

AOPA Code of Practice for Maintenance and Repair

- We will endeavour to contact you at least two weeks in advance of any scheduled maintenance due to fix a mutually acceptable time and date to receive your aircraft at our facility.
- A full explanation of any mandatory requirements ADs, SBs, etc. that you need to have carried out when your aircraft is with us, in addition to the routine scheduled work, will be given in detail.
- Any additional work requested by you will be agreed at the time of booking.
- Estimates and quotations can be provided upon request and before any work is carried out if required.
- Accepted methods of payment will be confirmed prior to any work commencing. (For lengthy or expensive projects stage payments may be agreed)
- We will agree with you the parts to be used. Should you wish to source and pay for parts directly this can be discussed and we may be able to agree, subject to the inclusion of a suitable administration fee to cover the approval of any necessary paperwork that you need to provide.
- All parts supplied by us remain our property until we are in receipt of cleared funds.
- Replaced parts will be made available to you for examination upon request. (Unless required for part exchange by our supplier.)
- The quality of any subcontract work e.g. avionics, weighing, welding etc. remains our responsibility unless purchased directly by yourself.
- Any additional work found to be needed, during the maintenance procedure, will be advised to you in writing or by email, and will be required to be prior authorised by you, unless otherwise agreed.
- All elements of the work carried out will be explained in full upon collection/delivery.
- Final invoicing will clearly show labour, parts, additional charges and VAT. Once our explanation of the work is complete payment is due upon collection/delivery, which should be within seven days. Thereafter, a daily storage charge may be raised.
- Aircraft must have valid insurance whilst within our custody
- We ensure that all our staff are competent to carry out the work within their responsibilities.
- A competent member of staff will appropriately supervise trainees.
- Appropriate equipment is used to carry out the work we undertake.
- All work is carried out in strict accordance of the National Airworthiness Authority regulations appropriate to your aircraft.
- In the event of a complaint our Chief Engineer or Accountable Manager should be informed immediately.