



## **CIRRUS PLATINUM PARTNER**

### SERVICE & TRAINING CENTER

At Cirrus Aircraft, we understand that our owners expect knowledgeable, highly trained professionals, full-service maintenance and training facilities, and an array of amenities when they bring their aircraft in for service or seek flight training. We are committed to providing our owners with a network of the best maintenance and training facilities in the business.

Our current Cirrus service and training network is made up of top-quality facilities, held to the highest standards in service and training. Now, we are raising those standards by honoring the highest performing Cirrus Authorized Service Centers (ASCs), Cirrus Training Centers (CTCs), and Cirrus Standardized Instructor Pilots (CSIPs) with a prestigious honor we're calling a Cirrus Platinum Partner, signifying the best-of-the-best in our network.

When you select a Cirrus Platinum Service or Training Partner, you can rest assured that you are visiting a premier facility that prioritizes customer satisfaction above all else. These facilities have reached partnership and commitment to Cirrus Aircraft and our valued owners. Additionally, their flight instructors and service technicians are the most experienced and have shown dedication to professional development.

#### **Platinum Service Partners**

Some of the requirements for an Authorized Service Center to achieve the distinction of Cirrus Platinum Service Partner status include:

- Receiving consistent, exemplary customer satisfaction reviews from Cirrus Aircraft owners as evidenced by our ongoing customer survey process.
- Employing the most highly trained technicians for expert maintenance and troubleshooting skills.
- Offering full FBO services including a full range of amenities like fuel, wi-fi internet access, aircraft tie-down, courtesy cars, aircraft tie-down, pilot lounge, private offices, WSI and weather flight planning room, ramp-side auto access, and a snack or vending area.
- Providing line support services to include 24-hour fuel availability, 24-hour ground support and aircraft detailing.
- Offering hangar services to include hangar or tie-down space and engine heater plug-ins or aircraft preheat service.
- Providing advanced airport services to include precision approach abilities and 24-hour airport security.
- Holding major vendor certificates to provide a one-stop shop for all maintenance and service needs within their facility.
- Offering aircraft pick-up and delivery service for the greatest convenience during aircraft maintenance.
- Consistently completing maintenance discussions and a final maintenance sign-off with owners to provide a full understanding of maintenance requirements and invoicing processes - eliminating uncomfortable surprises.
- Participating in Cirrus Aircraft informational forums and headquarters meetings to obtain updates and communication, ensuring the service center team is apprised of all Cirrus Aircraft communications that benefit and assist with our owner's maintenance and service.

- Enforcing a drug and alcohol testing policy to ensure the highest safety standards are met.
- Being recognized by the FAA as a Part 145 repair station adds another level of authority and a second tier of inspection for high quality maintenance practices.
- Maintaining ASC status for a minimum of two years to develop the true partnership and commitment to Cirrus Aircraft and our valuable owners.
- Maintaining a stock of commonly needed or urgent parts to promptly return your aircraft to service after repair or maintenance.

### **Platinum Training Partners**

Some of the requirements to achieve the distinction of Platinum CSIP include:

- Holding a minimum of 1800 hours flying and 1000 hours instructing in Cirrus aircraft to ensure a very high level of experience and knowledge with the aircraft.
- Being qualified to teach in both Avidyne Entegra and Cirrus Perspective by Garmin™ avionics packages in order to be able to serve all Cirrus customers.
- Being accident, incident, and violation free in the last year to provide the safest possible training experience.
- Maintaining CSIP status for a minimum of two years to develop the true partnership and commitment to Cirrus Aircraft and our valuable owners.
- Actively instructing in Cirrus aircraft within the last year, ensuring that the CSIP is current and familiar with the aircraft.
- Participating in seminars, symposiums and webinars provided by Cirrus Aircraft to improve instructional expertise and capability in Cirrus aircraft.
- Participating in events hosted by the Cirrus Pilots and Owners Association (COPA), which helps promote standardization in Cirrus flying to many Cirrus pilots.
- Committing to ongoing professional development as a CSIP and flight instructor.

Some of the requirements to achieve the distinction of Platinum CTC include:

- Employing at least one Platinum CSIP on staff to ensure the same high level of experience, knowledge and professionalism as a Platinum CSIP.
- Maintaining CTC status for at least one year.
- Operating at least one aircraft that is less than two years old and equipped with Cirrus Perspective by Garmin™ avionics so that customers can experience the very latest products from Cirrus.
- Completing annual flight evaluations with Cirrus Aircraft headquarters personnel to ensure that CTC instructors maintain the highest standards of flight proficiency and instructional skill.
- Using Cirrus-accepted training syllabi to promote a high level of standardization and safety during flight training.
- Participating in seminars, symposiums and webinars provided by Cirrus Aircraft to improve customer service and instructional capability in Cirrus Aircraft.
- Committing all Cirrus flight instructors to ongoing professional development.

**Cirrus congratulates our Platinum Partners for their commitment to the highest quality customer service and technical skill. To find a Platinum Partner near you, search our maps using the Platinum Partner sort function.**