



**MOOG TOTAL SUPPORT**  
COMMERCIAL AFTERMARKET SERVICES

## ABOUT MOOG

Moog Inc. is a worldwide designer, manufacturer, and integrator of precision motion control products and systems. Over the past 60 years, we have developed a reputation for delivering innovative solutions for the most challenging motion control applications. As a result, we have become a key supplier to the world's leading aircraft manufacturers and are positioned on virtually every platform in the marketplace.

With Moog, you will find a wide spectrum of products, services and support from a dedicated and trustworthy organization. Our culture, coupled with our commitment to our customers, process control and product innovation, will continue to drive the success of our company and yours.

## MOOG AIRCRAFT LIFE CYCLE SUPPORT

Our customer focused aftermarket team is ready to deliver quality products and services specifically tailored to meet your requirements 24 hours a day, 365 days a year.

Moog Total Support is a full scope of support solutions, ranging from proTECT, a fully integrated component spares and maintenance package to assetSOLUTIONS - a simple asset purchase or time and material transactional repairs. reNEW™ is designed for end-of-service life operations and introduces extensive repair development and used material to manage cost and obsolescence.

Our unique culture and commitment to exceed our customer's expectations results in innovative solutions to customer problems delivered by a trustworthy and dedicated organization.



# SUPPORT THROUGH LIFE CYCLE



Service Solution	Pooling	FH R&O	Fixed Price R&O	Training	Technical Support	Performance Guarantees	Bespoke Work Scopes	Use of Used Material	Extensive Repair Development	Predictive Analytics
proTECT	✓	✓	✓	✓	✓	✓				✓
reNEW	✓	✓	✓		✓	✓	✓	✓	✓	

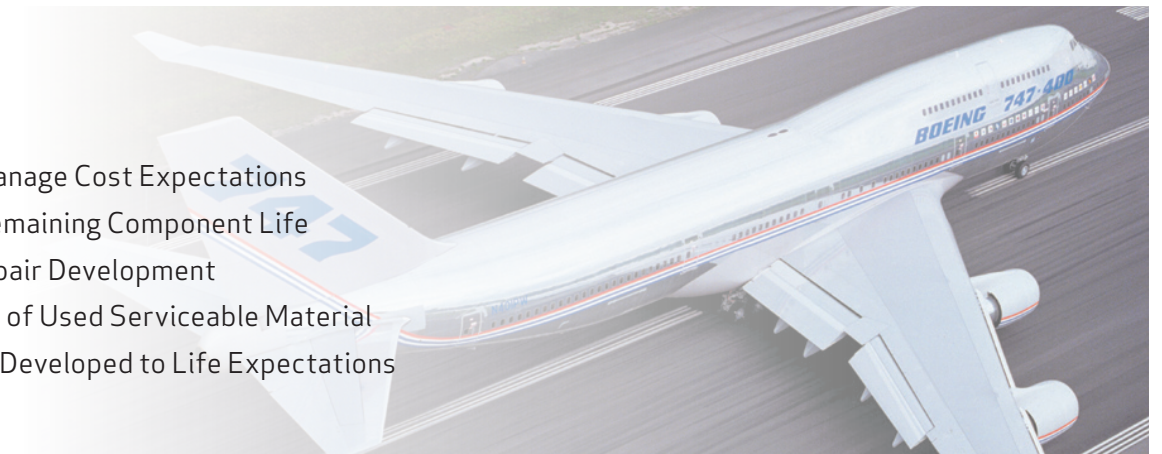
## proTECT

- Integrated Flight Hour Pooling and MRO
- Commercial and Performance Guarantees
- OEM Technical Support and Training
- Reliability Focused
- Commercial and Availability Risk Management
- SMART Maintenance Services (Predictive Analytics)



## reNEW

- Tailored to Manage Cost Expectations
- Maximizes Remaining Component Life
- Extensive Repair Development
- Incorporation of Used Serviceable Material
- Work Scopes Developed to Life Expectations



## assetSOLUTIONS

- Sale of New or Used Material
- Purchase of Customer Assets
- Exchange, Lease and Loan Options
- Market Competitive Pricing
- OEM Renowned Quality and Reliability
- Extended Warranties
- Inventory Available for Immediate Dispatch



Moog supports the Boeing 737 Max, 737 NG, 747-400, 747-8, 757, 767, 777, 787, Airbus A330/310, A320, A330/340, A350XWB, A380, Embraer E-150, COMAC C919, Gulfstream G280, G600/500, and G650.



# GLOBAL CUSTOMER SUPPORT

For spares ordering/repair and overhaul administration, product support/technical inquiries, please use the corresponding contact information listed below.

Centralized 24 Hour Customer Service Center: +1 716 687 7900

AOG Hotline  
+1 716 687 7900  
aogphone@moog.com

Spares Ordering | Repair and Overhaul Administration  
casc@moog.com

For clarification regarding Repair Station Capability, please contact the Customer Service Center or visit [www.moog.com](http://www.moog.com)

## EAST AURORA CUSTOMER SUPPORT CENTER



### Moog Aircraft Group - East Aurora Operations

Plant 24  
East Aurora, New York  
14052  
USA  
Tel: +1 716 687 7900

Cage Code: 94697

SITA: NYCMOXD

FAA: ND1R344K  
EASA: 145.4685  
CAAC: F00100327

## TORRANCE CUSTOMER SUPPORT CENTER



### Moog Aircraft Group - Torrance Operations

20263 Western Avenue  
Torrance, California 90501  
USA

Cage Code: 0ZWK8

FAA: ND13344K  
EASA: 145.4684

## WOLVERHAMPTON CUSTOMER SUPPORT CENTER



### Moog Aircraft Group - Wolverhampton Operations

Valiant Way  
Wolverhampton, WV9 5GB  
United Kingdom

Cage Code: K0648

FAA: DQD4021K  
EASA: UK.145.01230  
EASA Part 21: UK.21G.2622

## TEWKESBURY CUSTOMER SUPPORT CENTER



### Moog Aircraft Group - Tewkesbury Operations

Ashchurch, Tewkesbury,  
Gloucestershire, GL20 8NA  
United Kingdom

Cage Code: U3614

FAA: M0GY773N  
EASA: UK.145.00245  
EASA Part 21: UK.21G.2075  
CAAC: F04400197

## BAGUIO CUSTOMER SUPPORT CENTER



### Moog Aircraft Group - Baguio Operations

Baguio Ecozone,  
Loakan Road  
Baguio City, 2600  
Philippines

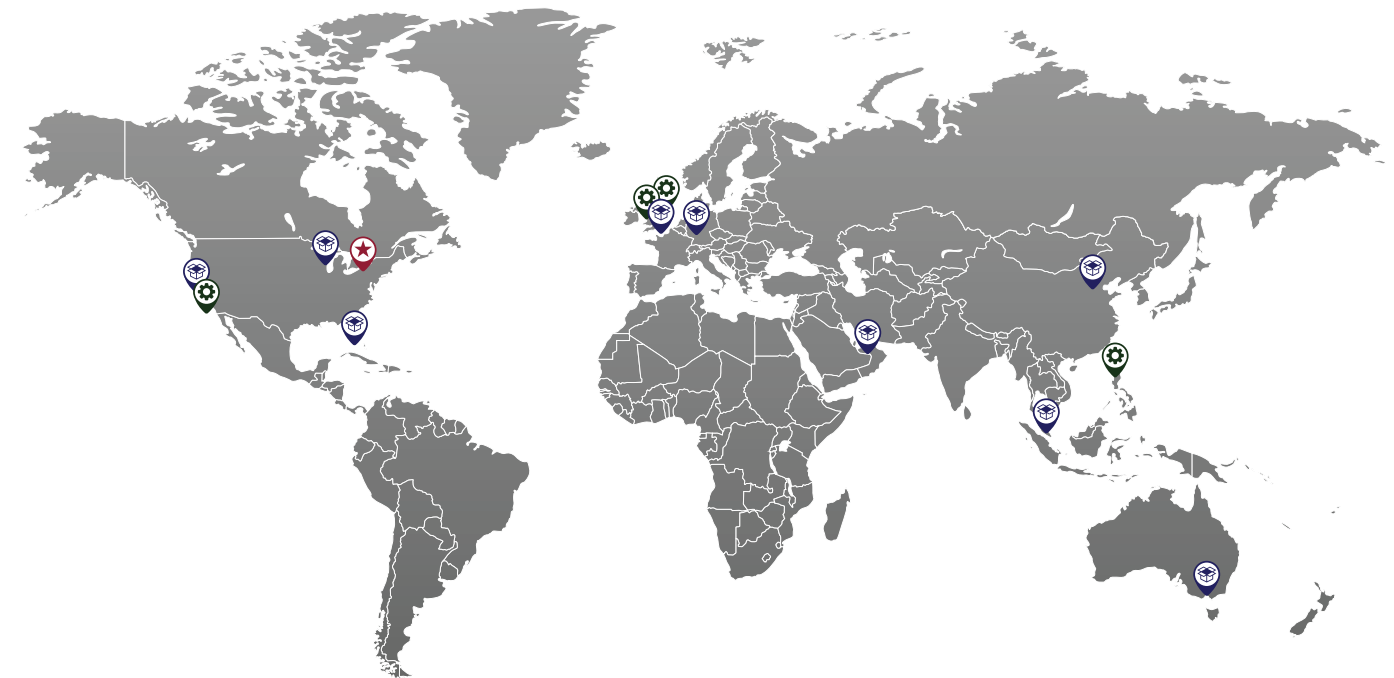
Cage Code: SFM38

FAA: 063Y132Y  
EASA: 145.0105  
CAAC: F06300549


CAAP Philippines: 53-03  
CAAS Singapore: AWI/255  
DCA Thailand: 441/2553  
DGCA Indonesia: 145/67400  
DCA Malaysia: AO/0160/10

# GLOBAL SALES SUPPORT

Our regional sales managers are focused on working with you to understand the specific needs of your organization. Our managers work closely with our customer support team to convey your needs and develop tailored support programs to best address your objectives.



  
**Headquarters/Service Center**  
East Aurora, NY USA

  
**Repair Center**  
Torrance, CA USA  
Tewkesbury, UK  
Wolverhampton, UK  
Baguio, Philippines

  
**Forward Stocking**  
Los Angeles, CA USA  
Miami, FL USA  
Milwaukee, WI USA  
JFK Airport, NY USA  
Frankfurt, Germany  
London, UK  
Dubai, UAE  
Beijing, China  
Melbourne, Australia  
Singapore

### Sales Support Contacts - Aftermarket Services

**Americas**  
Casey Wilson  
cwilson4@moog.com  
Mobile: +1 678 953 2612

**Europe**  
Trystan Hitchens  
thitchens@moog.com  
Mobile: +44 7436 138550

**Europe/Middle East/Africa**  
Jean-Philippe (JP) Rieuf  
jprieuf@moog.com  
Mobile: +33 (0)670 276 845

**Middle East/Africa**  
Mohan, D Krishna  
dmohan@moog.com  
Mobile: +91 974 002 8735

**Asia Pacific**  
Jade Mitsongkroh  
jmitsongroh@moog.com  
Mobile: +66 81 615 2354

**Global Sales & Business Development**  
Peter Evans  
pevans2@moog.com  
Mobile: +1 716 331 7314

**China**  
Bruce Zhang  
bzhang2@moog.com  
Mobile: +86 135 0126 0296

### Sales & Support Contacts - Used Material Sales & Purchase

**Global Materials Sales**  
Marc Zaborowski  
mzaborowski@moog.com  
Mobile: +1 585 332 6601

**Global Sales & Purchase**  
Kathy Morales  
kmorales2@moog.com  
Mobile: +1 954 395 9470

**Global Sales & Purchase**  
Ralph Rivera  
rrivera3@moog.com  
Mobile: +1 954 397 8157

**Global Sales & Business Development**  
Cody Ives  
cives@moog.com  
Mobile: +1 404 398 1555

**Global Support Selling & Admin**  
Clara Carozza  
ccarozza@moog.com  
Mobile: +1 954-270-5871

# MOOG

AIRCRAFT GROUP

Moog Inc.  
East Aurora, New York  
716.652-2000  
[www.moog.com/aircraft](http://www.moog.com/aircraft)

