

**Honeywell**



**Customer & Product Support**

HONEYWELL AEROSPACE SERVICE AND SUPPORT. *MADE EASY.*

# Global Support: Where and when you need it

Honeywell Customer & Product Support delivers dependable service for your specific aircraft needs.



## Aerospace Technical Support

Global network of aircraft experts

- **80%** technical cases **resolved in <24 hours**
- **Aerospace Remote Connect (ARC)** tool enables connection to your system within minutes to diagnose problems
- **On-site visits** as needed to help solve complex issues



## Reliable AOG Support, 24x7

Parts when you need them to keep your aircraft flying

- **Easy to contact** with consolidated coverage for all sites, all parts into a single AOG line
- **> 98%** overall on-time monthly shipment to customer request date means you get your part when you need it



## MyAerospace Portal

Real-time information to help you manage operations on *your* schedule

- **End-to-End** order entry and maintenance order processing to help you manage repairs and parts inventory
- **Simplified** order management and **predictable** repair timeframes
- **Comprehensive** Repair Capability Locator helps you find service locations that meet your repair requirements
- **Print** 8130 certifications directly from MyAerospace.com
- **Manage operations with GoDirect online**, your one-stop for managing Honeywell service subscriptions, including technical publications, maintenance plans and database services. Visit GoDirect for your Honeywell service subscription needs and effortless payment and billing management

*“Honeywell is a good company and manufactures a lot of things. But you can’t predict everything that will happen in real life. With the GCC, we have the opportunity to assist in that goal. That is the biggest benefit.”*

- Toni Lucchi, GCC Member

*“It’s a great opportunity to bring forward what customers are seeing and experiencing every day.”*

- Jonathan Dodson, GCC Member

## Spares Exchanges (SPEX)



Global inventory of parts to support your operational requirements

- **6,000+ parts** located close to your operations at global distribution centers and forward-stocking locations for quick parts delivery
- **Extended Core Return Policy** increased from 21 to 30 days for international shipments to help address customs delays and logistic complexities



## Mobile Support

Mobile applications so your global support network can travel with you



**Direct Access APP** – provides an easy, GPS-referenced connection to global AOG and technical support for faster connection to an expert. Take your Honeywell support network with you using the Direct Access app  
[aerospace.honeywell.com/directaccess](https://aerospace.honeywell.com/directaccess)



**Pilot Gateway APP** – provides free, instant access to dedicated resources for pilots of corporate aircraft outfitted with Honeywell products and services. Obtain aircraft information, publications and familiarization guides anywhere, anytime  
[aerospace.honeywell.com/pilots](https://aerospace.honeywell.com/pilots)

## Channel Partner & Dealer Network Support



Global Network of Honeywell Product Providers

- **Experienced** support teams
- **Large inventory** of Honeywell parts
- **400+** channel partners and dealers across the world
- **Support when you need it** – regional accessibility, inventory and qualified technical assistance

## Industry-Leading Collaboration and Support



Leading Edge Global Customer Committee (GCC)

- **Diverse, worldwide committee** of 75 customers and channel partners
- **You define top issues to address;** the committee collaborates solutions

*“I would recommend the GCC because as you work with Honeywell equipment, it’s nice to know there is a committee that is representing you as a customer.”*

– Peter Zeeb, GCC Member

**GCC Mission:** To **prevent** problems from occurring through a **free-flowing exchange of information** and working **actions** that are **prioritized globally**.

# Customer & Product Support Contacts

## 24x7 Global Technical Support:

US/Canada: 1-855-808-6500

International: 1-602-365-6500

[AeroTechSupport@Honeywell.com](mailto:AeroTechSupport@Honeywell.com)

[MyAerospace.Honeywell.com](http://MyAerospace.Honeywell.com)

## 24x7 Aircraft on Ground (AOG) Support:

US/Canada: 1-800-601-3099, Option #4

International: 1-602-365-3099, Option #4

[AOG@Honeywell.com](mailto:AOG@Honeywell.com)

Take your AOG support network with you by using the Honeywell **Direct Access** app.

## Honeywell Portal:

[MyAerospace.Honeywell.com](http://MyAerospace.Honeywell.com)

## Global Customer Committee:

[aerospace.honeywell.com/GCC](http://aerospace.honeywell.com/GCC)

## Provide Feedback:

[Aero@Honeywell.com](mailto:Aero@Honeywell.com)

## Mobile Applications:



Direct Access

[aerospace.honeywell.com/directaccess](http://aerospace.honeywell.com/directaccess)



Pilot Gateway

[aerospace.honeywell.com/pilots](http://aerospace.honeywell.com/pilots)



## Honeywell Aerospace

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C40-1885-000-000 | 10/16  
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