

2007

**PRODUCT SUPPORT DIRECTORY**



**communications**  
**Aviation Recorders**



**Call L-3 First**

For More Information  
Call (941) 371-0811  
Or Visit [www.L-3AR.com](http://www.L-3AR.com)





**communications**

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<b>Vendor Code:</b>	06141
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<b>Publications Download Site:</b>	<a href="http://www.L-3AR.net">www.L-3AR.net</a>

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Inquires should be addressed to:

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Product Support Department  
P.O. Box 3041  
Sarasota, FL 34230 - 3041  
TEL: (941) 371-0811  
FAX: (941) 377-5591



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## **COMPANY HISTORY**

Formed in April 1997, L-3 Communications encompasses over 75 Business Units, with over 12 billion in annual sales and over 60,000 employees.

L-3 Aviation Recorders (L-3AR) is the world's leading manufacturer of Solid State Cockpit Voice, Flight Data, and Maritime Voyage Recorders, as well as Automatic Identification Systems, and Digital Selective Calling radios for commercial, civil, and military applications. L-3AR's recorders, better known as "black boxes," promote safety by providing safety investigators with reliable information on aircraft, ship or vessel, as well as crew performance in the time leading up to an incident or accident.

As industry pioneers, L-3AR products have set the standards for aviation and maritime data recorder technology, reliability, and survivability. We are leaders in the use of solid state memory chips as a recording medium, having introduced the first commercial solid state Flight Data Recorder in 1989. From our AS9100 and ISO 9001 certified facility in Sarasota, Florida, our dedicated L-3AR employees support customers worldwide with quality, engineering, production, customer support, marketing, and sales. In addition to our in-house support, we also have trained globally positioned authorized repair facilities for greater customer satisfaction, support, and convenience backed by an unparalleled reputation for quality and extensive field experience, our products have the right combination of value, performance, and innovation, which has made L-3AR an industry leader.

L-3AR acquired substantially all of the assets of Ross Engineering in August of 2002 and has integrated the Ross product lines into the L-3 Communications' Aviation Recorders Division. L-3AR has since leveraged Ross Engineering's experience in marine communications, combining it with L-3's financial, engineering, manufacturing, and marketing resources. This has allowed L-3 to become a major supplier of Universal Automatic Identification Systems (UAIS), VHF Global Maritime Distress Safety Systems (GMDSS) Base Stations, and Digital Selective Calling (DSC) VHF radios to the maritime industry. This acquisition has also enabled L-3 to extend its product portfolio into other new product areas within the maritime industry.

From our AS-9001 and ISO-9001 certified facility in Sarasota, Florida, 200 dedicated L-3AR employees support customers worldwide with engineering, production, quality assurance, product support, marketing, and sales activities.



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## **OUR PRESENCE ON THE WORLDWIDE WEB**

L-3AR division web site is located at [www.L-3AR.com](http://www.L-3AR.com). At this site users will find general information about Aviation and Marine systems. In addition, this web site also hosts a Help Desk area where customers may submit questions or suggestions directly into L-3AR's internal Action Request System.

L-3 Communications Maritime Recorders and Marine Systems also maintains a Publications Download site at [www.L-3AR.net](http://www.L-3AR.net). Operators, Repair Facilities, and L-3AR Partners needing the latest versions of our Maritime publications and service bulletins are encouraged to register on the web site.

Once the on-line registration is completed, your company will be added to our automated revision service for notification of any updates to our documents.

**DIVISION SITE**  
[www.L-3AR.com](http://www.L-3AR.com)

**PUBLICATIONS SITE**  
[www.L-3AR.net](http://www.L-3AR.net)

**HVR ANNUAL CERTIFICATION SITE**  
[www.L-3AR.net/hvrac](http://www.L-3AR.net/hvrac)



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## **FACTORY REPAIR STATION**

The Repair Department can be reached during the hours of 7:30 a.m. to 5:00 p.m. Monday through Thursday by telephone at 941-377-5558, or by fax at 941-377-5585. L-3AR performs overhaul and repair service on all of our products.

For repair service, ship units to:

L-3 Communications  
6000 East Fruitville Road  
Sarasota, FL 34232 USA  
Attn: Repair Department  
Fax #: (941) 377-5585

Please route international shipments through Tampa, Florida.

L-3AR Customs Agent:

L-3 Communications, c/o A.J. Arango, Inc.

Ph: (813) 248-8831

Fax: (813) 875-5809

[www.ajarango.com](http://www.ajarango.com)

Tampa International Airport

Air Cargo Building

4700 North Hoover Blvd.

Tampa, FL 33614

For Repair Status Tracking information, refer to

<http://www.L-3ar.net/webra>

**Rick Phillips**

Repair Station Manager

Ph: (941) 377-5558

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**Terry Hurst**

Chief Inspector

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**Beth Suttie**

Marine Repairs

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**AUTHORIZED SERVICE FACILITIES  
BUSINESS PARTNERS / DISTRIBUTORS**

**COMPANY NAME / ADDRESS**

**CONTACT**

**ALPHATRON MARINE B.V.**

Schaardijk 23  
3063 NH  
Rotterdam, 3001 AA  
Netherlands

Tele: 31 10 453 40 00  
Fax: 31 10 453 40 10  
[www.alphatron.nl](http://www.alphatron.nl)

**BOSFOR ELEKTRONIK**

Hasanpas a Mah.Tas Ocaklari Sk.  
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Kadikoy-Istanbul, 81010  
Turkey

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**AUTHORIZED SERVICE FACILITIES  
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**CONTACT**

**GLENDALE INTERNATIONAL LTD**

533 Rayleigh Road  
Thundersley  
Essex SS7 3TN  
England

Tele: 44 0 1268 741770  
Fax: 44 0 1268 741780  
[www.glendale-int.co.uk](http://www.glendale-int.co.uk)  
[marine@glendale-int.co.uk](mailto:marine@glendale-int.co.uk)

**HELLENIC RADIO SERVICES S.A.**

14 Skouze & Kolokotroni Str., Piraeus  
Iron Politechnioy Str. Piraeus, 185 36  
Greece

Tele: 210 418 1218 - 9  
Tele: 210 418 4126 - 7  
Fax: 210 428 2883  
Telex: 241 469  
[hrosos@otenet.gr](mailto:hrosos@otenet.gr)

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P.O. Box 55-2179  
Paitilla  
Panama

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**HOPPE-BMT HAMBURG**

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22525 Hamburg  
Germany

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Fax: 49 40 561949 99  
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[b.hiese@hoppe-bmt.de](mailto:b.hiese@hoppe-bmt.de)

**JASON ELECTRONICS (PTE) LTD.**

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Singapore 128 383

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Fax: 65 6872 1800  
[www.jason.com.sg](http://www.jason.com.sg)  
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Area Sales Manager & Technical Support  
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[will.wallis@kelvinhughes.co.uk](mailto:will.wallis@kelvinhughes.co.uk)

**MACKAY COMMUNICATIONS**

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Houston, TX 77017-1994

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Tele: 713 644 3788  
Fax: 713 644 1505  
Telex: 775 878  
[www.mackaymarine.com](http://www.mackaymarine.com)  
[service@mackaymarine.com](mailto:service@mackaymarine.com)

**MACKAY COMMUNICATIONS**

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1581 NW 88th Avenue  
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United States

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**NAVELEC**

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76600 Le Havre  
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Fax: 33 023 5253559  
[www.navelec.fr](http://www.navelec.fr)

**POLARIS ELECTRONICS A/S**

Lyngvej 3  
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DK-9100 Aalborg  
Denmark

Tele: 45 963 17900  
Fax: 45 963 17901  
[www.polaris-as.dk](http://www.polaris-as.dk)



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[k.seretis@srhmar.com](mailto:k.seretis@srhmar.com)

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31 10 4281498 (Fax)  
[www.radioholland.nl](http://www.radioholland.nl)

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Dubai, United Arab Emirates  
[www.zener.ae](http://www.zener.ae)

Tele: 971 4 3522 880  
Fax: 971 4 3524 410



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## **TRAINING**

On site and in house training is available for all L-3 products. Please contact our support team or check our web page at [www.L-3AR.com/training](http://www.L-3AR.com/training) for more information.

## **APPROVALS**

Aviation Recorders has demonstrated full compliance with ISO-9001:2000 and AS9100A:2001 quality standards and has received Quality System Certification Number C2003-00906.

### **AIS**

FCC  
USCG 16.155/9/0  
MED Wheelmark 734.2/0050 - 1/2003  
KG (South Korea)



### **DSC500**

FCC IB2DSC500  
GMDSS Class A

### **HVR**

Qinetiq (DERA)  
BSH, DNV, ABS





## AVIATION RECORDERS QUALITY STATEMENT

"We will satisfy our customers' needs and expectations through continual improvement."

## CERTIFICATION

Quality Management System is ISO 9001:2000 and AS9100:2004 Certified



**PERRY JOHNSON  
REGISTRARS, INC.**



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**Aviation Recorders**

**P.O. Box 3041  
Sarasota, FL 34230  
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