

## **Maintenance Agreement**

1. The agreement should address, but is not limited to, the following matters :-
  - (a) general arrangements for support of the operation by the maintenance organisation, and for technical liaison between Operator and Maintenance Organisation.
  - (b) accomplishment of maintenance at the approved locations of the maintenance organisation.
  - (c) provision of appropriately authorised/licensed maintenance personnel sufficient in numbers for the completion and certification of scheduled maintenance, the rectification of defects and the completion of duplicate inspections.
  - (d) training of maintenance personnel.
  - (e) arrangements for line maintenance and ground handling at the Operator's route stations, including major unscheduled arisings such as engine changes and defects requiring major dismantling or jacking.
  - (f) control and development of the Maintenance Schedule in response to service experience and manufacturers recommendations, the management and operation of reliability programmes, the preparation of documentation needed to implement the schedule and the arrangements for granting variations to the maintenance schedule requirements.
  - (g) airworthiness occurrence control and reporting to the manufacturer and the DCA, including MOR (Mandatory Occurrence Reporting), and the control of deferred and repetitive defects.
  - (h) maintaining logbooks, component service history, maintenance and other technical records and the transmission of Sector Record page information from the Operator to the maintenance organisation.
  - (i) manufacturer's Service Bulletins/Information received, assessed and incorporated into modifications and manufacturer's technical programmes.
  - (j) compliance with mandatory requirements including mandatory modifications and inspections, and Airworthiness Directives, and for responding to other maintenance and airworthiness requirements published by the Responsible Authorities.
  - (k) provision of spares, their storage and acceptance.
  - (l) ensuring the availability of the necessary tools and equipment to complete the scheduled maintenance and any other work arising under the terms of the agreement.
  - (m) provision of suitable maintenance accommodation at all locations where maintenance takes place, appropriate to the task.
  - (n) quality auditing of the maintenance arrangements, including in particular the systems and procedures employed to achieve the control of airworthiness, at main base, line stations and en-route wherever support and ground handling takes place.
2. Details of the financial aspects of maintenance agreements may be omitted.
3. A copy of the signed agreement must be sent to the DCA. Access must be given to any side-letters or sub-contracted arrangements for the provision of special services such as radio, avionics, NDI etc. or for any other support including that provided at line stations. Copies of such additional arrangements may be required.