

HONEYWELL PARTNERSHIP SUPPORTS CIAC'S MARKET EXPANSION

Engineers and end customers benefit from Honeywell Authorized Warranty and Repair Station Status

Case Study

CIAC
CORPORACIÓN DE LA INDUSTRIA AERONÁUTICA COLOMBIANA S.A

CIAC has been designated as the first Honeywell authorized Warranty and Repair Station for fuel control units (FCU) and governors on PT6 and RR250 engines in the Latin America region

Honeywell

OVERVIEW

CIAC, a leading provider of maintenance services to civil and military aircraft operators in Colombia, has established a strong partnership with Honeywell. Since becoming a Honeywell Authorized Warranty and Repair Center, CIAC has had immediate access to the certified spare parts and technical support needed to keep its customers' aircraft flight ready. This is helping the company to provide a better service and to expand into new markets.



BACKGROUND

Corporación de la Industria Aeronáutica Colombiana (CIAC) was founded more than 60 years ago with a mission to develop excellence within the Colombian aerospace sector.

It manufactures aeronautical products and offers a range of certified maintenance, repair and overhaul (MRO) services from facilities at Bogotá El Dorado International Airport and at the nearby Comando Aéreo de Mantenimiento (CAMAN) located at Major Justino Mariño Air Base.

Ever since the organization was formed it has had close links with the National Ministry of Defense and to this day remains heavily involved in maintaining

fixed- and rotary-wing aircraft for the Colombian military and national police.

This includes programmed depot maintenance (PDM) for the Colombian Air Force C-130 Hercules fleet, which was previously conducted overseas.

More recently, CIAC has been involved in the design and manufacture of unmanned air vehicles (UAVs), including the Operational UAV which can transmit real-time high-resolution video for up to ten hours.

The company is also working with the National Ministry of Defense on the development of the UAV Quimbaya, a 100 percent Colombian project.

Looking ahead, CIAC is looking to increase its MRO work in the civil aerospace sector, attracting new customers from both domestic and international markets.

To support all parts of its diverse and expanding business, CIAC is keen to not only have relevant regulatory certifications, but also strong partnerships with leading providers of the technologies found on the aircraft it maintains.

SOLUTION

Honeywell Aerospace develops aircraft engines, cockpit and cabin electronics, wireless connectivity systems, mechanical components and innovative technologies that improve aircraft safety.

The company's products and services are found on virtually every commercial, defense and space aircraft, including the diverse fleets supported by CIAC.

To support the industry, Honeywell operates a channel partner program that offers a concierge-level service to its members, including dedicated sales and marketing support, exclusive access to technical experts, tailored product training, and other incentives.

"CIAC became a Honeywell Authorized Warranty and Repair Station because we saw the chance for a partnership that would allow us to provide maintenance for fuel control and engines, not only in the defense sector but also in the commercial sector," said CIAC's general manager, General (RA) Flavio Enrique Ulloa Echeverry.

"Being a Honeywell Authorized Warranty and Repair Station allows us to support a large number of engines and fuel controls currently used by the public forces.

"Engines like the PT6, the TP331 and the T53 make up the bulk of engines in Colombia. As such, this partnership with Honeywell is vital to the trust of our customers and for providing them with the best possible service." *



QUICK FACTS

Honeywell Solution

- Authorized Warranty and Repair Station

Customer Results

- Enables CIAC to support a large number of aircraft engines
- Gives CIAC's customers more trust in the products provided
- Meets customers' requirements for manufacturer-certified repairs

- Increases the availability of military aircraft for vital missions

Why CIAC chose Honeywell

- Identified chance to provide maintenance for fuel control systems
- Supports company's expansion into new markets
- Immediate access to spare parts

- Availability of technical support when needed

Customer

- Name: Corporación de la Industria
- Aeronáutica Colombiana (CIAC)
- Location: Bogotá, Colombia
- Industry: Aircraft maintenance and construction
- Website: www.ciac.gov.co

BENEFITS

CIAC says that its work with the National Police of Colombia is a great example of how being a Honeywell Authorized Warranty and Repair Station helps it support customers.

For three years, CIAC has maintained the National Police of Colombia's fleet, including ATR-42, Dash 8, C-26 and Beechcraft aircraft as well as Huey, Blackhawk and Bell 212 helicopters.

Keeping the fleet flight ready is vital for the important role that the aircraft play in maintaining public security and in the country's fight against drug trafficking.

Colonel Romel Bernate Suárez is the head of aviation maintenance for the National Police of Colombia. He says that the organization depends on CIAC's relationship with Honeywell for the repair of fuel controls and governors, as well as for technical guidance.

"The National Police of Colombia requires that all parts are sent to manufacturer-certified workshops," he said. "CIAC's status as a Honeywell Authorized Warranty and Repair Station gives us peace of mind for each of our parts."

The Colombian Air Force places similar importance on the relationship. CIAC provides the force with maintenance for aircraft including the C-130 Hercules, the T-27 Tucano and the T-90 Calima.

"We make constant use of Honeywell's support for the work on fuel controls carried out at the air command maintenance unit in Madrid, Cundinamarca," said Yurge Trujillo, first technical officer and inspector of PT6 engines for the Colombian Air Force.

"The agreement between CIAC and Honeywell has really helped the work carried out in the maintenance workshops and the large-scale maintenance of the Colombian Air Force. In turn, this has been extremely beneficial to missions."

For CIAC, not only is being a Honeywell Authorized Warranty and Repair Station helping the company to provide a better service for its customers. Its own engineers are also seeing benefits.

"The T-27 Tucano has a PT6A-25C engine, and we use the Honeywell fuel control unit," said Fabio Díaz, T-27 Tucano maintenance inspector, CIAC.

"Our partnership with Honeywell gives us immediate access to spare parts, and the reliability and confidence that comes from working with one of the biggest companies in the world.

"For us, the main benefits of working with Honeywell are reliability, quality and the support we receive from the company."

Looking to the future, CIAC is hoping to grow the relationship with Honeywell.

"Honeywell is vital to the trust of our customers and for providing them with the best possible service," said General (RA) Flavio Enrique Ulloa Echeverry.

"In the future, I see the expansion of the CIAC-Honeywell relationship into more products, not just our current fuel control workshop but also the opportunity for an overhaul workshop for T53 and TPE331 engines."

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