

MRO Overview

As a business within United, United Services is backed by the eight decades of operational experience of one of the world's largest airlines.

Our services

Maintenance, Repair, and Overhaul (MRO):

- Engines
- Line Maintenance/Global Emergency Maintenance (GEM)
- High-Tech Components including Avionics
- Landing Gear
- Parts Leasing, Aircraft/Engine/APU Sales & Leasing

(United Services also offers Ground Handling services)

Our customers

More than 130 commercial and military aircraft operators from around the world

Top five:

- United
- Air China
- Korean Air
- Mexicana
- 3rd party support of U.S. government contracts

Our facility

2.9-million-square-foot maintenance center in San Francisco, California

Employees

More than 6,000, including:

- 4,800+ aviation maintenance technicians (AMTs) and engineers
- 1,100+ support employees



Certifications

FAA 121 and 145 certified

Recognized by aviation regulatory authorities around the world, including:

CAA	CAAC
CAAS	CASA
DGCA	ECASA
GCAA	EASA
JCAB	KCASA
NCAA	

Supporting United

United Services also provides airframe and engine maintenance for United's fleet:

Total operating aircraft	460
B737	94
B747-400	30
B757	97
B767	35
B777	52
A319/320	152
Total operating engines	736
CFM56-3	203
PW2000	207
PW4052/56/60	209
PW4077/90	117

For more information, visit us on the Web at unitedsvcs.com.

Engines

- International Organization for Standardization (ISO) certified since 1997
- The only airline facility of a U.S. carrier to achieve ISO 9001:2000 certification
- With United as the launch customer for the B777, United Services' experience with the PW4000 112-inch engine is unequaled. We are the only airline maintenance facility in the United States equipped to work on this engine type. In the past 13 years, United Services has overhauled more than 800 large and small fan PW4000-series engines.
- Pratt & Whitney award for PW2000 World Record Reliability—January 2005
- Leading ring-case modification facility

2006 engine overhauls:

CFM56	79
PW2000	169
PW4000	93
Total*	341

*includes 100 non-United customer engines—29% of total engines produced in 2006

APU repair and overhaul capability:

GTCP331-200ER, GTCP331-500B, and PW901A

Line Maintenance & Global Emergency Maintenance (GEM)

The United Services Line Maintenance Network, a unique relationship with leading fixed-base operators, includes more than 95 line stations worldwide—making it the largest network of its kind. Customers have access to a worldwide inventory of parts, tools, and other support equipment, as well as comprehensive line maintenance services, including:

- Transit, overnight, and pre-departure checks
- Full release capability and assistance, including ETOPS
- A-checks, special checks, and non-routine support
- Line engineering

Global Emergency Maintenance (GEM)—24-hour on-call assistance for aircraft-on-ground (AOG) situations:

- Engine changes
- Borescope inspections
- Structural repairs
- Fuel-tank entry
- Taxiing, towing, and jacking

High-Tech Components including Avionics

- Service for more than 200,000 discrete units, in six major product lines: engine accessories, avionics, auxiliary power units, landing gear, electrical components and hydraulics, and composites and sheet metal
- Average technician experience of more than 15 years
- More than 30 state-of-the-art automatic test equipment (ATE) stations to assess performance against federal standards

Landing Gear

- 40 years of experience
- Equipped to handle B737, B757, and B777 landing gear
- With United as the launch customer for the Boeing 777, United Services was the first in the industry to overhaul B777 landing gear and has since performed more than any other provider—19 to date.
- Based on United Services' work, United was the first U.S. carrier to receive extensions on the time between overhauls for United B777 landing gear, moving first from six to 8 ½ years and then to 10 years or 16,000 operating cycles.

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