



# Customer Support

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

**UNIVERSAL**<sup>®</sup> 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  
Kyle Price, Field Service Engineer ..... kprice@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 Garlant, 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

- Customer Support
- Technical Support
- Field Support
- Repair Station
- 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

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

training@uasc.com

### Instruction

Mike Michalski, Instructor ..... mmichalski@uasc.com

## Asia Pacific Support Center

300 Tampines Avenue 5, #07-02A  
Singapore 529653  
Tel: +65-9622-4946  
Fax: +65-6701-8001  
Email: tchow@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](http://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. As a leading company in the avionics industry, Universal Avionics is committed to ensuring that its training provides immediate and measurable results.

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. For more information and access to online familiarization courses, visit [uasc.com/support/training](http://uasc.com/support/training).

Please contact your preferred training center to schedule a course.

### **Courses Offered**

- Flight Management System (FMS) Pilot Operations
- FMS Enroute, Terminal and Approach Operations
- Custom FMS Operations
- Terrain Awareness and Warning System (TAWS) Operations
- EFI-890R Advanced Flight Display Operations
- FMS Maintenance
- UniLink® Integration and Installation
- UniLink Operations
- FMS Integration and Installation