Gulfstream Product Support

Gulfstream Aerospace Corp. continues to maintain the largest company-owned product support network in business aviation, with nearly 3,500 professionals. No other business-jet manufacturer offers a wider range of services, enhancements, spares, support functions and technical publications than Gulfstream.

Gulfstream Product Support operates a 24-hour-per-day/365-day-a-year Customer Contact Center, a repair center exclusively for components, and 10 company-owned service centers worldwide with a combined area of more than 5 million square feet. In 2011, the facilities delivered more than 9,500 Gulfstream and non-Gulfstream aircraft to customers.

In concert with business-aviation services companies such as Jet Aviation and ExecuJet, Gulfstream has 20 factory-authorized service centers and authorized warranty facilities on six continents.

Gulfstream also has $1.2 billion worth of parts and materials available through 13 distribution centers around the world. Its team of nearly 50 field service representatives provides technical support to operators and serves as their liaison to Gulfstream at strategic locations worldwide.

Gulfstream Airborne Product Support™, the industry’s first airborne aircraft maintenance and repair support program, is in its 11th year of operation. The program includes 15 dedicated technicians, four dedicated flight crews and a manager. In the last year, the technicians, who travel on a dedicated Gulfstream G100 aircraft, have made more than 300 missions to deliver parts and/or people to Gulfstream operators within North America, Central America and the Caribbean.

− more −
Gulfstream Product Support is the biggest organization of its kind — and the best, according to one leading trade publication. For the ninth year in a row, Gulfstream finished first in an operators’ survey conducted by Aviation International News.

In four of the last five years, Gulfstream Product Support was ranked atop a similar survey conducted by Professional Pilot magazine.

Contact:

Jeff Miller
Communications
jeff.miller@gulfstream.com
(912) 224-8222 (mobile)
(912) 965-7372 (office)

Revised: May 7, 2012