

Marconi Service to Operators

The Marconi Avionics Service organization, which covers all aspects of product support, has been in existence for nearly fifty years and is renowned throughout the world. Its aim is to provide an individual service to every operator of Marconi avionic equipment irrespective of their size or geographical location. This service is not confined to new equipments alone, the policy of the Marconi Aeronautical Division is to support a particular piece of equipment throughout the whole of its service life.

Aeronautical Division's field service engineers operate on a world-wide basis, either by arrangement or on routine visits. A technical support group prepares specifications and proposals, co-ordinates technical documentation and maintains comprehensive records. A service depot at Heathrow Airport, London provides on-the-spot repair, overhaul and over-the-counter hire services. The service organization also collaborates in the production of overhaul, installation and equipment manuals, the co-ordination of spares and the training given to airline and military personnel at Marconi College.

These paragraphs outline the Marconi

Avionics Service organization. If you would like to know some more about the organization, the Division will be pleased to answer your queries.

London Airport Depot

The Marconi Depot at Heathrow Airport, London carries out many tasks, its facilities being available seven days a week.

Its primary task is to provide on-the-spot repair and overhaul service for any operator of Marconi equipment using Heathrow Airport and for other operators via their forwarding agents. In this connection, the depot will enter into long-term maintenance agreements on a contract basis, with or without unit exchange, according to customer requirements and aircraft utilization. It also offers an over-the-counter hire service which enables operators to obtain replacement units, at a reasonable charge, while his own are being repaired.

This depot also has several important secondary tasks such as keeping a close watch for equipment defects and acting as a 'test-bed' for overhaul manuals and the

amount and type of test equipment required for servicing.

Technical Manuals

The Marconi Company has a large department employed on the specialized task of producing Technical Manuals. One section of the department deals with avionic equipment and prepares comprehensive technical manuals for both units and systems, covering all aspects of operation, installation and maintenance, to the ATA 100 specification. To ensure the closest collaboration with the service organization, the technical authors and illustrators of the avionic section are based with the Aeronautical Division. A registration service is operated, whereby all registered holders of Marconi Manuals are supplied with amendments whenever they are issued.

Technical Documentation

Documentary support to the Aeronautical Division's engineering activities is provided by the Technical Services Group. The Group prepares specifications for individual equipments (including declarations of design performance), proposals for fitment of avionic systems to new types of aircraft and processes type approvals from the Air Registration Board, U.S Federal Aviation Agency or other national boards. It produces installation and equipment documentation for military equipments and controls the issue and maintains comprehensive records of all manuals and installation drawings. Technical queries are also dealt with by this group either internally or in co-operation with the development or field service engineer.

Modification Service

The analysis of defect information is carried out by the various sections of the service organization in collaboration with the Divisional Technical Manager and his design engineers. Details of possible defects are normally reported by the Heathrow Airport depot, the field support engineers or the customer and any necessary modification is initiated and notified to all users, via the normal service bulletin, by the Technical Services Group.

Spares Services

The Spares Group is yet another facet of the customer support organization and provides a continuous spares service on an off-the-shelf basis. Spares stocks are maintained for at least 10 years, dating from the

BOAC Photograph



Looking down on Kennedy Airport, with a BOAC Boeing 707 on left, and right a VC10

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Maintenance contracts are undertaken by Heathrow Airport, London, Depot

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Replacement Units at Heathrow Airport, London, Depot

last equipment off the production line, and thereafter as long as demand exists. Special facilities exist for AOG and other urgent spares requirements.

The Technical Services Group prepares complete parts lists to the ATA 200 specification and spares holding recommendations for customers and also maintains the complete breakdown schedules of spares in the equipment manuals.

Training

The Marconi College at Chelmsford, founded in 1901, has achieved an enviable reputation as the 'breeding-ground' for electronic engineers. Although a certain amount of on-the-spot training can be and is given to an operator's maintenance crews, more detailed courses on airradio equipment are provided at the Marconi College which has comprehensive facilities in terms of equipment, lecture rooms and laboratories. These training courses can be arranged to suit the requirements of the customer, special emphasis being placed on over-haul courses.

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An engineer carrying out routine servicing at Heathrow Airport, London, Depot

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