

10 YEARS OF EXCEPTIONAL CUSTOMER SUPPORT - TEXTRON AVIATION ZURICH & DÜSSELDORF SERVICE CENTERS

News / Business aviation, Maintenance / Trainings, Manufacturer



Textron Aviation celebrates 10th anniversary of Zurich & Düsseldorf Service Centers joining its global customer support network. Beechcraft, Cessna and Hawker customers receive factory-direct support, maintenance and modifications by Textron Aviation through a global network of service and part centers, mobile service units and 24/7 1CALL AOG support. Located at Zurich Airport (ZRH) in Switzerland and Düsseldorf International Airport (DUH) in Germany, service centers are designed to support customers wherever they are in the world.

Luca Cavalleri, general manager, Textron Aviation Zurich Service Center, commented: “Owners and operators who visit our facility can expect to receive expert and convenient maintenance and modification services for their aircraft. We are proud to provide factory-direct support and deliver the best aviation experience for our customers.”

Christof Kandel, general manager, Textron Aviation Düsseldorf Service Center, said: “We are committed to supporting our customers throughout their entire ownership journey. Whether it’s

scheduled maintenance, upgrades, or unexpected repairs, our team of experienced aviation technicians have our customers covered.”

The Zurich and Düsseldorf Service Centers joined the Textron Aviation global service network following the company’s acquisition of Jet Aviation in 2013. During the 10 years since, Textron Aviation has further expanded and strengthened its support to customers operating throughout Europe. Today, the company operates a total of five service centers, three line stations, mobile service units and a parts distribution center in the region.

Textron Aviation has consistently increased its customer support in Europe over the past year. In addition to adding a dedicated mobile service location in Madrid, Spain, the company grew the regional customer support organization by adding localized 1CALL and warranty teams to serve customers. The company also expanded the European parts distribution facility by 4,000 cubic feet to increase parts availability and prioritize placing high-demand parts in the region.



20 APRIL 2023

ARTICLE LINK:

<https://50skyshades.com/index.php/news/maintenance-trainings/10-years-of-exceptional-customer-support-textron-aviation-zurich-dusseldorf-service-centers>