

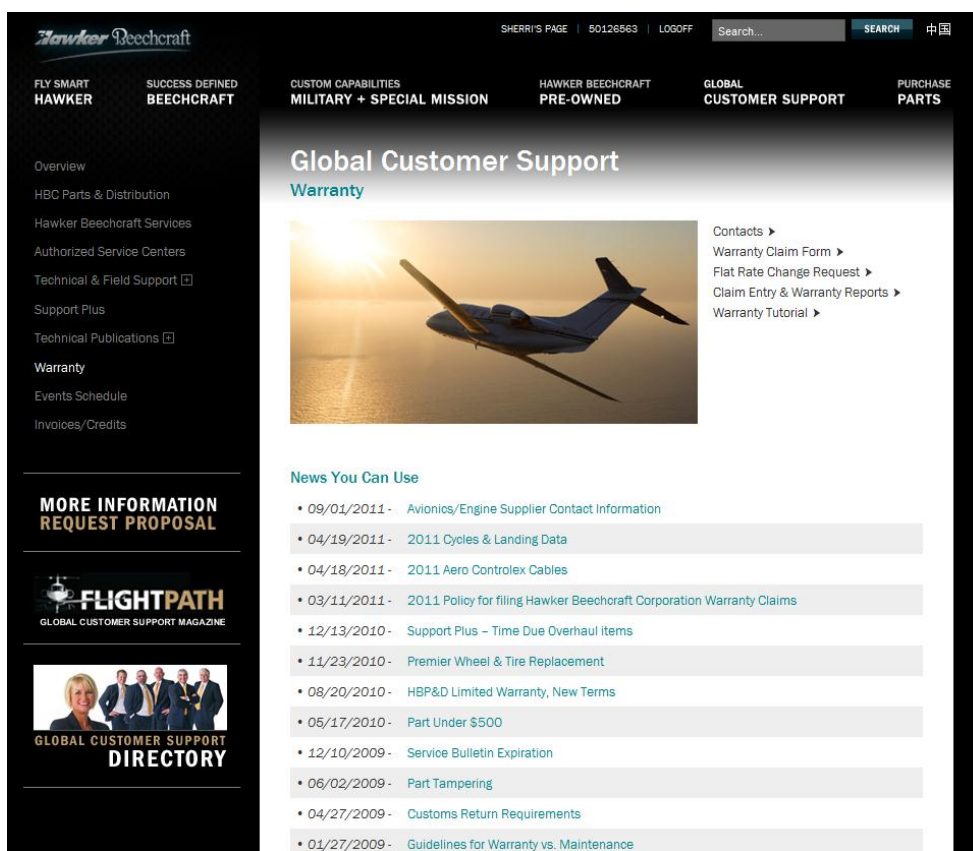
New Hawker Beechcraft Warranty Website Claims & Reports

Step 1: Creating an account

If you do not have a user name and password for the Hawker Beechcraft website, please click on the “create account” link located on the HBC Home Page. You will then be prompted to create a user profile and select a user name and password. Please check “HBP&D Parts Sales / Warranty” as a feature to add to your profile. When you are asked if you are an existing HBP&D customer, select “yes” and enter your customer number. You will receive an e-mail when your account is activated.

Step 2: Site access

1. Go to: http://www.hawkerbeechcraft.com/service_support/warranty/



The screenshot shows the Hawker Beechcraft website's Global Customer Support Warranty page. The page features a navigation menu on the left with options like 'Overview', 'HBC Parts & Distribution', and 'Warranty'. The main content area is titled 'Global Customer Support Warranty' and includes a large image of a Hawker Beechcraft aircraft in flight. Below the image, there is a 'News You Can Use' section with a list of recent news items, such as 'Avionics/Engine Supplier Contact Information' and '2011 Cycles & Landing Data'. The page also has a search bar and a 'LOGOFF' button at the top.









2. Click on Sign In and enter user name and password then select *Claim Entry & Warranty Reports*.

Please note:

Left hand side – Claim entry, Claim edit and Claim display.

Right hand side – Reports and information data.

Claim Entry & Warranty Reports









Warranty Claim	Warranty Report
<p data-bbox="272 541 730 630"> The options below allow you to Create, Edit/Change or Display your Hawker Beechcraft Warranty Claim.</p> <p data-bbox="272 667 730 793">Create Warranty Claim > <i>This function will allow you to file warranty claims for parts, labor and Service Bulletins. The form must be filled out completely.</i> </p> <p data-bbox="272 831 730 957">Change Warranty Claim > <i>After your claim has been entered and saved, this function will allow you to edit or add additional information to your claim prior to claim settlement.</i> </p> <p data-bbox="272 995 730 1184">Display Warranty Claim > <i>This function will allow you to view and print a copy of the saved Warranty Claim. The saved warranty claim is also your RETURN AUTHORIZATION document and must accompany the returned part if required by the system to be returned.</i> </p>	<p data-bbox="776 541 1218 630"> The reports below are provided to assist you with Claim Entry and Account Reconciliation.</p> <p data-bbox="776 667 1218 926">Warranty Status Reports > <i>Will show you the current status of your claim, be it waiting for the part to be returned, waiting for claim settlement or waiting for information. If the claim is accepted, the report will show you the Warranty Administrator's comments; the amount paid and credit memo number. If the claim is denied, it will show you the Warranty Administrators comments.</i> </p> <p data-bbox="776 963 1218 1089">Aircraft Warranty Coverage > <i>By entering an aircraft serial number, this report will show the warranty and maintenance coverage program history for each specific aircraft.</i> </p> <p data-bbox="776 1127 1218 1274">Warranty Flat Rates > <i>This report will show you component and inspection flat rates for all current production aircraft. You may enter the aircraft prefix (BB, FL, HK, RB, etc) or a specific component number.</i> </p>

3. The section on the left allows you to create, change and display warranty / maintenance claims. The section on the right contains reports to track your warranty claims status and view key information related to claim filing.

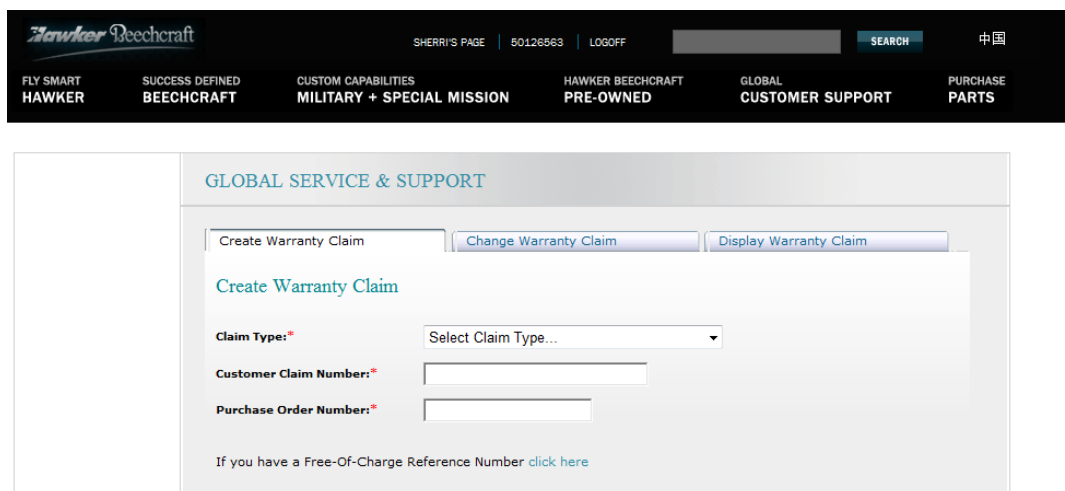
Step 3: Creating a warranty claim

Select Create Warranty Claim

Claim Entry & Warranty Reports

Warranty Claim	Warranty Report
<p> The options below allow you to Create, Edit/Change or Display your Hawker Beechcraft Warranty Claim.</p> <p>Create Warranty Claim > This function will allow you to file warranty claims for parts, labor and Service Bulletins. The form must be filled out completely. </p> <p>Change Warranty Claim > After your claim has been entered and saved, this function will allow you to edit or add additional information to your claim prior to claim settlement. </p> <p>Display Warranty Claim > This function will allow you to view and print a copy of the saved Warranty Claim. The saved warranty claim is also your RETURN AUTHORIZATION document and must accompany the returned part if required by the system to be returned. </p>	<p> The reports below are provided to assist you with Claim Entry and Account Reconciliation.</p> <p>Warranty Status Reports > Will show you the current status of your claim, be it waiting for the part to be returned, waiting for claim settlement or waiting for information. If the claim is accepted, the report will show you the Warranty Administrator's comments; the amount paid and credit memo number. If the claim is denied, it will show you the Warranty Administrators comments. </p> <p>Aircraft Warranty Coverage > By entering an aircraft serial number, this report will show the warranty and maintenance coverage program history for each specific aircraft. </p> <p>Warranty Flat Rates > This report will show you component and inspection flat rates for all current production aircraft. You may enter the aircraft prefix (BB, FL, HK, RB, etc) or a specific component number. </p>

Select claim type, then enter your Claim Number and Purchase Order Number.



The screenshot shows the top navigation bar of the Hawker Beechcraft website with the logo and various menu items like 'FLY SMART HAWKER', 'SUCCESS DEFINED BEECHCRAFT', 'CUSTOM CAPABILITIES MILITARY + SPECIAL MISSION', 'HAWKER BEECHCRAFT PRE-OWNED', 'GLOBAL CUSTOMER SUPPORT', and 'PURCHASE PARTS'. Below the navigation bar, the 'GLOBAL SERVICE & SUPPORT' section is visible, containing three buttons: 'Create Warranty Claim', 'Change Warranty Claim', and 'Display Warranty Claim'. The 'Create Warranty Claim' button is selected, leading to a form with the following fields:

- Claim Type:** A dropdown menu with the text 'Select Claim Type...'
- Customer Claim Number:** A text input field.
- Purchase Order Number:** A text input field.

At the bottom of the form, there is a link: 'If you have a Free-Of-Charge Reference Number click here'.

1. Select claim type, which will open up the other fields to be filled in.

Note * denotes a mandatory field.

Required fields for each claim type are as follows:

X denotes required field	Claim Type					Special circumstances / Comments
	W1	W2	W3	W4	W5	
Fields						
Customer Claim Number	X	X	X	X	X	
Shop Code	X	X	X	X	X	
Shop Name						Will autofill in most cases
Date Completed	X	X	X	X	X	
Date Occurred						Will default to completed date unless specified differently
Hourly Labor Rate						
ATA code						
Owner Name		X	X	X	X	
AC Serial Number		X	X	X	X	
AC Hours		X	X	X	X	
Part Removed		X			X	
Valuation Type (removed)						Required on W1, W2 and W4 if part removed is a rotatable part
Part Hours	X	X		X		
Spare install date						Required on W2, W4 if removed part hours do not equal aircraft hours.
Removed Qty	X	X		X		
Part Serial Num (removed)						Required on W1, W2 and W4 if part removed is serialized
Part Cycles						
Part Landings						
Discrepancy Code						
Part Installed		X		X		
Valuation Type (installed)						Required on W1, W2 and W4 if part installed is a rotatable part
Qty Installed		X		X		
Part Serial Num (installed)						Required on W1, W2 and W4 if part installed is serialized
Purch. Order No.						Required if requesting credit
Requested Price						
Credit Account						System defaults to credit and will require a purchase order
Send Replacement Part						
Pers. Reporting		X	X	X	X	
Labor Hours						Required on W3 and W5 claims if no misc. amount is entered
Misc. Amount						Required on W3 and W4 claims if no labor hours are claimed
Narrative	X	X	X	X	X	
Long Text Field (narrative)						
Engine Serial						Only required if ATA code is 71 or above
Engine Hours						Only required if ATA code is 71 or above

Sample of W2 type claim.

Create Warranty Claim Change Warranty Claim Display Warranty Claim

Create Warranty Claim



Claim Type: * W2 - RPT - Replaced part with hours claim ▾

Customer Claim Number: *

Purchase Order Number: *

Process Claim ▶ Reset Claim ▶

Shop Code: * Find **Shop Name:**

Date Completed: *  **Date Occurred:** * 

Hourly Labor Rate: **ATA Code:**

Aircraft Data


Owner Name: *

AC Serial Number: * **A/C Hours:** *

Part Removed Data

Part Removed: * Find

Valuation Type:

Part Hours: * **Spare Instld Date:** 

Removed Qty: * **Part Serial Num:**

Part Cycles:

Discrepancy Code:

Part Installed Data

Part Installed: * Find

Valuation Type: **Requested Price:**

Qty Installed: * **Part Serial Num:**

Credit Account --OR-- Send Replacement Part

Work Claimed Data

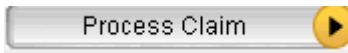
Person Reporting: *

Labor Hours: **Misc Amount:**

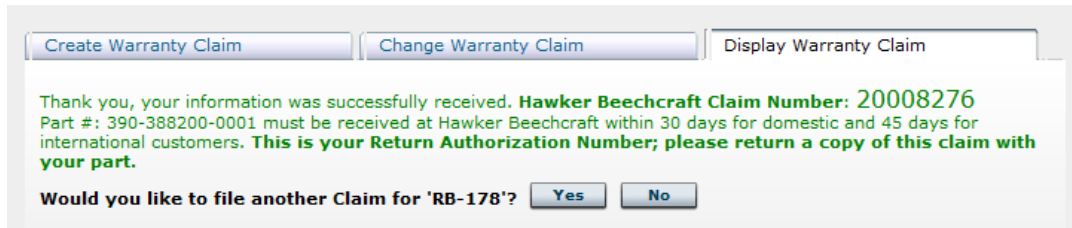
Narrative & Long Text: *


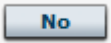
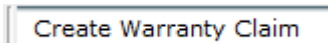
Process Claim ▶ Reset Claim ▶

2. After all data has been entered select



If the part is required to be returned on W1, W2 or W4 claims you will receive a message to return the part. Note: Please print this page as a Return Authorization to send with the part.



3. To enter another claim for the same aircraft, select  and the aircraft data from the previous claim will back fill on to the next claim. To create another claim for a difference aircraft select  and you will be taken back to the  tab.

NOTE –

See Page 16 for claim overview details and a Glossary of Terms

***The Change Warranty Claim feature will allow you to edit information on the unsettled claim.**

***The Display Warranty Claim feature will allow you to Display the claim entered. Please note a copy of the warranty claim is your Return Authorization and must accompany the return part.**

Sample of W5 type claim.

Create Warranty Claim Change Warranty Claim Display Warranty Claim

Create Warranty Claim

Claim Type:* W5 - LBR - Labor only claim

Customer Claim Number:*

Shop Code: * **Shop Name:**

Date Completed:* **Date Occurred:***

Hourly Labor Rate: **ATA Code:** Select...

Aircraft Data

Owner Name: *

AC Serial Number: * **A/C Hours: ***

Discrepancy Code: Select...

Work Claimed Data

Person Reporting:* Sherri Hetler

Labor Hours: **Misc Amount:**

Inspection ID: Select...

Narrative & Long Text: *

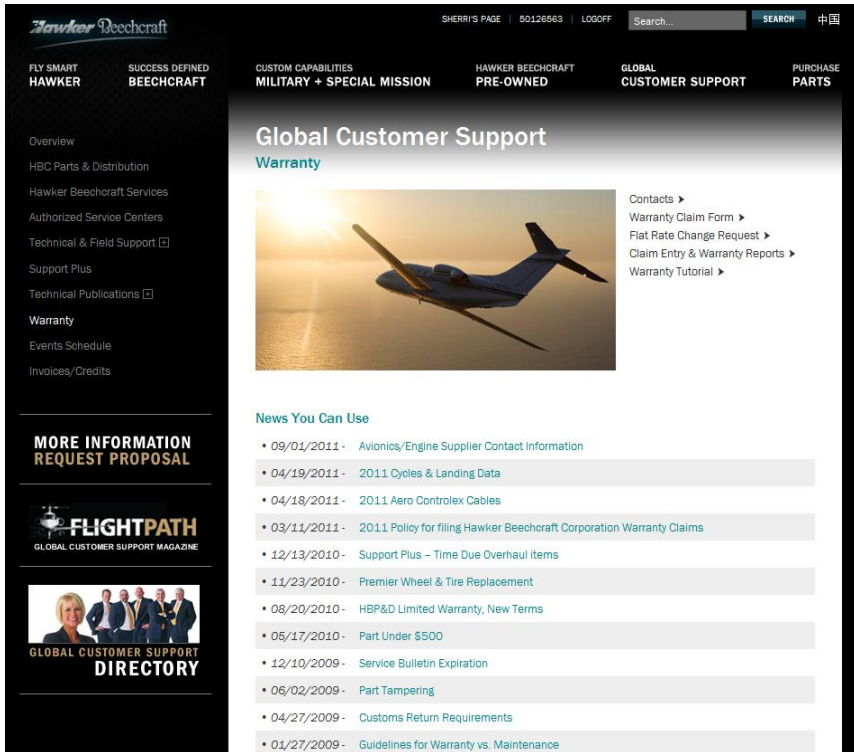
Note: If you need delete the data entered simply select , which will erase all the data held on the claim.

Once you have completed the claim select . Repeat the process for additional claims.

To print your claim from the display screen use the button.



Reporting

1. Go to: http://www.hawkerbeechcraft.com/service_support/warranty/claim or from the claim entry screen choose the warranty hyperlink.



2. From this screen you have a choice of several reports to check the status of your warranty claims and new part returns and to view factory warranty flat rates and aircraft warranty coverage

Claim Entry & Warranty Reports

Warranty Claim	Warranty Report
 The options below allow you to Create, Edit/Change or Display your Hawker Beechcraft Warranty Claim.	 The reports below are provided to assist you with Claim Entry and Account Reconciliation.
Create Warranty Claim ▶ <i>This function will allow you to file warranty claims for parts, labor and Service Bulletins. The form must be filled out completely.</i>	Warranty Status Reports ▶ <i>Will show you the current status of your claim, be it waiting for the part to be returned, waiting for claim settlement or waiting for information. If the claim is accepted, the report will show you the Warranty Administrator's comments; the amount paid and credit memo number. If the claim is denied, it will show you the Warranty Administrators comments.</i>
Change Warranty Claim ▶ <i>After your claim has been entered and saved, this function will allow you to edit or add additional information to your claim prior to claim settlement.</i>	Aircraft Warranty Coverage ▶ <i>By entering an aircraft serial number, this report will show the warranty and maintenance coverage program history for each specific aircraft.</i>
Display Warranty Claim ▶ <i>This function will allow you to view and print a copy of the saved Warranty Claim. The saved warranty claim is also your RETURN AUTHORIZATION document and must accompany the returned part if required by the system to be returned.</i>	Warranty Flat Rates ▶ <i>This report will show you component and inspection flat rates for all current production aircraft. You may enter the aircraft prefix (BB, FL, HK, RB, etc) or a specific component number.</i>

Warranty Status Report

This report will display the current status of your claim, be it waiting for the part to be returned, waiting for claim settlement or waiting for information. If the claim is accepted, the report will display the Warranty Administrator's comments; the amount paid and credit memo number. If the claim is denied, it will display the Warranty Administrator's comments and reason for denial.

Warranty Status Report
Aircraft Warranty Coverage
Flat Rates

Warranty Status Report

To view the status of Warranty Claims prior to July 28, 2011, click [here](#).

Warranty Claim Number:

Claim Type:

Ref Date Range: From: To:

All Items
 Awaiting Information
 Accepted
 Denied
 Awaiting Return Part

Shop Code:

A/C Serial:

Customer Ref #:

Search Results

Enter the parameters of the warranty claims you would like to review and select submit.

Search Results

Search Results	Type	Ref Date	Customer Ref #	A/C Serial	Shop Code	Part Status	Prec. Claim	Status
000020008276	W2	08/17/2011	<input type="text"/>	<input type="text"/>	<input type="text"/>	Parts Have To Be Returned		Initial Entry
000020006683	W5	08/31/2011						Initial Entry
000020006221	W2	08/31/2011				Parts Have To Be Returned		Initial Entry

Your search results are displayed at the bottom of the screen. You can click the claim number to display the details of your claim.

Warranty Detail

CLAIM NUMBER	TYPE	REF DATE	CUSTOMER REF #	SERIAL NUMBER	SHOPCODE
20006221	W2	8/31/2011	<input type="text"/>	<input type="text"/>	<input type="text"/>
STATUS: Initial Entry - Parts Have To Be Returned					
BATTERY DUE 36 MONTH REPLACEMENT.					
CLAIMED PART:	RG-380E/44	<input type="text"/>			
CLAIMED LABOR:	2 Hrs	<input type="text"/>			
CLAIMED MISC:					
PAID PART:	RG-380E/44	<input type="text"/>			
PAID LABOR:	SER_REPHOUR	\$0.00			
PAID MISC:	WTY_MISC				
TOTAL PAID AMOUNT				<input type="text"/>	

Or if you would like to view all claims selected, click on the *View Detail of All Results*


Warranty Claim Number:
Shop Code:

Claim Type:
A/C Serial:

Ref Date Range: From: To:
Customer Ref #:


All Items
 Awaiting Information
 Accepted
 Denied
 Awaiting Return Part

[View Detail of All Results](#)

 **Search Results**

You can also click on the credit memo number and bring up a copy for your records

CREDIT MEMO NUMBER: 0090039904



CREDIT MEMO

Hawker Beechcraft Parts & Distribution
 PO Box 65
 Wichita KS 67201-0065
 Telephone 888.727.4344 (Toll), 316.678.3300 (Inks)

Credit Memo 35619831	Page 1
Customer Identification	
Bill To:	Sold To:
Credit Memo Identification	

Select *Spreadsheet Download* to display information on an Excel Spreadsheet.

Spreadsheet Download

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
39	500679453							Claimed Part		\$ -						
40	500679453							Claimed Labor	2.00 Hrs	\$ 196.00						
41	500679453							Claimed Misc		\$ -						
42	500679453							Credit Memo Number:	94314856							
43	500679453							Paid Labor	WTY_LABOR	\$ 196.00						
44	500679453							Total Paid Amount			\$ 196.00					
45																
46	500679454	W5	10/1/2008	ICT08-0975705-04-336716	RK-554	R008305		Claimed Part		\$ -						
47	500679454							Claimed Labor	0.75 Hrs	\$ 73.50						
48	500679454							Claimed Misc		\$ -						
49	500679454							Credit Memo Number:	94314855							
50	500679454							Paid Labor	WTY_LABOR	\$ 73.50						
51	500679454							Total Paid Amount			\$ 73.50					
52	500679454											\$ 73.50				
53																
54	500679455	W5	10/1/2008	ICT08-0975705-04-336719	RK-554	R008305		Claimed Part		\$ -						
55	500679455							Claimed Labor	3.08 Hrs	\$ 301.84						
56	500679455							Claimed Misc		\$ -						
57	500679455							Credit Memo Number:	94314854							
58	500679455							Paid Labor	WTY_LABOR	\$ 301.84						
59	500679455							Total Paid Amount			\$ 301.84					
60	500679455															
61																
62	500679456	W5	10/1/2008	ICT08-0975905-04-340712	TH-2212	R008305		Claimed Part		\$ -						
63	500679456							Claimed Labor	1.00 Hrs	\$ 95.00						
64	500679456							Claimed Misc		\$ -						
65	500679456							Credit Memo Number:	94314852							
66	500679456							Paid Labor	WTY_LABOR	\$ 95.00						
67	500679456							Total Paid Amount			\$ 95.00					
68	500679456															
69																
70	500679457	W5	10/1/2008	ICT08-0975905-04-340721	TH-2212	R008305		Claimed Part		\$ -						
71	500679457							Claimed Labor	3.19 Hrs	\$ 319.00						
72	500679457							Claimed Misc		\$ -						
73	500679457							Credit Memo Number:	94314853							
74	500679457							Total Paid Amount			\$ 319.00					

The Excel Spreadsheet can be saved to your local drive.

Overview of Warranty Status Report.

In the selection criteria screen, you can enter a range of values to help narrow down your list of warranty claims. **To view all claims, leave the first date range field blank.**

The following User Status codes can be used on this screen:

- All Items** Display all claims that meet your other criteria.
- Awaiting Information** Display only claims that are being held for further information from the customer and that meet the other specified search criteria.
- Accepted** Display claims that have been settled and accepted, and that meet the other specified search criteria. The accepted amounts will also be displayed and any Claims Representative comments.
- Denied** Display claims that have been settled and denied, and that meet the other specified search criteria. The Claims Representative comments explaining the reason for denial will be displayed
- Awaiting Return Part** Display all claims being held for the return of the part removed and that meet the other specified search criteria.

NEW FEATURES ON THE WARRANTY STATUS REPORT

Settlement records are now color coded for easier viewing.



Search Results

Claim Number	Type	Ref Date	Customer Ref #	A/C Serial	Shop Code	Part Status	Prec. Claim	Status
000020008224	W5	08/25/2011	<input type="text"/>	<input type="text"/>	<input type="text"/>		DENIED	Denied
000020008222	W5	08/05/2011	<input type="text"/>	<input type="text"/>	<input type="text"/>			Initial Entry
000020008170	W5	08/05/2011	<input type="text"/>	<input type="text"/>	<input type="text"/>		ACCP	Accepted
000020008142	W2	08/16/2011	<input type="text"/>	<input type="text"/>	<input type="text"/>	Parts Have To Be Returned		Initial Entry

Red – Denied

Green - Accepted

White – Not Settled

You can also look back at your past claims and settlement details, simply click here:

Open PO Items

This feature is still under construction.

Waiting New Part Returns Report

This feature is still under construction.

Aircraft Warranty Coverage

By entering an aircraft serial number, this report will display the warranty and maintenance coverage program history for each specific aircraft.

Select the Aircraft Warranty Coverage tab

The screenshot shows a web interface for 'GLOBAL SERVICE & SUPPORT'. It features three tabs: 'Warranty Status Report', 'Aircraft Warranty Coverage' (which is selected), and 'Flat Rates'. Below the tabs, the title 'Aircraft Warranty Coverage' is displayed. There is a 'Serial Number:' label followed by an empty text input field. To the right of the input field, the text 'As of 9/25/2011 2:15:23 PM' is shown in red. Below the input field is a 'Submit' button with a right-pointing arrow.

Enter aircraft serial number and submit

Coverage	Start Date	End Date	Start Hrs	End Hrs
HBC Standard Airframe Warranty	2/16/2010	2/14/2015	0	3000
HBC Structural Warranty	2/16/2010	2/14/2015	0	
HBC Paint & Interior Warranty	2/16/2010	2/15/2012	0	600

Search results will provide start and stop dates and hours for Standard Warranty, Structural/FAB Warranty, Paint/Interior Warranty and Maintenance Programs for the specific aircraft if applicable.

Warranty Flat Rate Report

This report will display the component and inspection flat rates for all current production aircraft. You may enter the aircraft prefix (BB, FL, HK, RB, etc) or a specific component number.

Select Flat Rates tab


GLOBAL SERVICE & SUPPORT

Warranty Status Report Aircraft Warranty Coverage Flat Rates

Warranty Flat Rate Hours

A/C Model:

Part Number:

Submit 


As of 9/25/2011 2:18:07 PM

From this screen you can generate a list of flat rates by model, part number or part number range.

Warranty Flat Rate Hours


A/C Model:

Part Number:

Submit 

As of 9/25/2011 2:18:07 PM

Example 1: Will pull all part flat rates for BB – Super, King Air B200 aircraft. Select submit to generate the list.

 **Search Results**

1833 Records Found.

Part	Description	Flat Rate
(D)101-364584-5	MODULE ASSEM BATTERY MONITOR	2.000
000-110105-71	STRIP-SEAL-CANT W.S. 99.616 LEADING E	10.000
000-110105-72	STRIP-SEAL-CANT W.S. 99.616 LEADING E	10.000
000-110134-3	DOOR ASSEMBLY - EXT POWER ACCESS	1.000
000-170000-23	GLARE SHIELD - WING TIP ASSY - EXTENDED	2.500
000-170000-23 U	GLARESHEILD (UNDRILLED)	3.000
000-170000-24 U	GLARESHEILD (UNDRILLED)	3.000
000-170000-53	COVER LENS-WING TIP ASSEMBLY	1.000
000-170000-54	COVER LENS - WING TIP ASSEMBLY	3.500
002-381003-5	ROD END	2.000
002-430008-411	SEAL	2.000
002-920013-1	FUEL CELL ASSY - WING L E, OUTBD	10.000
002-920013-2	FUEL CELL ASSY (OPP -1), WING LE OUTBD	10.000
002-920013-3	FUEL CELL ASSY - WING L E, OUTBD	10.000
002-920013-4	FUEL CELL	10.000
009-0271-060	FAN MODULE	1.500
01-0266038-00	FLASHER	1.000
01-0770024-25	STROBE/NAVLIGHT	2.000
01-0770144-00	TAIL FLOODLIGHT ASSEMBLY	2.000
01-0770144-01	TAIL FLOODLIGHT ASSY	2.000
01-0770453-00	RECOGNITION LIGHT ASSY, UNPAINTED	1.000
01-0770453-01	RECOGNITION LIGHT ASSEMBLY,PAINTED	1.500
01-0790028-01	STROBE LIGHT	1.500
01-0790029-03	STROBE LIGHT ASSEMBLY	2.000
01-0790033-04	ANTI-COLLISION LIGHT ASSEM.	2.000
013-1399-010	DESECANT CHAMBER	1.000
021-340-0	TIRE 8.50-10 PLY8	2.500
021-523-0	TIRE 22X6.75-10	2.000
022225	BOSE HEADSET, AHX-02	1.000
026-524-0	TIRE 22X6.75-10	2.500
026-618-0	TIRE H22X6.25-10	2.500

The flat rates currently setup will display based on your selection above. From here you can download the list using the Spreadsheet download button.

Example 2: Pull flat rate for a specific part

Warranty Flat Rate Hours

A/C Model:

Part Number:

As of 9/25/2011 2:18:07 PM

Enter part number and submit

Search Results

2 Records Found.

Product	Part	Description	Flat Rate
Hawker Midsize Jets (900, 800, 750)	NF24016-415	WINDSHIELD, LH	25.000

You can also use a wildcard to narrow your search:

Example 1 – Enter partial part number followed by an asterisk (*) – NF24016*

Search Results

22 Records Found.

Product	Part	Description	Flat Rate
Hawker Midsize Jets (900, 800, 750)	NF24016-157	WINDSCREEN	20.000
Hawker Midsize Jets (900, 800, 750)	NF24016-158	WINDSCREEN	20.000
Hawker Midsize Jets (900, 800, 750)	NF24016-319	WINDSCREEN L/H	20.000
Hawker Midsize Jets (900, 800, 750)	NF24016-320	WINDSCREEN R/H	20.000
Hawker Midsize Jets (900, 800, 750)	NF24016-335	WINDSCREEN L/H	25.000
Hawker Midsize Jets (900, 800, 750)	NF24016-336	RH WINDSCREEN	25.000
Hawker Midsize Jets (900, 800, 750)	NF24016-385	WINDSHIELD, LH	25.000
Hawker Midsize Jets (900, 800, 750)	NF24016-386	WINDSHIELD, RH	25.000
Hawker Midsize Jets (900, 800, 750)	NF24016-415	WINDSHIELD, LH	25.000
Hawker Midsize Jets (900, 800, 750)	NF24016-416	WINDSHIELD, RH	25.000
Hawker Midsize Jets (900, 800, 750)	NF24016-91	PANEL	20.000

Example 2 – Enter partial Inspection code followed by an asterisk (*) – FL05*

Search Results

93 Records Found.

Product	Part	Description	Flat Rate
King Air 350	FL052001	KING AIR 350, PHASE 1 INSPECTION	66.000
King Air 350	FL052001PL	FL052001PL, PHASE 1 OP INSP	2.000
King Air 350	FL052002	KING AIR 350, PHASE 2 INSPECTION	66.000
King Air 350	FL052002PL	FL052002PL, PHASE 2 OP INSP	2.100
King Air 350	FL052003	KING AIR 350, PHASE 3 INSPECTION	66.000
King Air 350	FL052003PL	FL052003PL, PHASE 3 OP INSP	2.000
King Air 350	FL052004	KING AIR 350, PHASE 4 INSPECTION	66.000
King Air 350	FL052004PL	FL052004PL, PHASE 4 OP INSP	2.100
King Air 350	FL052005	King Air 350 200 hr initial lube/tasks	4.000
King Air 350	FL052006	KING AIR 350 400 HOUR LUBRICATION	3.000
King Air 350	FL052007	KING AIR 350 800 HOUR LUBRICATION	2.000
King Air 350	FL052008	KING AIR 350 1200 HOUR LUBRICATION	16.000
King Air 350	FL052009	KING AIR, WING BOLT LUBE - 12 MTH REQ.	2.000
King Air 350	FL052010	KA350, LH 400HR FUEL NOZZLE FLOW CHECK	10.000
King Air 350	FL052011	KA350, RH 400HR FUEL NOZZLE FLOW CHECK	10.000

Helpful hints:

- Enter the Aircraft Hours with one decimal – 2.5
- Enter Dollar amounts with two decimals - 1.00
- Enter quantities as whole numbers
- When entering a W3 or W4 type claim, enter the aircraft serial then click enter, this will bring up the Service Bulletin box with a Drop Down Menu listing all of the active Bulletins for the specific aircraft model. If the Service Bulletin is not listed, please contact HBC Warranty for assistance.

The image shows a form field with the label "Service Bulletin: *" in red. To the right of the label is a dropdown menu with a white background and a grey border. The text "Select..." is visible in the dropdown, and a small downward-pointing arrow is on the right side of the box.

Overview of Claim Entry

Warranty claims are to be filed for discrepant parts only, not for New Part Returns.

There are 5 different types of warranty claims, each with its own required set of data:

- W1 Rejected Out of Box Part
- W2 Replaced Part with Hours
- W3 Service Bulletin with Labor Only
- W4 Service Bulletin with Parts and Labor
- W5 Labor Only

Required fields All fields marked with * or ? are required fields. Data must be entered in these fields on each screen before the system will let you proceed to the following screens.

Date format for entering all dates is: MM/DD/YYYY Example: 12/01/1999

Glossary of Terms

Customer Number HBP&D customer number.

Claim Type Type of claim filed. A range of claims can be entered (i.e.: W1 – W5)
 W1 – REJ Rejected out of box part claim
 W2 – RPT Replaced part with hours claim
 W3 – SIL Service Bulletin with labor only claim
 W4 – SIP Service Bulletin with parts and labor
 W5 – LBR Labor only claims

HBC Claim Number The number reported back to the customer when the claim was originally saved. A range of claim numbers can be specified or a search can be performed by entering the beginning values in the number followed by an asterisk (i.e.: 200* for any claims beginning with 200)

Customer Claim Number	The unique customer reference number entered in the original claim submittal. A range of claim numbers can be specified or a search can be performed by entering the beginning values in the claim number followed by an asterisk (*).
Purchase Order No	Enter your purchase order number **. Your Purchase Order number is used to locate the original sales order number.
Shop Code	Is the Shop where the work was performed. If the shop filing the claim is the same as where the work was completed, you should use your HBP&D Customer number. If the shop filing did not perform the work, please use 50296053.
Date Range	Refers to the date the warranty claims submitted. Limit the date range whenever possible to improve response time and limit the number of records displayed.
Work Completed	Enter the date on which the work was completed. The date format for this field is MM/DD/YYYY.
Date Occurred	Enter the date on which the discrepancy occurred. (Work Completed date will automatically go in here if not filled in).
Hourly Labor Rate	Enter an hourly labor rate if different from the standard rate.
ATA Code	Enter the ATA code and chapter, if known.
Owner Name	Enter the name of the Aircraft owner/operator.
Aircraft Serial Number	The serial number of the aircraft entered in the original claim submittal. A range of serials can be specified (i.e.: BB-1565 – BB-1575). Please make sure you enter a dash (-) after the alpha letters. For Hawker 850, 800 & 1000 the prefix should be entered as HK. If RG is enter, it will auto default to HK.
AC Hours	Enter the Aircraft hours. Please enter in whole numbers.
Service Bulletin Number	Select either a W3 or W4 type warranty claim. Once the aircraft serial number has been enter a Service Bulletin box will appear. Use the drop down selection to view the Service Bulletins applicable for your aircraft.
Part Number	Enter the part number of the part removed from the aircraft.

Valuation Type	Enter the valuation type of the part. Only required if a Rotable part. Drop down menu available on claim. (NEW, OVERHAUL, REPAIR, REBUILD, or SERVICEABLE.)
Part Hours	Enter the part hours.
Spare Intl Date	If the part removed is not original equipment on the aircraft and the part hours are less than the aircraft hours, enter the date the removed part was installed.
Part Quantity	Enter the quantity of parts removed
Part Serial Number	Enter the part serial number. The system does not accept any spaces in this field.
Part Cycles	Enter the part cycles.
Part Landings	Enter the part landings.
Discrepancy Code	Enter the discrepancy code for the part. (not required).
Part Installed	Enter the part number for the part installed. Part numbers as required.
Valuation Type	Enter the valuation type of the part. Only required if a Rotable part. Drop down menu available on claim. (NEW, OVERHAUL, REPAIR, REBUILD, or SERVICEABLE.)
Qty Installed	Enter the quantity installed.
Part Serial Number	Enter the part serial number.
Requested Price	Enter your requested price. This should match the price paid for the part, taken from the original sales order placed with Hawker Beechcraft Corporation.
Credit Account ☉ Send Replacement Part ☉	Select whether you want a credit or a replacement part by clicking on one of the buttons. The system will default to credit account if none is chosen.
Person Reporting	Enter the name of the person who reported the squawk
Miscellaneous Amount	Enter a miscellaneous amount for additional costs. Explain in Narrative field.
Labor Hours	Enter labor hours if part has been installed. Explain in Narrative field.

Narrative

A narrative is required in the following circumstances:

- If a miscellaneous amount is claimed.
- If labor hours are claimed.
- If no discrepancy code is selected
- If specific corrective action is required.

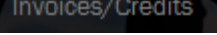
If you require more than the one line for the narrative, click on the large text box.

Narrative & Long Text *

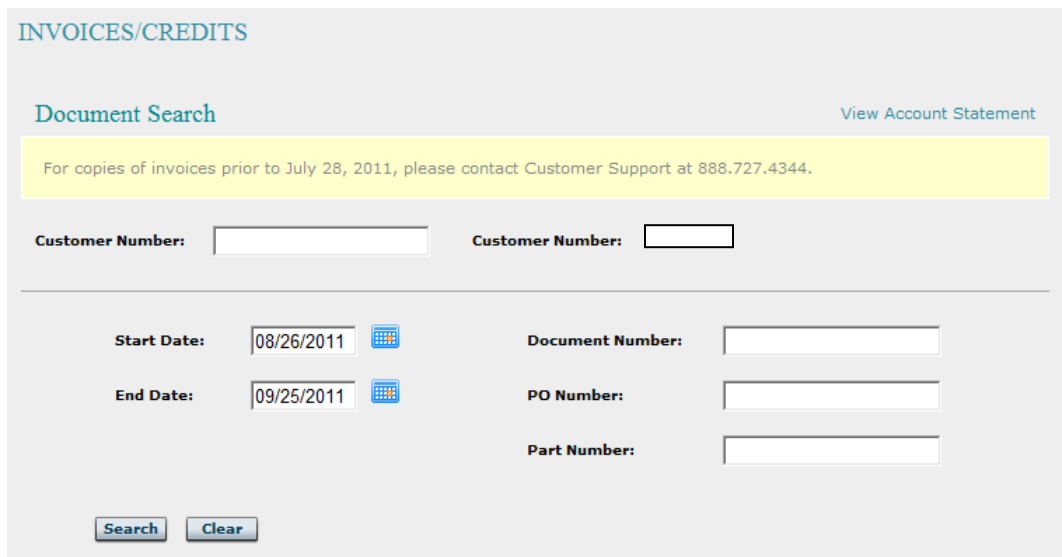
 *

A Hawker Beechcraft Claim number for your claim will be displayed. Make a note of this claim number. A printout of the claim screen must accompany the part you are returning if a return is required.

For assistance with web error messages, please send an e-mail to hbc_warranty@hawkerbeehcraft.com or call 316-676--2713

To view all invoices and credit memo, you may also use the  section on the Global Customer Support Website.

On this screen you can enter, Claim Number, Purchase Order Numbers or Part Number to search for and view copies of your invoices and credit memos.





INVOICES/CREDITS

Document Search [View Account Statement](#)

For copies of invoices prior to July 28, 2011, please contact Customer Support at 888.727.4344.

Customer Number: Customer Number:

Start Date:  Document Number:

End Date:  PO Number:

Part Number: