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# Aircraft Delivery Support Services

“Value for Money Outsourcing Service”

665 aircraft delivered at end June 2017

## Service Overview

With unmatched experience and expertise, Reliance Aerospace Solutions (RELAER) offers to assist its Customers in the delivery of new aircraft from Final Assembly Line to Aircraft Delivery.

In depth and first-hand knowledge of the Airbus, ATR, Boeing and Embraer Delivery Process provides a great advantage to our Customers in ensuring the process runs effectively in delivering the Quality of Aircraft expected by our Customers.

The Standard Service includes:

- Key FAL Build Stage Inspections
- Weekly Inspection Reports
- BFE acceptance
- Final Cabin Inspections
- AC Delivery Documentation
- AC Ground Checks
- Cabin Systems Testing during Customer Acceptance Flights
- Commitment Letter Preparation
- Engine incoming inspection
- Paint Inspection

## How we serve our Customers...

### Experience

- Relaeer offers an unmatched experience due to the number of aircraft we inspect every month. No airline takes delivery of as many aircraft in the same period.
- Served 42 customers.

### Quality

- Our experts lever quality through combined Manufacturing, Airline, Technical and Commercial expertise.

### Value

- Relaeer's service offers true outsourcing value from a cost effectiveness and experience standpoint.



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Contact us anytime for more information

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## Performance

- In 2016 delivered 10% of the total Airbus aircraft delivered from Toulouse and Hamburg.
- In 2016 delivered 15% of the total ATR aircraft deliveries.
- 665 deliveries were performed
- Commercial as well as private and corporate capabilities: ATR, Airbus (Civil & Military), Boeing, Embraer, Falcon, Hawker
- First A330-200 Freighter head of version
- First A320 Sharklet aircraft delivered
- Last A300-600 Freighter
- First A380-800 head of version
- First A320 NEO to Air Asia and VivaAerobus

## Complimentary Services Available

- Working party monitoring post Aircraft Transfer of Title
- BFE follow up at Supplier
- First Article Inspections

## Type of Aircraft

### Corporate

- Hawker 400XP
- Falcon 50

### Regional

- ATR72-500, ATR72-600

### Single Aisle

- A319, A320, A321, A319CJ

### Wide Body Freighter

- A300-600F, A330-200F

### Long Range

- A330-200, A330-300, A340-300, A340-500, A340-600, A350XWB

### Double Deck

- A380-800

## Our Customers...

- ➔ **Airlines:** Aegean Airlines, Aer Arann, Aer Lingus, Air Arabia, Air Asia, Air Asia X, Airbus, Air Deccan, Air Mauritius, Air Namibia, Air One, Fiji Airways, Cebu Pacific Airways, CSA Czech Airlines, Cyprus Airways, Etihad Airways, FedEx, Hawaiian Airlines, Hellas Jet, Olympic Airways, Rotana Jet, South African Airways, TACA, Thomas Cook, VietJetAir, Virgin Australia, VivaAerobus, Volaris
- ➔ **Lessors:** APFL, Aircastle, Amentum Capital Ltd., Boullioun, Dubai Aerospace Enterprise, ICBC Financial Leasing, Lease Corporation International, SALE, Elix Aviation Capital Ltd.
- ➔ **Private:** Deccan Chronicle, Midroc Aviation, Shawaf Falcon



SOUTH AFRICAN AIRWAYS



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We have been using Reliance Aerospace Solutions since 2006 to perform the factory inspections of our new Airbus A320 aircraft. So far Relajer has assisted us in the delivery of 22 aircraft. We have always found the service to be of very good quality thanks to staff who are professional and understand very well the Airbus system. This experience has proved invaluable during the delivery acceptance process which they understand very well. We are kept constantly advised of events and it is like having 'Aegean eyes and ears' on site.

**Vassilis Tzirivilas**  
**Manager Technical Services**  
**Aegean Airlines S.A.**



"Aer Lingus has hired Reliance Aerospace Solutions as a service provider for new build aircraft inspections. The Relajer Team are results focused problem solvers, and will go beyond the call of duty to assist in any issues that we may encounter. Relajer provides a top class service for airline representation on the production line. Most importantly, they have a high level of integrity and professionalism."

**Brian Walsh**  
**Manager Fleet Planning**  
**Aer Lingus**



"Relajer has been excellent in providing AirAsia X with the required services. They serve as an extension to us in the production line and kept our cost at optimum"

**Anaz Ahmed Tajuddin**  
**Head Engineering**  
**AirAsia X Sdn Bhd**



"Air Mauritius has contracted Reliance Aerospace Solutions in the new aircraft delivery of Airbus A330 and Airbus A340. We found Relajer to have a very good knowledge of the build process and their experience in addressing issues has been extremely useful. All Relajer staff have shown a good understanding of our needs and are very flexible and professional. The weekly reports sent allow us to keep up to date in real time of the issues and progress."

**Jacques Gentil**  
**EVP Technical Services**  
**Air Mauritius**

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As you know I don't do endorsements ..... but for us it is a no brainer to use Reliance Aerospace Solutions for our aircraft deliveries at Airbus!

**Mark Breen**  
**Chief Operations Adviser**  
**Cebu Pacific Air**



Reliance Aerospace Solutions has been supporting us in the factory inspections of our new Airbus A340-600, A330-200, A330 Freighter as well as A320s. The team as a whole has an excellent understanding of the Airbus system and each member is specialised in a different field giving us a wide range of experience to call on. The Relaeer staff has a good understanding of Etihad's stringent needs and are pro-active in their approach to problem solving. They communicate well between themselves and Etihad and are considered as an integral part of the Etihad team and are appreciated for that.

**David Hamilton**  
**Head of Aircraft Delivery**  
**Etihad Airways**



At this time I'd like to note that Relaeer is delivering an excellent quality and we do appreciate the business relationship that has been built. It's in our interest to continue this in the future.

**Norbert Duevel**  
**Vice President**  
**Engineering**  
**Etihad Airways**



"Relaeer performed the Final Assembly Line inspections at Airbus for our last six A300-600 freighter aircraft. Their knowledge of the Airbus system was excellent, and they proved to be an important link and a valuable asset in the process. The weekly reporting ensured that we were kept up to date with all developments throughout the build process. A team of professionals who are customer minded!"

**David P. Sutton**  
**Managing Director**  
**FedEx Aircraft Development,**  
**Acquisitions & Sales**

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In setting up the new Olympic Air (the new airline acquiring the logo/name of the Greek national carrier as part of the government privatisation process) we took delivery of both new aircraft as well as pre-owned aircraft from Lessors. Having previous positive experience with respect to services for delivery of new A320 from the Airbus production line we had no hesitation in selecting them once again. In addition we used Relajer to assist us in the audit of pre-owned aircraft in Abu Dhabi, UK, Austria and Germany. Relajer was very reactive to our needs and the personnel are professional, experienced and reliable with an ability to communicate salient points as well as take good decisions on behalf of their client.

**Thanos Pascalis**  
**Chief Operating Officer**  
**Olympic Airways**



**SOUTH AFRICAN AIRWAYS**

Dear Relajer team,  
It has been an enormous pleasure to work with you once more. Thank you for your assistance, exceptional knowledge, expertise and guidance during the past deliveries. We can see the hard work and dedication in the quality of the aircraft we received.

Thank you for a job well done!!!!

**Elsje Du Preez**  
**Head of Department Fleet Management**  
**South African Airways**



**Thomas Cook**  
**Group**

I'd like to take the opportunity to say Thank You to you and the entire Relajer-team!

We really appreciated your great support and the contribution during the last eight deliveries!

All these on-time deliveries wouldn't be possible without your on-site assistance!

**Dipl.-Ing Axel Scheffe**  
**Manager Group Fleet Operations**  
**Thomas Cook Group**



**Thomas Cook**  
**Group**

"It's been a great two years! Ups and downs, but always interesting! More importantly, you and the Relajer team have always been able to go that extra distance to support us in our times of man-power difficulties. It really has been great working with you, and I thank you again for your efforts. Let's hope it's just the end of a chapter rather than the end of the book....

Take care, and let's hope we meet soon!"

**Paul Golding**  
**Technical Leasing Project Engineer**  
**Thomas Cook Aircraft Engineering**

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