approved repair shops located strategically around the globe to meet your most critical requirements
- OEM quality repair and overhaul services using ONLY GENUINE FACTORY parts
- Rotable and exchange pools to support time critical requirements and reduced turnaround times

## Sales Support

- Inventory available for immediate shipment
- Exchange program available upon request
- Online ordering, statusing and pricing available through iStore

## Product Support

- Global network of proactive field applications engineers
- 24-hour AOG services
- Interactive question/answers available online through SupportWeb
- Flight Safety Investigations

visit us at [www.cranae.com/CS](http://www.cranae.com/CS)



## Worldwide Support

### China, Japan, Korea

Tony Hao  
Tel: +86-21-61273076  
Mobile: +86-150-2178-6380  
email: Tony.Hao@craneaerospace.com

### South East Asia

Philip Tham  
Mobile: +65-9656-5554  
email: Philip.Tham@craneaerospace.com

### Southern Europe, Middle East, Africa and India

Eric Boisleve  
Tel: +33-676-264-715  
email: Eric.Boisleve@craneaerospace.com

### Northern Central & Eastern Europe/CIS

Marcus Williams  
Tel: +44-7792-160432  
email: Marcus.Williams@craneaerospace.com

### North America (East Coast), Latin America

Katie Donelson  
Tel: +1-818-288-7415  
email: Katie.Donelson@craneaerospace.com

### North America (Central & West Coast)

Randy Durand  
Tel: +1-425-743-8268  
email: Randall.Durand@craneaerospace.com

## Brand/Site Contacts

### ELDEC (CAGE 08748)

Lynnwood, Washington  
Steve Peterson  
Tel: +1-425-743-8403  
email: Steve.Peterson@craneaerospace.com

### ELDEC France (CAGE F9763)

Bron, France  
Patricia Mouchonnat  
Tel: +33-4-7826-1010  
email: Patricia.Jouvenceau@craneaerospace.com.fr

### Hydro-Aire (CAGE 81982)

P.L. Porter (CAGE 02953)  
Burbank, California  
Nancy Pinkston  
Tel: +1-818-526-2586  
email: Nancy.Pinkston@craneaerospace.com

### Lear Romec (CAGE 51633)

Elyria, Ohio  
Roxanne Sedlak  
Tel: +1-440-326-5522  
Email: Roxanne.Sedlak@craneaerospace.com



Crane Aerospace & Electronics • [www.craneae.com/CS](http://www.craneae.com/CS)

**ELDEC**  
16700 - 13th Ave. W.  
Mail: P.O. Box 97027  
Lynnwood, WA 98046-9727  
425-743-1313  
800-464-0261

**ELDEC France**  
18, Rue du 35eme Regiment d'Aviation  
69500 Bron, France  
+33 04 7826 1010

**Hydro-Aire**  
3000 Winona Ave.  
Mail: P.O. Box 7722  
Burbank, CA 91510-7722  
818-526-2600

**Lear Romec**  
241 South Abbe Rd.  
Mail: P.O. Box 4014  
Elyria, OH 44036-4014  
440-323-3211