

Frequently Asked Questions

Q1. The instrument part number I'm looking for isn't in the Technical Publications Index or the Service Bulletin Index. Why is this?

A1. The indexes are for Meggitt Avionics UK, CAGE K0100, products only.

Associated companies sometimes listed as Meggitt Avionics are given below; please contact these direct for your documentation requirements:

Meggitt Avionics Inc - now trading as Vibro-Meter Inc, CAGE 58880,
web: www.vibro-meter.com/general/manchester.html

Meggitt Safety Systems, CAGE 25693, web: www.meggittsafety.com

Whittaker Controls, CAGE 79318, web: www.wkr.com/home/home.asp.

Q2. If I purchase a technical manual what will the revision service be?

A2. If the technical manual is purchased the purchaser is entitled to a 'full revision service'. The 'full revision service' will end once the concerned aircraft type (where known) is no longer operational or after 25 years if the aircraft type is not identified.

Q3. What if I have a Product Support Agreement with an aircraft manufacturer?

A3. In some cases a Product Support Agreement with the original aircraft manufacturer will enable them to supply documents on our behalf and in this case the aircraft manufacturer will control the revision service for these copies. We will not have a record of individual copies just a record for the master copy held by the aircraft manufacturer. Contact the aircraft manufacturer for updates.

Q4. I have a copy of a technical publication but am not receiving revisions?

A4. Customer Support do send out unsupported copies of various technical documents free of charge and these are snapshots in time sent for a particular purpose (usually the customer has a genuine urgent requirement for technical data) - these copies do not have a revision service. Sometimes they are excerpts from a full publication.

Q5. How will I receive Technical Publications?

A5. You will receive an E-mail that contains a link to a downloadable PDF file. When you click on the link the PDF file will be downloaded. This link will expire in ten calendar days from the date of sending or once it is used - whichever is first.

Q6. How will I receive updates?

A6. You will receive an update notification to the registered E-mail address. You can then request the update using the same process as the initial publication request.

Q7. What if the E-mail contact details changes?

A7. Contact Meggitt Avionics UK at the following address: http://www.meggitt-avionics.co.uk/Contactus_support.asp and state you wish to alter the contact details. There is no charge for altering addressee details.