

PARKER AEROSPACE

Worldwide Pooling Centers

Regional asset management services

AMERICAS



EUROPE



MIDDLE EAST & AFRICA



PAC RIM



CHINA



CENTRALIZED SUPPORT 24 / 7 / 365



Parker Aerospace Global Pooling Centers

Time and reliability are important factors in successful airline operations management. Parker Aerospace recognizes the critical need for fast and dependable response when it comes to spares and product support.

To provide airline operators in regions with quicker component availability and predictable maintenance costs, Parker Aerospace has established regional pooling centers, strategically located worldwide.

Parker's pooling centers offer customers significant advantages

- Immediate availability to inventory pools 24/7
- Access to latest product configurations on flying fleets within region
- Competitive pricing
- Flexible terms and conditions
- Enhanced real-time communication and reporting

Global logistic services and support

Parker offers a variety of scalable and integrated business options available to address a broad range of programs, including:

- Aircraft on ground (AOG) support
- Rotables
- Exchange programs



Broad Parker Aerospace product line support

- Flight control actuation
- Fuel components
- Fuel tank inerting equipment
- Hydraulic components
- Pneumatic components
- Lubrication components
- Fuel atomization nozzles
- Fluid conveyance equipment



Supporting major primes

Airbus • Boeing • Bombardier • COMAC • Embraer

Additional prime aircraft platforms will be added to service all customer requirements, globally.

CUSTOMER RESPONSE CENTER



The Parker Aerospace Customer Response Center

provides centralized support for all Parker Aerospace commercial aftermarket services, supporting a full range of business and technical customer needs, 24 hours a day, seven days a week, 365 days a year.

Services include:

- Worldwide 24/7 AOG material and expert technical assistance
- Live chat, available when icon appears on website
- Spare parts quotations, order execution, and shipment
- Access to the Parker Aerospace worldwide parts pooling network
- Spares order management
- Customer inventory and asset management



The global customer response center offers customers a single resource for technical, business, and service calls that require immediate attention — regardless of time, day, or location.



**LIFETIME
SUPPORT**

The goal of the customer response center is to resolve all customer issues at first contact, no matter the location or hour. Parker Aerospace is taking its worldwide service to a new level.



WORLDWIDE CUSTOMER SERVICE CENTERS



UNITED STATES

- Camarillo, California
- Devens, Massachusetts
- Dublin, Georgia
- Elyria, Ohio
- Fort Worth, Texas
- Glendale, Arizona
- Hauppauge, New York
- Irvine, California (headquarters)
- Jacksonville, Florida
- Kalamazoo, Michigan
- Naples, Florida

INTERNATIONAL

- Dubai, United Arab Emirates
- Kuala Lumpur, Malaysia
- Paris, France
- São José dos Campos, Brazil
- Singapore
- Wiesbaden, Germany
- Xi'an, China
- Regional Pooling Center
- Customer Service Center



Bolloré

Pac Rim, Europe, Middle East, & Africa logistics provider



China Aviation Service Center North West (CASCNW)

China logistics provider

Purchase Order/Customer Service/Technical Inquiry

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AOG

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