



No. 2849

Aero-I and Aero-M Repair & Support

To: Operators of TT-5000 Aero-I SatCom System and TT-3000 Aero-M SatCom System

Subject: Agreement with Symetrics Industries for the repair and support of Aero-I and Aero-M SatCom Systems.

Application

This Service Letter applies to TT-5000 Aero-I SatCom System and TT-3000 Aero-M SatCom System operators and is applicable to the following list of products:

- 10101-0X SatCom Antenna
- 10103-00 SatCom Antenna
- 403010H Aero-M High Power/Low Noise Amplifier (HPA/LNA)
- 403068A-UAT Aero-M Satellite Data Unit (SDU)
- 405008A NRS Antenna
- 405010A Aero-I High Power Amplifier (HPA)
- 405012A Aero-I Diplexer Low Noise Amplifier (DLNA)
- 405033A-001 Aero-I Configuration Module
- 405033A-UAT-NRS Aero-I Satellite Data Unit (SDU)
- 405620A-UAX Handset
- 405621B-UAX Two-Wire Handset
- 405622A-UAX Cradle
- 405622B-UAX Two-Wire Cradle

NOTE: The X's contained in part numbers are used to define variables.

SERVICE LETTER

Description

Effective July 1, 2013, customer service and product support for Aero-I and Aero-M SatCom units will be performed by Symetrics Industries. Under a new agreement, Symetrics will perform repairs and provide spares, exchange services and related technical support on the part numbers listed above. Operators of these SatCom units are encouraged to set up an account directly with Symetrics for continued customer service and product support.

Symetrics Industries, founded in 1962, is headquartered in Melbourne FL and is approved under 14 CFR Part 21, Part 145 and EASA Part 145. They are also certified under AS 9100 Revision C and ISO 9000. The facilities are ITAR registered and compliant.

Contact information for Symetrics is as follows;

Address:

Symetrics Industries
is now
Extant Aerospace

For more information contact:

Main: (321) 254-1500
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