

RR300

Owner/Operator Quick Reference Guide



Rolls-Royce

	Description	How	Notes
Warranty Registration	<i>Upon initial receipt of the engine from the Dealer or Service Center</i>	By completing and submitting the New Owner Registration Card that is included in the Engine Logbook (details included on the card).	The purpose of the Registration Card includes: <ol style="list-style-type: none"> 1. Initiates Owner's Warranty Coverage on the engine. 2. Ensures Rolls-Royce has accurate owner and aircraft information.
Access to FAST (Fleet Administrative Service Tool)	<i>FAST is an online IT tool that encompasses the Service and Support of the RR300</i>	FAST website is located at: https://fast.aeromanager-online.com A one-time registration is required and can be accomplished at the FAST website by <ol style="list-style-type: none"> 1. Select I Agree 2. Click the Go to Login 3. Click the To register for FAST, CLICK HERE... 4. On the next page, complete the form and submit. NOTE: A one-time setup of your company is required, which will include Export License, if necessary.	FAST includes, and is the portal for: Technical Manuals; Operating Reports; EMU upload repository; Warranty Claims; Field Service Reports. IMPORTANT: MS-Windows XP users only: When clicking to open any document in FAST, hold CTRL key to override browser's pop-up blocker. Instruction Guides for FAST are also available; after logging in: <ol style="list-style-type: none"> 1. Click on iWarranty 2. Click on Document Management 3. Click on Document Administration 4. Click on FAST Instructional Manuals
Access to Technical Publications - Operation and Maintenance Manual (OMM) - Line Illustrated Parts Catalog (LIPC)	<i>For guidance on the operation and maintenance of the engine.</i>	Manuals are available via the FAST system (see Task 2). After logging in: <ol style="list-style-type: none"> 1. Click on iWarranty 2. Click on RR300 Technical Publications 3. A popup window will open 4. Click on appropriate publication Manuals are also available for purchase on CD.	Manuals accessed through FAST are free-of-charge to the customer upon submission of an Operating Report every 60 days. Manuals in CD format and Revision Service may be purchased. Contact your Service Center for assistance. (Important: revision service must be purchased prior to CD expiration to avoid additional expense.)
Access to Technical Publications - Service Bulletins (SB) - Notices to Operator (NTO) - Parts Information Letter (PIL)	<i>Following notification of a new SB/NTO/PIL, or to access an existing SB/NTO/PIL.</i>	SB/NTO/PILs are available via the FAST system. After reaching the login page: <ol style="list-style-type: none"> 1. Click on Public ePubs 2. Enter required information; Click on Continue 3. Select RR300 Engine Model and SB, NTO or PIL 4. Click Go to Folder 	SBs, NTOs and PILs are free-of-charge to the customer following access to FAST. SBs, NTOs, and PILs may also be accessed after logging into FAST and clicking on Public ePubs.
Access to Technical Support	<i>For clarification of technical manual material, or assistance with troubleshooting</i>	<ol style="list-style-type: none"> 1. Contact your RR300 Service Center 2. Contact your local Rolls-Royce Regional Manager 3. Contact Rolls-Royce Customer Support: E-mail helicoptercustsupp@rolls-royce.com 1-888-255-4766 USA +1-317-230-6400 International +1-317-230-2720 Emergency Only; 24 hours/day, 7 days/week +1-317-230-3381 Fax +1-317-230-6630 Accident reporting only 	The Technical Publications should be your initial source for troubleshooting and operational guidance. Rolls-Royce Customer Support targets a response time of 48 hours for all inquiries.
Locating a Service Center	<i>For technical assistance, parts procurement, and maintenance services</i>	NTO RR300-001 includes a listing of all RR300 Authorized Service Centers including location and contact information. You may also contact your Regional Manager or Customer Support.	Recently added RR300 Service Centers will be added to NTO RR300-001 at the next revision; for an up-to-date list, contact Rolls-Royce Customer Support.

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Parts or Exchange Accessory Procurement	<i>For replacement of parts defined in the RR300 LPC and/or required in the RR300 OMM</i>	All parts and exchange accessories can be procured via: a) Aviall, Inc. (web address: www.Aviall.com) 24 Hour and AOG phone numbers: • 1-800-284-2551 (North America) • 1-972-586-1000 (International) b) RR300 AMROCs & Service Centers	Rolls-Royce publishes annual pricing for all parts included in the RR300 engine. Kits that include all necessary parts may be available for scheduled line maintenance events. Accessories include Fuel Control, Power Turbine Governor, Fuel Nozzle, Fuel Pump, Starter/Generator, Generator Control Unit. The unserviceable core must be returned.
RR300 Engine Training	<i>As needed by the Operator</i>	1. Through Rolls-Royce Customer Training. Contact Rolls-Royce Customer Support for a schedule and syllabus. 2. Through select Service Centers. Contact the Service Center for details.	Information is also available through: 1. http://www.rolls-royce.com/civil/services/training/ Select the RR300 engine. 2. FAST under the General folder. 3. NTO RR300-021.
Download the EMU (engine monitoring unit) through the DDU (digital download unit) software	<i>As required by the OMM or requested by a Service Center or Rolls-Royce</i>	DDU software is included with the new aircraft. The software should be installed per the installation instructions. Following install, a manual will be accessible which describes the required procedures.	The software is only compatible with Microsoft Windows. To use with an Apple computer, software that emulates the Windows environment will need to be installed. To connect via the aircraft connector, a standard USB cable (square-end to rectangle-end) is required.
Uploading an EMU file - Summary Report - Flight History	<i>Summary Report – may be included with the Operating Report Flight History – at the request of the Service Center or Rolls-Royce</i>	Summary Report – import to the Operating Report Flight History – uploading information will be provided on a case-by-case basis.	The summary report includes general information about the operation of the engine including time, cycles, faults, and any exceedance of engine operating limits. The Flight History report, only accessible by Rolls-Royce, includes detailed information including all engine operating parameters for any given flight.
Submitting a Field Service Report (FSR)	<i>To initiate any warranty repair event or major engine/module repair</i>	Complete and submit via FAST. The FSR will be reviewed by Rolls-Royce. Specific instructions for completing the FSR are available in FAST Instruction Manual for FSR; see Task 2 Notes for access.	The purpose of the FSR includes: 1. Initiating a repair event, and communicating necessary engine information and repair scope. 2. Capturing all events to ensure reliability is understood and evaluating needs for improvement.
Submitting an Operating Report	<i>Every 60 days</i>	Complete and submit via the FAST system. The Operating Report will be reviewed by Rolls-Royce. Specific instructions for completing the Operating Report are available in the FAST Instruction Manual for Operating Reports; see Task 2 Notes for access.	The purpose of the operating report includes: 1. Permitting the operator to access Tech Pubs free-of-charge 2. Provides Rolls-Royce with valuable data on the RR300 engine fleet (e.g. cumulative FH and cycles) that allows for part demand forecasting and reliability analysis. This data helps Rolls-Royce to provide better service to all Robinson R66 operators.
Submitting a Warranty Claim	<i>Following an event that is within the Warranty period (refer the Warranty card for coverage)</i>	1. Contact a Service Center to submit an FSR (see Task 10). 2. Contact a Service Center to submit a Warranty Authorization (WA) via FAST. The WA will be reviewed by Rolls-Royce to ensure warranty is applicable and covered. Specific instructions for completing the WA are available in FAST Instruction Manual for Warranty Authorization Claims; see Task 2 Notes for access.	The purpose of the WA includes: 1. Capturing all necessary information to evaluate Warranty coverage. 2. Formally initiating and requesting Warranty coverage for an event within the Warranty period. For warranty events, it is preferable for the Service Center to complete both the FSR and WA. Warranty card is also available via the FAST system.