



Bragg Avionics, Inc.

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# Mutual Success Commitment

## Summary

- Safety always comes first.
- We typically require an initial payment before work begins.
- Avionics work is dynamic. Until we inspect your aircraft, we rarely know how much a repair will cost. We commit to keeping you advised of our progress and providing you with any applicable options as quickly as possible.
- We strive to maintain the agreed-upon schedule, yet please be flexible and know that we are working as quickly as possible to complete your work safely and to the highest standard.
- If new issues are uncovered with your aircraft while it's in our shop, we will notify you and work to schedule a time to make those repairs if we cannot facilitate them immediately.
- We require payment at the time of service completion.

## Our Values

- We protect the vulnerable - We will look out for our customers and their passengers as if they were our own family.
- Safety comes first for our customers, our employees, and the public.
- We're all team players. We put the needs of our team before our own.
- We're flexible. When things don't go according to plans, we adapt and press forward with positive attitudes.
- We're creative problem-solvers. We do everything we can to solve problems and utilize our resources effectively.
- Integrity drives us. We do what's right regarding serving customers well, tracking time, and being good stewards of company resources.
- We're reliable. Our customers, our vendors, and everyone on our team count on us to provide excellent solutions and do the right thing if we don't get it right the first time.
- We exceed expectations. We seek ways to go above and beyond for each other, our customers, and our vendors. Every job is an opportunity for a remarkable, positive moment.
- We are proud of our work, and we stand by it.



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## Our Commitment to You

We are dedicated to providing exceptional service and value to our customers. We understand that our success is directly linked to your satisfaction and trust. As part of our commitment to you, we pledge to honor your time, money, and safety in all our interactions and services. Bragg Avionics is an FAA Part 145 repair station with class ratings in avionics and instruments, limited airframe, and limited accessories capabilities. We strive to maintain trained technicians, calibrated tools and test equipment, traceable parts and materials, and technical data for our technicians to implement as they ensure the highest quality standards.

Bragg Avionics is a drug and alcohol-free workplace and we are held to the highest standards by the FAA and the aviation industry.

### 1. Commitment to Safety

- **Safety First:** Your safety is our highest priority. We adhere to all industry standards and regulations to ensure that all work performed on your avionics is safe and reliable.
- **Continuous Training:** Our technicians undergo continuous training and certification to stay updated on the latest avionic technologies and safety protocols.
- **Quality Assurance:** Every service and installation is subject to rigorous testing and quality assurance checks to ensure optimal performance and safety.

### 2. Commitment to Your Time

- **Prompt Services:** We guarantee timely responses to all your inquiries and prompt service for your avionic needs. Our goal is to minimize your downtime.
- **Scheduled Appointments:** We respect your schedule and adhere to pre-agreed times for all appointments, installations, and maintenance services.
- **Efficient Problem Resolution:** Should any issues arise, we will address them efficiently and effectively, keeping you informed throughout the process.

### 3. Commitment to Value

- **Transparent Pricing:** Avionics work is dynamic. We can, upon request, provide an initial approximate cost prior to work commencing based on our experience and the condition and age of your equipment.



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- **Value for Money:** We commit to providing services that represent the true value of your investment. We use only high-quality materials and employ highly skilled technicians to ensure the longevity and reliability of our work.

## 4. Continuous Improvement

- **Feedback and Reviews:** We value your feedback and use it to improve our services continuously. We encourage you to share your experiences and constructive suggestions with us.
- **Innovation and Updates:** We commit to informing you about advancements in avionics technology and how they can benefit your operations.

## Your Commitment

For us to serve you well, we request that you commit to the following:

### Safety

For safety and regulatory requirements, we do not permit customers or anyone other than employees to enter our hangar or back office areas without an appointment or escort.

### Cost

Most avionics jobs fall into three categories: repairs, inspections, and installations. No two aircraft are the same, so even “routine” work can vary greatly from one aircraft to another. We will do our best to give you an approximate cost upon request before any work commences. However, avionics work is custom and complex. If we discover any issues that impact the airworthiness of your aircraft or your avionics in general, we will notify you.

### Scheduling

Due to the many unknowns of each aircraft's installation, we often do not know exactly what needs to be repaired or updated, how long it will take, or how much it will cost until we conduct a thorough inspection. The majority of routine inspections uncover unknown avionics issues that



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could impact safety and cost. Additionally, as we progress during a job, we may uncover additional issues that are not initially apparent.

**We will work with you to develop a plan to resolve the issues, but that does not guarantee that we will be able to resolve new issues immediately.** Some issues we discover may require additional hours of work that were not included in your initial approximate cost or timeframe. Therefore, an additional job or extension may need to be scheduled to fully resolve every issue so that we can keep our commitments to other customers.

We'll get your aircraft in an airworthy condition and suggest future work that can be scheduled at your convenience.

**We ask that you work with us and maintain a flexible team mindset.** We will do our best to accommodate you while respecting the schedules of our other customers.

## Payment

**We typically require an initial payment on installation jobs before they get scheduled.** Initial payments cover the cost of necessary equipment, help us maintain our complex work schedule, and help us prepare for your job so that you do not have to wait longer than expected.

### Typical Payment Schedule

- First Payment: Due prior to scheduling installation, typically 75% of the first estimated cost figure
- Next Payment(s): At Bragg Avionics' discretion, due at intervals during the course of a job, amount varies
- Final Payment: Due prior to test flight or pickup, unless prior arrangements have been made

If additional work is required after a test flight, we will service any warranty issues as quickly as possible and/or schedule new work as soon as possible.

## Required Paperwork

Every service we provide requires detailed paperwork. We cannot complete paperwork until a job is done, and we cannot complete all FAA-mandated administrative tasks for each job until all paperwork is completed.



Bragg Avionics, Inc.

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Even though your job may appear to be completed, we must complete the required documentation and other additional tasks to ensure your aircraft is safe, airworthy, and in compliance after the work is completed.

We must have the following documents from you to complete your required paperwork:

- Pilot's Operating Handbook (POH)
- Aircraft Maintenance Logbook
- Weight and Balance Records (New and Old)

## Aircraft Delivery and Pickup

Due to safety concerns and liability constraints, we cannot transport your aircraft beyond the boundaries of the Bragg Avionics hangar and apron area. It is your responsibility to bring your aircraft to our hangar at Craig Executive Airport. Mobile services may be available at your location for an additional fee.

To avoid storage fees, please pick up your aircraft at your scheduled appointment time.

## Payment Upon Completion

**We reserve the right to withhold logbook entries, required paperwork, and/or your aircraft until full payment has been received, at the discretion of Bragg Avionics.**

## Rental Equipment

We offer rental avionics equipment when available for a fee and at our sole discretion. If you would like to rent equipment from Bragg Avionics, you will need to sign the Equipment Rental Agreement.

## Autopilot Systems

We may require a separate autopilot service agreement.



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## Communication

**To serve you best, we will assign a dedicated team member who will be your primary point of contact once your job has begun.** You can contact us at any time to request a status update. Your dedicated team member will have the most up-to-date information on your job and will get the answers you need by speaking with someone else on our team on your behalf. We generally will not connect customers directly to our technicians. This ensures that our repair and inspection team stays focused and efficient and finishes your job promptly. This also keeps communication concise to maximize your time.

## Thank You

We are truly grateful for your trust and for choosing to work with us. We do not take that lightly, and we know that you have other options. We will provide you with the best experience possible, and we are grateful for your commitment to helping us maintain the standards in this document. Thank you, and we look forward to working with you!

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Customer Signature \_\_\_\_\_

Date \_\_\_\_\_

Bragg Avionics Representative Signature \_\_\_\_\_

Date \_\_\_\_\_



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