



## Marconi Services to Operators

THE AERONAUTICAL DIVISION of the Marconi Company places particular emphasis on the provision of technical services for their range of equipment. These services are designed to meet the needs of the aircraft constructor, the airline operator and the general aviation user.

### Installation advisory service

Marconi specialist engineers are always available to advise and assist in the planning of aircraft radio installations. The Technical Services Group provides aircraft manufacturers with full installation data and advisory services. Additionally, our engineers

assist in test flying to ensure correct and satisfactory functioning of the installed equipment. The Group is qualified to plan complete installations co-ordinating other manufacturers' equipment where necessary.

### Field engineering

The Technical Services Group includes field engineers who maintain close and continuing liaison with users of Marconi airborne equipment. This liaison ensures feedback to the Company's Post-design Section of users' experience and the ready availability to the operator of the latest modification and maintenance information. The field engineers frequently visit Marconi

customers all over the world, and their services are available to the user upon request.

### Post-design services

The Post-design Section's primary function is to record and analyse equipment performance reports provided by our customers and field engineers. The results of their investigations are reported back to the equipment users by means of Service Bulletins. This data is issued by the Documentation service.

### Documentation service

The Documentation service undertakes the distribution to the customer of Service Bulletins and Technical Servicing Advice, and the distribution of equipment handbooks and amendments. It also maintains a record of equipments held by individual users and ensures that every customer receives updated technical information as it becomes available. Marconi technical handbooks on current equipments are prepared in accordance with ATA Specification 100.

### Equipment familiarization

The services provided by the field engineers to a customer acquiring new Marconi equipment can be supplemented by training of the customer's personnel at our Basildon establishment. Specialist instruction in the theory, operation and maintenance of all current equipment can be provided. Courses are available on request and they are individually tailored to suit our customer's requirements. The aircraft operator can thus be assured that his personnel are proficient and conversant with the equipment prior to its introduction into service.



Marconi servicing van at a Boeing 707 of B.O.A.C.

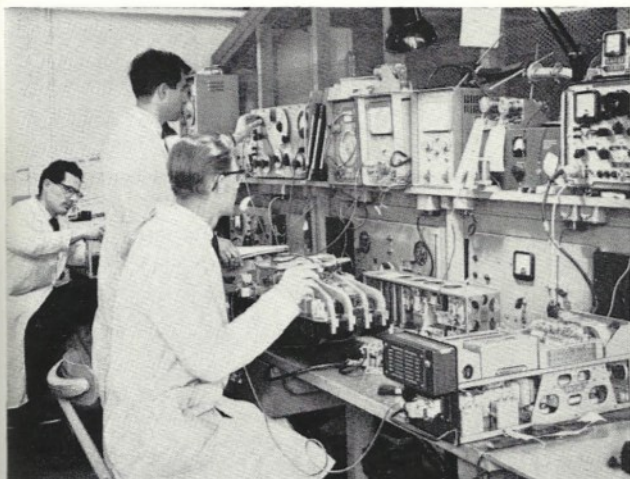
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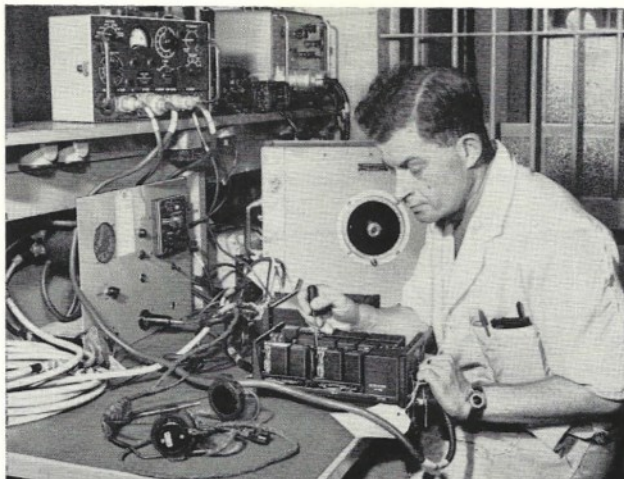
*The Marconi Servicing Depot at London Airport, where expert engineers are daily servicing all types of Marconi airborne radio equipment, as shown in the pictures on the opposite page.*





AD 2300 Doppler Navigators.

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AD 722 Radio-compass equipment.

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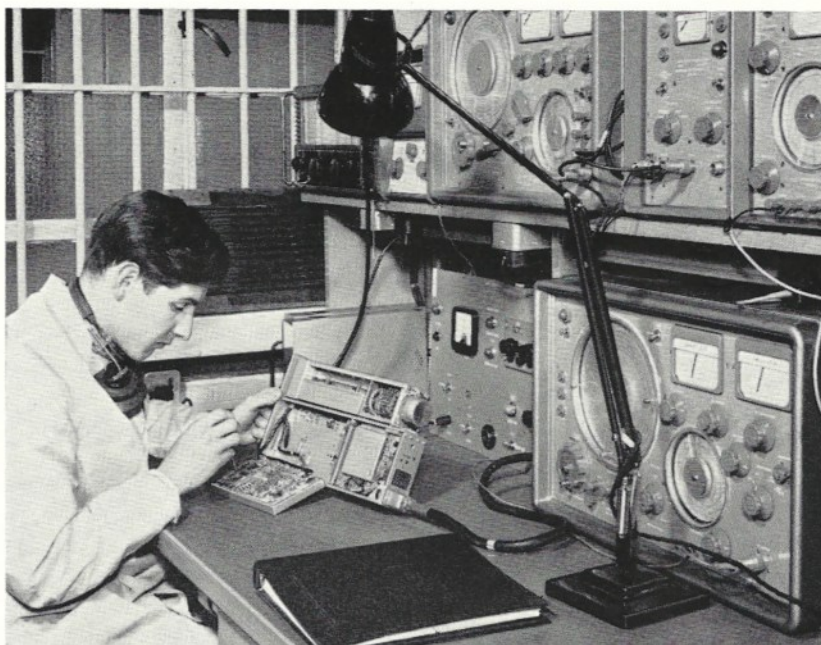
## Repair and overhaul facilities

Historically, the Marconi Company has offered maintenance facilities at Britain's principal airport. Today the Company's Depot is located at London Airport (Heathrow), continuing this tradition of immediately available service to all users of Marconi equipment. The Depot undertakes rapid repair and overhaul for all of the Company's airborne equipment. Where necessary, an express service is available for urgent repairs.

The maintenance facilities provided by the Depot are supplemented by the Aeronautical Service Section at our Basildon establishment, where major overhaul and recondition work is carried out, using methods and facilities of the same high standard employed in factory production. In all of these activities supervision and quality control is undertaken by personnel approved and licensed by the A.R.B and Ministry of Aviation.

## Spares service

Marconi's acknowledge the importance of an efficient spares service to the aircraft industry. The Company therefore maintains a full range of main units and breakdown spares for airborne equipment. The Aeronautical Division's spares organization has been evolved during the Company's long experience in meeting the requirements of the aircraft industry. A specialist engineering group advises on the extent of spares provisioning at the time of the introduction



'Sixty Series' communication and navigation equipment.

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of each new equipment and the services of these specialists are available to our customers on request to assist in the laying down of spares holdings to meet likely demands over any given period. Spares orders and enquiries are accorded special priority in order that the most expeditious delivery of parts may be effected. Spares provisioning lists, broadly in accordance with ATA Specification No.200, can be made available for current equipment.

### Marconi

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*The Avro 748 aircraft is being fitted with Marconi AD 160 and AD 260 communication and navigation equipment, and with AD 712 a.d.f.*

*The Hawker Siddeley DH 125 aircraft, which is being fitted with AD 360 a.d.f. equipment.*



*Photo by courtesy of A. V. Roe & Co. Ltd.*

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*Photo by courtesy of Hawker Siddeley Ltd, de Havilland Division.*

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*Engineers at work, at Marconi Aeronautical Division, Basildon, England.*



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