

REPAIRS **CAPABILITY SEARCH**

● **CUSTOMER PORTAL USER GUIDE**



Collins Aerospace
An **RTX** Business

LOGIN

Repairs Capability Search

NOTE: This website is intended for the use of our established customers.

Login to your **Collins Portal** account to **see more information** tailored to your company.

If you do not have an account, click the **Register** button to gain access.

Instructions can be found here or in the **[FAQ and Customer Support](#)** page.

www.customers.collinsaerospace.com

Collins Aerospace

WELCOME TO THE CUSTOMER PORTAL

SIGN IN

Or

REGISTER

COLLINS AEROSPACE RTX PRATT & WHITNEY PRIVACY POLICY TERMS OF USE **FAQ AND CUSTOMER SUPPORT**

DASHBOARD

Repairs Capability Search

Once signed into your account, you will be directed to the **Dashboard** page. Here you can view your 3 most recent orders and **complete detailed searches for spare parts, repair capabilities and technical publications.**

The screenshot shows the Collins Aerospace Dashboard interface. At the top, there is a navigation bar with the Collins Aerospace logo and a 'Welcome' message. Below the navigation bar, there are several tabs: 'Dashboard', 'Spares', 'Repairs', 'Quotes', 'Tech Requests', and 'My Publications'. A search bar is located on the right side of the navigation bar, with a dropdown menu for search types. The dropdown menu is open, showing options: 'Repair Capability Search', 'Spare Parts Search', 'Repair Capability Search', and 'Technical Publications'. A red box highlights the search bar and the dropdown menu, with an arrow pointing to the 'Repair Capability Search' option. A text box explains: 'Use the drop-down menu to select the type of search you wish to execute (Repair Capability Search)'. Another red box highlights the search input field, with a text box explaining: 'Enter up to 5 part #'s separated by comma and space. Enter the part number(s) here.' A third red box highlights the search bar area, with a text box explaining: 'Enter a single part number, up to 5 part numbers (separated by a comma and space) or enter at least 3 characters to execute a wildcard search. Example: 21597-01, 215917. Note: For wildcard searches, a maximum of 10 results will be returned. You may need to refine your search if it is too broad.'

DASHBOARD

Spare Orders			Repair Orders		
Order Date	Order Date	Order Date	Order Date	Order Date	Order Date
06 JAN 2023	10 MAR 2023	12 DEC 2022	25 FEB 2022	22 JUN 2022	02 JUN 2022
PO Number	PO Number	PO Number	PO Number	PO Number	PO Number
In Process	In Process	In Process	In Process	In Process	In Process

Requested Quotes		
Part Number	Part Number	Part Number
Pending	\$1,199.00 Priced	\$1,000.00 Priced

SEARCH RESULTS

Repairs Capability Search

The screenshot shows a web application interface for a Repair Capability Search. The search criteria are "21597-01,215917". The results are displayed in a table with columns for Part, Business Unit, and Repair Location. Three results are shown:

Part	Business Unit	Repair Location
21597-01 Valve, Shutoff, Gasper	HAMILTON SUNDSTRAND	HS - Windsor Locks, CT, USA
21597-01 Valve, Shutoff, Gasper	NORD MICRO	Frankfurt/Main, Germany
215917 Lamp Ms25237-327	KIDDE MRO	HS - Wilson, HS - Wilson, NC, USA

Annotations in the image:

- 1. A red box highlights the "Product Notes" field for the first result, which contains "Additional part information."
- 2. A red box highlights the "Repair Location" for the third result, "HS - Wilson, HS - Wilson, NC, USA".
- 3. A red box highlights the "Inquire About Repair" button for the third result.

Repair Capability Search will return the Collins Business Unit and the repair location details for the requested part number(s).

1. Product Notes will display if there are additional part information.
2. Repair Location link directs you to the Collins Aerospace Systems repair plant details page.
3. Click the Inquire About Repair button to contact a Collins Customer Service Representative (CSR) directly for repair service.

The screenshot shows the "Hamilton Sundstrand Kidde, Wilson Service Center" page. It includes the following information:

- Service Station Address:** Kidde Aerospace & Defense, 4200 Airport Drive, Building B, Wilson, NC 27896. Email: KiddeCSR@collins.com
- Repair Services Provided:**
 - Fire Detection Products
 - Overheat Detection Products
 - Control Electronics
 - Fire Extinguishing & Suppression Products

The screenshot shows an email composition form with the following details:

- From:** [Redacted]
- To:** KiddeCSR@utas.utc.com
- Cc:** [Redacted]
- Subject:** Inquire About Repair: Part number 215917

UNRECOGNIZED PART

Repairs Capability Search

Dashboard Spares Repairs Quotes Tech Requests My Publications Repair Capability Search #123

We weren't able to find any results for "#123"

Please tell us about the part you need and we'll get back to you shortly.

About The Part You Need

Part Number
#123

Quantity
1

Aircraft Type
Select AirCraft Type

CAGE Code
Select Cage Code

CMM / Revision Number
Revision Number

Next Higher Assembly
Next Higher Assembly

Description
Description

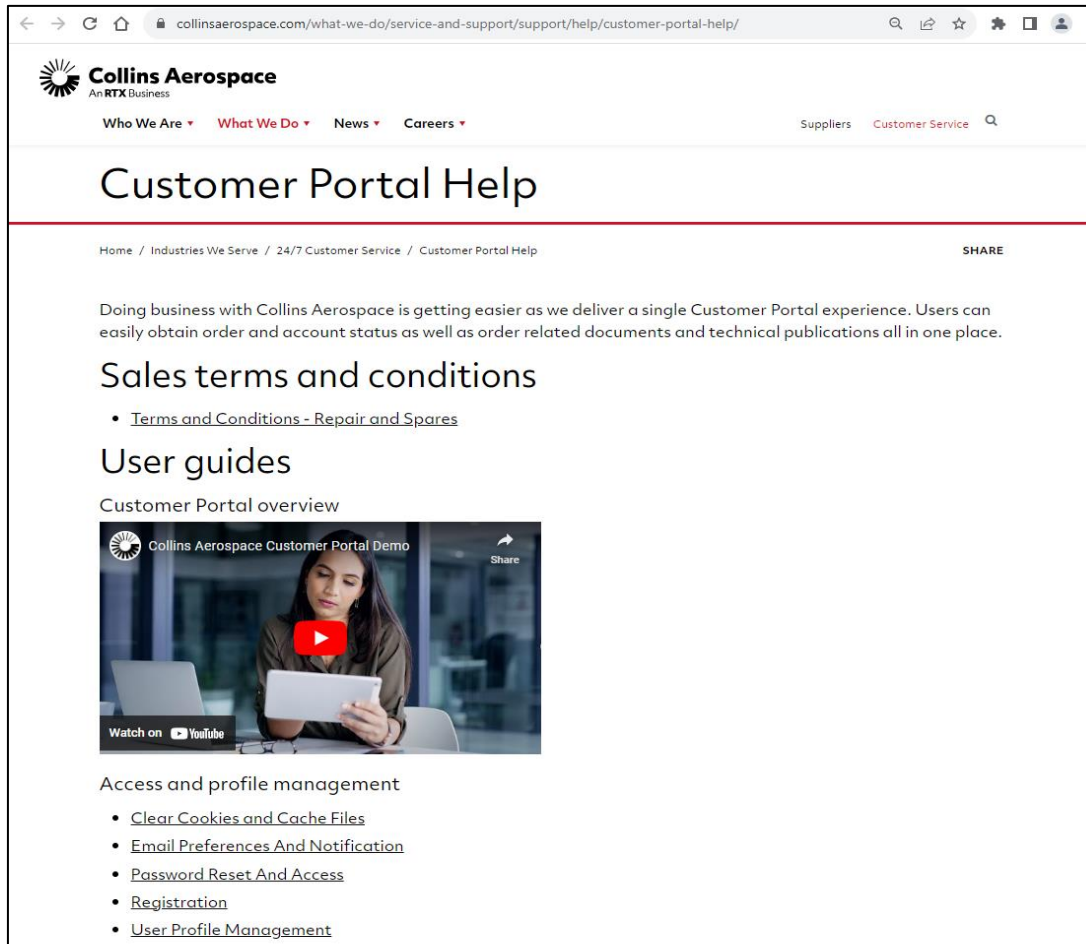
Optional Comments
Optional Comments
132 Characters left

Submit

If the requested part number is **not recognized** on our customer portal, you will be prompted to complete a form which provides us more information, and we will try to help.

CONTACTS

Repairs Capability Search



Customer Portal Support Team Email:

customer.portal@collins.com

For 24/7 global AOG please contact:

1-877-808-7575 (within U.S.)

1-860-654-2500 (outside U.S.)

Collins Customer Portal FAQ and Support:

<https://www.collinsaerospace.com/support/help/Customer-portal-help>

Collins Business Contacts:

<https://www.collinsaerospace.com/support>



THANK YOU

● CUSTOMER PORTAL **USER GUIDE**



Collins Aerospace
An RTX Business