



Customer Support

A guide to Universal Avionics' customer service, product support, and training.

UNIVERSAL[®] AVIONICS
SYSTEMS CORPORATION

Support Centers

Main Support Center

3260 E. Universal Way
Tucson, Arizona 85756 USA
Tel: (520) 573-7627 • (800) 595-5906
Fax: (520) 295-2384
Email: customersupport@uasc.com

- Customer Support
- Technical Support
- Field Support
- Repair Station
- Exchange
- Warranty Loaner
- Rental Equipment
- Training
- Warranty /
Extended Warranty

Key Contacts

Installation and Customer Support

Richard Miller,
Manager of Technical and Field Support rlmiller@uasc.com
Amanda Grizzard, Field Service Engineer agrizzard@uasc.com
Mark Stricker, Field Service Engineer mstricker@uasc.com
Lonnie White, Field Service Engineer lwhite@uasc.com

Repair Services and Warranty

Robert Nierenhausen,
Customer Service and Warranty Manager rnie@uasc.com
warranty@uasc.com

James Thompson, Repair Station Manager jthompson@uasc.com

Loaner, Rental or Exchange

Bernie Garland, Repair Services Rep. bgarlant@uasc.com
repairs@uasc.com

Scheduling or Status

Andy Bergeron, Repair Services Rep. abergeron@uasc.com
repairs@uasc.com

Midwest Support Center

3815 Midco Street
Wichita, Kansas 67215 USA
Tel: (316) 524-9500 • (800) 255-0282
Fax: (316) 524-9700
Email: customersupport@uasc.com

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- Exchange
- Warranty Loaner
- Rental Equipment
- Training

Key Contacts

Installation and Customer Support

Frank Jehle, Sr. Field Service Engineer fjehle@uasc.com
Eric Carlson, Field Service Engineer ecarlson@uasc.com
Troy Adams, Field Service Engineer tadams@uasc.com

Repair Services

Jim Dunham, Repair Station Supervisor jdunham@uasc.com
wichita@uasc.com

European Support Center

Hegenheimerstrasse 30
CH-4055 Basel, Switzerland
Tel: +41-61-383-7683
Email: customersupport@uasc.com

- Technical Support
- Field Support

Key Contacts

Installation and Customer Support

Yvonne Mueller, Office Manager ymueller@uasc.com
Patrick Nenninger, Field Service Engineer pnenninger@uasc.com



North American Field Support

Key Contacts

Installation and Customer Support

Northeast Region
Rick Houtz, Sr. Field Service Engineer rhoutz@uasc.com
Tel: (302) 798-3595

Southeast Region
Bob Brownell, Sr. Field Service Engineer rbrownell@uasc.com
Tel: (407) 328-4060

South Central Region
Willie Wilson, Sr. Field Service Engineer wwilson@uasc.com
Tel: (214) 451-3500

Tucson Training Center

3260 E. Universal Way
Tucson, Arizona 85756 USA
Tel: (520) 295-2383 • (800) 595-5906
Fax: (520) 295-2384

Key Contacts

Scheduling

Caitlynn Solewin, Training Coordinator training@uasc.com

Instruction

Bob Bruce, Instructor bbruce@uasc.com
Paul Carlin, Instructor pcarlin@uasc.com

Wichita Training Center

3815 Midco Street
Wichita, Kansas 67215 USA
Tel: (316) 524-9500 • (800) 255-0282
Fax: (316) 524-9700

Key Contacts

Scheduling

Caitlynn Solewin, Training Coordinator training@uasc.com

Instruction

Mike Michalski, Instructor mmichalski@uasc.com

Asia Pacific Support Center

Tel: +65 6209 5654
Fax: (520) 295-2384
Email: customersupport@uasc.com

Key Contacts

Installation and Customer Support

Thomas Chow, Regional Manager of Technical Support
for Asia & West Pacific tchow@uasc.com

“The support from Universal before and after the sale has truly been amazing. Each person with whom I’ve had contact with along the way has been the same – knowledgeable, professional, enthusiastic ...all with customer satisfaction and service in mind.”

– Mark Steele, Chief Pilot, Murphy Co.



Knowledgeable Professionals Providing Individualized Support

With Universal Avionics' world-renowned support team, customers will always reach a live person during business hours. An extensive Field Service Engineering staff is located in strategic areas of the world to meet customers' needs.

24/7 AOG Emergency Service

Universal Avionics offers emergency Aircraft-On-Ground (AOG) services 24/7 via the company's AOG hotline and Field Service Representatives.

**AOG 24-Hour Parts Hotline
(520) 295-2399**

www.uasc.com/support

Operational and Technical Training

Universal Avionics is pleased to offer training for operators and technicians using or maintaining the company's equipment. Customers are encouraged to take advantage of training courses offered at the company's two training centers. Arrangements can also be made for on-site training for a nominal expense. Please contact training@uasc.com to schedule a course.

Courses Offered

- Flight Management System (FMS) Operational
- Custom FMS Operational
- Terrain Awareness Warning System (TAWS) Operational
- EFI-890R/H Advanced Flight Display Operational
- InSight® Display System Operational
- FMS End User Maintenance
- UniLink® UL-80X Integration & Installation
- SBAS-FMS Integration & Installation
- Radio Control Unit (RCU) End User Maintenance
- TAWS End User Maintenance
- InSight Integration & Installation
- RCU Integration & Installation
- EFI-890R/H Advanced Flight Display Integration & Installation
- Cockpit Voice and Flight Data Recorder (CVR/FDR) Integration & Installation
- MFD-640 Multi-Function Display Integration & Installation