



MFR	MODEL	ENGINE COMMENTS: TECHNICAL REPS
CFE	CFE738	Tech support was low under the GE watch; Honeywell is making the effort to take on support. Thank you Honeywell.
CFE	CFE738	Tim Lane: excellent response and assistance
CFE	CFE738	Hard to find sometimes
CFE	CFE738	Mike Semik is the best!
GE	CF34	The guys are there for you 24/7 and want to help us operators succeed in getting the airplane back in the air.
GE	CF34	Great
GE	CF34	J. Beam
GE	CF34	Never met the rep
GE	CF34	I have never seen or heard from our rep. It's been six years. The engines are great. Very reliable. It could be both a blessing and a shame I have never met my rep.
GE	CF34	Ops center good. Rep????
GE	CF34	Great
GE	CF34	Mechanical and electrical problems very good. Software needs improving.
GE	CF34	Good
GE	CF34	Not sure who ours might be.
Honeywell	HTF7000	Great product support
Honeywell	HTF7000	Poor support and response from local tech rep. Had one false engine oil bypass indication that was handled quite well by the AOG response team.
Honeywell	HTF7000	Top notch
Honeywell	HTF7000	Dave Heilman does a good job for us.
Honeywell	T53 turboshaft	N/A
Honeywell	TFE731	None
Honeywell	TFE731	Good when you can find one
Honeywell	TFE731	Great communication
Honeywell	TFE731	Very good. The customer service reps have been excellent, especially Scott Arms. He get us hooked up with the right people for our questions and problems.
Honeywell	TFE731	Great if you have or can find a good one.
Honeywell	TFE731	Could be better
Honeywell	TFE731	N/A
Honeywell	TFE731	Excellent
Honeywell	TFE731	Good
Honeywell	TFE731	Terrific. Work primarily with Duncan's Joe Lacourt.
Honeywell	TFE731	Good
Honeywell	TFE731	Good
Honeywell	TFE731	Good
Honeywell	TFE731	Sometimes sounds like trying to get out of the box.
Honeywell	TFE731	Great
Honeywell	TFE731	They've been around long enough to know what they are doing.
Honeywell	TFE731	Excellent
Honeywell	TFE731	I deal with only one rep, and he is excellent.



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Honeywell	TFE731	Good
Honeywell	TFE731	Excellent
Honeywell	TFE731	OK
Honeywell	TFE731	It would be nice to know who they are, and where are they located.
Honeywell	TFE731	Are there any? The last one we knew was back in 2000.
Honeywell	TFE731	Great
Honeywell	TFE731	Not sure how to rate this. I never see them because the engines never really break.
Honeywell	TFE731	Extremely helpful and informative
Honeywell	TFE731	Very good
Honeywell	TFE731	Good
Honeywell	TFE731	Where are they?
Honeywell	TFE731	Great response from technical
Honeywell	TFE731	Jack Wolf: outstanding customer service and dedication
Honeywell	TFE731	OK
Honeywell	TFE731	Excellent
Honeywell	TFE731	Our tech rep has been very good, but he quit a short while ago and has not been replaced. They seem to work with the authorized service mostly.
Honeywell	TPE331 turboprop	It is getting so we use reps from O/H shops instead of the factory reps; it is getting hard to find a Honeywell rep with much 331 experience.
Honeywell	TPE331 turboprop	Helmuth Eggeling is outstanding TPE331 rep.
Honeywell	TPE331 turboprop	Good
P&WC	JT15D	Well-informed
P&WC	JT15D	New one not very experienced. A little bit political, not very technical.
P&WC	JT15D	Good
P&WC	JT15D	Good
P&WC	JT15D	After-market companies provide good info
P&WC	JT15D	OK
P&WC	JT15D	Have not needed tech assistance but it is always available through Pratt.
P&WC	PT6A turboprop	Always get prompt and solid support from P&W field representatives.
P&WC	PT6A turboprop	Experienced techs
P&WC	PT6A turboprop	OK
P&WC	PT6A turboprop	Very good
P&WC	PT6A turboprop	Extremely helpful and informative
P&WC	PT6A turboprop	Excellent
P&WC	PT6A turboprop	Very good
P&WC	PT6A turboprop	Tech reps walk the company line and are very difficult to work with when trying to resolve issues that might cost Pratt money through warranty.
P&WC	PT6A turboprop	The service provided by Victor Camacho has been excellent.
P&WC	PT6A turboprop	Good



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P&WC	PT6A turboprop	Blamed everything but Pratt problem. Two days down arguing about problem. Problem was what owner and maintenance personnel told them all along.
P&WC	PT6A turboprop	I highly recommend Paul Jones of Specialty Turbine Services.
P&WC	PT6A turboprop	Good
P&WC	PT6T/B/C turboshaft	Good responsive tech reps
P&WC	PT6T/B/C turboshaft	Very good
P&WC	PW200 turboshaft	Always available
P&WC	PW200 turboshaft	Regular
P&WC	PW300 series	Very helpful
P&WC	PW300 series	Very good
P&WC	PW300 series	P&W is on the ball right now
P&WC	PW300 series	10
P&WC	PW300 series	Robert Salyers has been a top-notch professional.
P&WC	PW300 series	OK
P&WC	PW300 series	Excellent
P&WC	PW300 series	It would be nice to know who they are and where they are located.
P&WC	PW300 series	What tech reps? I rarely see one.
P&WC	PW300 series	Tech reps were a big help and very knowledgeable.
P&WC	PW300 series	Good
P&WC	PW300 series	Good
P&WC	PW300 series	Carl Rockel
P&WC	PW300 series	Good
P&WC	PW300 series	Good
P&WC	PW500 series	Very good
P&WC	PW500 series	Good
P&WC	PW500 series	Have not needed tech assistance, but it is always available through Pratt.
P&WC	PW500 series	Excellent knowledgeable support.
P&WC	PW500 series	Either the tech reps are so bad the service center will not call them or they claim the problems we are having are airframe related until they just can't deny it any longer.
P&WC	PW500 series	Robert Salyers has been very informative and helpful as we learn this new engine.
P&WC	PW500 series	Good
P&WC	PW500 series	Best I've seen.
P&WC	PW600 series	Carl Rockel, P&W field service, provides excellent service, with quick follow-up and routine contacts through the year.
P&WC	PW600 series	Good guy
Rolls-Royce	250 turboshaft	Very knowledgeable and helpful.
Rolls-Royce	250 turboshaft	Good
Rolls-Royce	250 turboshaft	Very good
Rolls-Royce	250 turboshaft	Paul Gunderson, Bell Helicopter: very knowledgeable and dedicated to ensuring the customer's satisfaction.



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Rolls-Royce	250 turboshaft	Saw one for about 20 minutes. Got a card.
Rolls-Royce	250 turboshaft	Excellent
Rolls-Royce	AE3007	Good
Rolls-Royce	AE3007	OK
Rolls-Royce	AE3007	Once R-R got done playing musical chairs with their reps we finally have had the same one for the last year and he appears to be very helpful.
Rolls-Royce	AE3007	Good
Rolls-Royce	AE3007	Rolls-Royce has a hard time keeping tech reps. Each time I called for help it is someone new.
Rolls-Royce	AE3007	Great
Rolls-Royce	AE3007	We are really badly assisted here in South America.
Rolls-Royce	AE3007	Outstanding
Rolls-Royce	AE3007	Excellent
Rolls-Royce	AE3007	Seldom need them. Engines keeps blowing and we keep going.
Rolls-Royce	AE3007	Very good
Rolls-Royce	AE3007	Little experience dealing with Rolls...most communication through Cessna.
Rolls-Royce Deutschland	BR700 series	Outstanding, always available, second to none
Rolls-Royce Deutschland	BR700 series	Great
Rolls-Royce Deutschland	BR700 series	Rolls-Royce reps very good and helpful in getting you to the right facility and having the required parts available.
Rolls-Royce Deutschland	BR700 series	Great tech reps
Rolls-Royce Deutschland	BR700 series	Our FSR Gordon Aiken is always available, very knowledgeable, and eager to help. He's one of the best in the business.
Rolls-Royce Deutschland	BR700 series	Very good
Rolls-Royce Deutschland	BR700 series	It's because of their hard work, devotion to their customers and overall knowledge of how to navigate through the morass that is publications, part sales, Aeromanager, Corporate Care, and so on that we can get any work accomplished. If it wasn't for our customer regional managers, we wouldn't be able to operate these engines. The customer support team is our only advocate. Rolls-Royce management and their policies are not only working against their customers but have turned a deaf ear and a blind eye to our continual complaints.
Rolls-Royce Deutschland	BR700 series	Outstanding
Rolls-Royce Deutschland	BR700 series	It is a struggle for R-R to give you parts.
Rolls-Royce Deutschland	BR700 series	Always there to answer questions, support us and assist.
Rolls-Royce Deutschland	BR700 series	We have the best engine FSR: Jennifer Laing.
Rolls-Royce Deutschland	BR700 series	Robert Medina does a great job for us.
Rolls-Royce Deutschland	BR700 series	OK



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Rolls-Royce Deutschland	BR700 series	Excellent. Mary Cote on the West Coast of the USA is fantastic.
Rolls-Royce Deutschland	BR700 series	Very good
Rolls-Royce Deutschland	BR700 series	Great support: Mary Cote.
Rolls-Royce Deutschland	Spey	The best. My South Florida technical rep almost has a sixth sense and shows up while I am dialing him.
Rolls-Royce Deutschland	Tay	Good
Rolls-Royce Deutschland	Tay	Great tech reps
Rolls-Royce Deutschland	Tay	Good
Rolls-Royce Deutschland	Tay	Good
Rolls-Royce Deutschland	Tay	Very knowledgeable
Rolls-Royce Deutschland	Tay	Excellent
Rolls-Royce Deutschland	Tay	Always very knowledgeable.
Rolls-Royce Deutschland	Tay	I have never met him.
Rolls-Royce Deutschland	Tay	Ed Bailiff is excellent.
Turbomeca	(all models)	The best part of Turbomeca is its tech reps. They are knowledgeable, friendly and willing to help whenever needed. They are the only part of Turbomeca that seems to be keeping up with customer service.
Turbomeca	(all models)	On the last factory funded service bulletin on the engine, the tech rep was there supervising during the complete process, including the test flight.
Turbomeca	(all models)	Excellent
Turbomeca	(all models)	Good
Turbomeca	(all models)	Average
Turbomeca	(all models)	Excellent response. Has improved markedly.
Turbomeca	(all models)	Poor
Turbomeca	(all models)	Communication is very good.
Turbomeca	(all models)	Very supportive
Williams	FJ44	Very knowledgeable, helpful
Williams	FJ44	OK
Williams	FJ44	Good
Williams	FJ44	Good guy
Williams	FJ44	I hear that there are tech reps out there, but I have never been successful in tracking one down. Phone calls went unanswered.