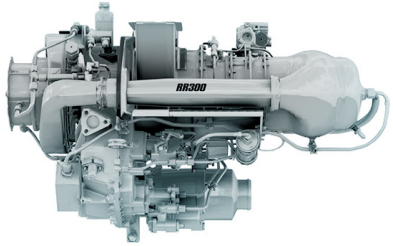
RR300 Operator

Quick Reference Guide



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SUBJECT	DESCRIPTION	HOW
FAST Website An all-in-one IT Tool that encompasses the Service and Support of the RR300 engine	**Engine Registration and User Account**	Company Information – send email to FAST@Rolls-Royce.com with your Company Name and address, attach the New Owner Registration card to email (when this is completed you will receive an email with instructions on how to proceed for a user account and your **engine registrations** will be completed.
	Free Technical Manuals	**Technical Publications** are located in FAST >iWarranty >Document Management > Document Administration > **RR300 Operator Technical Publications**
	Technical Manuals in CD format	**Manuals in CD Format and Revision Service** may be purchased through Aviall (important: revision service must be purchased prior to CD expiration to avoid additional expense).
	Service Bulletins (SB) **Notice to Operator (NTO)** **Parts Information Letter (PIL)**	**Public Epubs – log into FAST > Public Epubs > RR300 >**
	How To Manuals for Operating Reports, EMU Uploads, Field Service Reports (Event Reporting) and Operating Reports	**How to Manuals** are located in FAST >iWarranty >Document Management > Document Administration > **RR300 Operator Information.**
	Warranty Claims	Contact a Service Center, Authorized Maintenance Repair and Overhaul Center or Regional Manager, Customer Support or Warranty Administrator to submit Warranty Request to capture the necessary information to evaluate the Warranty Coverage.
EMU (Engine Monitoring Unit)	**Download the EMU** through the DDU (Digital Download Unit) software	DDU software is included with the new aircraft; the software should be installed per installation instructions. The software is only compatible with Microsoft Windows. Apple computers – please install software that emulates the Windows Environment. * A standard USB cable (square-end to rectangle end) is required to connect via the aircraft connector.
	Uploading an EMU File - Summary Report (current snapshot) - Flight History (complete history)	Log into FAST > Upload Center > EMU *When submitting a flight history data file for an engine exceedance, notify Rolls-Royce Customer Support at helicoptercustsupp@rolls-royce.com for review.

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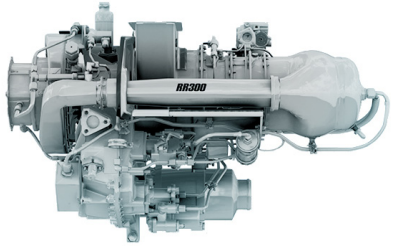

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SUBJECT	DESCRIPTION	HOW
RR300 Engine Training	**As needed by the Operator**	1. Rolls-Royce Customer Training – Contact Customer Support 2. Service Centers – select ones offer training 3. FAST – in Public Epubs > General > RR300 Training Courses 4. FAST – in Public Epubs > RR300> NTO > NTO RR300-021
	Customer & Product Training on the Web	http://www.rolls-royce.com/customers/civil-aerospace/customer-training.aspx
Parts or Exchange Accessory Procurement	**For replacement of parts defined in the RR300 LIPC and/or required in the RR300 OMM**	1. Aviall, Inc. (www.Aviall.com) 24 Hour - 1-800-284-2551 (North America) - 1-972-586-1985 (International) 2. RR300 AMROC's and Service Centers
Technical Support – For clarification of Technical Manual material, and assistance with troubleshooting	**RR300 Service Center**	Locate a Service Center: 1. FAST – in Public Epubs > RR300> NTO >NTO-RR300-001 2. FAST – in Public Epubs > General> 2016 RR300 FIRST Network Directory
	Rolls-Royce Regional Manager	Find Local Regional Manager: FAST – in Public Epubs > General> 2016 RR300 FIRST network Directory
	Rolls-Royce Customer Support	Email: helicoptercustsupp@rolls-royce.com Phone: 1-888-255-4766 USA +1-317-230-6400 International +1-317-230-2720 EMERGENCY ONLY: 24 hours/day, 7 days/week Fax: +1-317-230-3381 Accident Reporting Only: +1-317-230-6630

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