

Worldwide AOG service

24 hours a day -
365 days a year

AOG phone numbers for each location

Europe, Africa & the Middle East
Satair A/S, Denmark: +45 4040 1224

Asia Pacific
Satair Pte Ltd, Singapore: +65 6543 0977

North & South America
Satair USA, Atlanta: +1 404 310 1966

Mobil units

The AOG duty officers have access to:

- Satair's worldwide IT-Systems
- check availability of parts in stock at all Satair locations
- reprioritize customer orders to meet an AOG requirement
- handle logistic requirements such as picking, packing and shipping customer AOG orders

Satair service for an Aircraft on Ground (AOG)

Satair offers a worldwide AOG Service to its customers 24 hours a day, 365 days a year. Throughout the year, Satair receives thousands of AOG orders during normal business hours, and these are all handled in accordance with the established procedures. However, customers still operate aircraft outside office hours, during weekends and public holidays, and therefore need to be able to reach a Satair representative at all times of the day or the night.

With stocking facilities strategically located in Copenhagen, Atlanta, Singapore and Beijing, Satair is able to respond quickly and effectively to any worldwide AOG requirement.

Procedure

1. Contact Satair AOG in Denmark, Singapore or the USA
2. Inform Satair about your order and shipping instructions
3. Satair prepares the packages and hands them over to the shipping company requested by the customer
4. Satair confirms shipping details by phone, fax or e-mail
5. Satair includes a proforma invoice with the shipment. An original invoice will be sent during normal office hours



Facts

During a 12-months period, Satair ships approx. 200 AOGs outside normal business hours. If you during the same period include the AOGs received by Satair within the normal business hours, Satair all in all receives and handles more than 1,500 AOG inquiries from customers. Each mobile AOG unit is staffed on a rotational scheme one week at the time, and you are therefore able to contact the AOG duty officer at all times