Clear Star Aviation, LLC
Quality Control Manual

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Rev001 Date: 9/23/2021

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NTX FSDO SW19

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Section 1 Inspection of Incoming Raw Materials [145.211(c)(1)(i)]

The Stockroom Manager of the repair station (or designee) is responsible for assuring all incoming raw materials, hardware, parts, components, equipment and other products procured for use by the repair station are subject to an incoming inspection to assure conformance to a part number, purchase order and/or applicable specifications. All parts will be given a visual inspection for damage/defects and the presence of appropriate documentation.

No persons will be allowed to perform incoming inspections unless they have passed a test on the "Suspected Unapproved Parts" as administered by the Chief Inspector. Personnel performing incoming inspections at this repair station as of the date of this manual will be considered familiar with the applicable regulations and exempt from this testing.

Traceability of all parts/materials, exclusive of 'free stock,' will be accomplished by P.O. number as generated by the EBis program. Incoming inspections will be recorded in the parts receiving module of EBis. (See Appendix A for more information regarding EBis.)

New components manufactured under a type or product certificate, or in accordance with a Technical Standard Order (or similar FAA approved technical data), will receive a preliminary visual receiving inspection.

Any repaired or overhauled components received from an FAA certificated repair station will be given a preliminary visual inspection before being returned to service.

Functional checks will be performed in accordance with instructions in the appropriate manufacturer's publication. However, if such specifications are not available, functional check requirements will be determined by the Chief Inspector. If suitable test facilities are not available in the repair station, components may be functionally checked on the aircraft. In any case, all functional checks will be monitored and recorded by the Chief Inspector or designee.

The Chief Inspector may request a functional check of any component overhauled or repaired by any agency when of the opinion that such a check is required in order to return the component to service.

All parts, new or overhauled, purchased from vendors will be checked for proper approval documentation prior to release for installation by the repair station.

Any products that fail to meet applicable specifications will be tagged as unserviceable, listing the discrepancy and be returned to the Stockroom Manager for return to vendor. To preclude those parts from being used, the Stockroom Manager will place such items in the marked designated area until returned to the vendor. The Stockroom manager will make a log of the suspected part on FAA Form 8120-11 and notify the Accountable Manager. The Accountable manager, or one of his designees, will submit the report to the FAA within 96 hours. The Accountable Manager will keep an electronic log of all Suspected Unapproved Parts in the business office.

Parts that do meet the applicable specifications will be entered into inventory materials.

All adhesives, sealers, primers, finishing and other materials having limited shelf life are identified by material control labels showing the expiration date of the shelf-life as established by the applicable specifications. The Stockroom Manager, Inspectors or mechanics will dispose of any materials found in the shop or storerooms without such identification or with expired shelf life.

Tagging and Identification of Parts.

The following is our four (4)-tag system (See Forms for detail of these tags.):

White Tag — Will be attached to units or parts for identification purposes only. May be used at mechanic discretion, though intended for parts removed during maintenance, but where no repair or alteration is required.

Green Tag — Will be attached to units or parts requiring repairs or tests and will include work to be performed. To be executed by the appropriate inspector only.

Yellow Tag — Will be attached to the completed units or parts which have received final inspection and are approved for return to service. The maintenance release is printed on the front side of the tag. This release will be signed by the designated persons only.

Red Tag — Will be attached to rejected units or parts pending final disposition. This tag is to be completed by an appropriate inspector.

All tags contain the following information: Manufacturer, model, part number, serial number, name of part, total time if known, and owner.

The yellow tag will remain attached to the units or parts returned to the customer.

All rejected *serialized* units or parts removed during an open Work Order will be "red tagged" and placed in a *quarantine locker*. When the Work Order is completed, rejected parts bins will be moved to the rejected parts racks pending disposition.

Rejected units or parts disposition may be one of the following:

1. Upon request, returned to customer. If the rejected unit or part is returned to the customer, the red tag will remain attached, and a record will be made on the Work Order showing the part was returned to the customer.
2. Upon request, returned to the warranty manufacturer.
3. Destroy non-serviceable, unclaimed parts that cannot be economically repaired.
4. Relocate parts to Green bins, pending possible repair and return to service.

Section 2 Preliminary and In-Process Inspection of Articles that are Maintained [145.211(c)(1)(ii)]

A preliminary inspection of all articles to be maintained will be performed prior to commencement of maintenance by the Chief Inspector, or his designee(s) utilizing form CSMX001 (Preliminary Inspection). The preliminary inspection will be listed as the first action "Item" in the "Discrepancy" block of the "Estimate and Service" page of the EBis program. (See Appendix A for more information regarding EBis.) This inspection will include recording total time in service and a cursory, non-invasive visual inspection to find obvious defects.

If the area requiring maintenance is part of a larger component or aircraft, the preliminary inspection will be confined to the immediate exposed area and will not involve further disassembly than would normally be required to perform the maintenance activity.

Maintenance technicians and inspection personnel will list defects noted during this inspection on Form CSMX002 and they will then be entered in the EBis program Work Order or disposed on the same form. If the EBis program is interrupted, paper forms will be utilized for the listing of discrepancies. See Section 10 of this manual for proper forms and instructions for using them.

All items entered on form CSMX001 for preliminary inspection and CSXM002 maintenance discrepancy sheet must be cleared by one of the following methods:

- Entry into EBis work order system for correction. The EBis task number is then listed on the mechanic discrepancy sheet and the words "TRANSFERRED TO EBIS" entered in the Disposition field.
- If the customer refuses the item – an inspector with approval for return to service authority must determine the airworthiness impact of the item.
    - If determined not airworthiness related
        - Item is listed as "TASK REFUSED BY CUSTOMER. NO IMPACT ON AIRWORTHINESS" on the form
    - If determined as airworthiness related
        - Item is listed as "TASK REFUSEDBY CUSTOMER. AIRCRAFT MAY NOT BE APPROVED FOR RETURN TO SERVICE"
        - Final log entry does not approve for return to service and the discrepancies are listed in the log entry and provided to the customer.

The Chief Inspector or his designee will perform detailed inspections of all articles any time an inspection is done under 91.409. The detailed inspections include review for life limits, airworthiness directives, and other manufacturer recommendations. These inspections will be completed as part of the discrepancy in which a 91.409 inspection is written up.

In the case of work to be performed for an air carrier, under the continuous airworthiness requirements of FAR parts 121, 125, 127 or 135, before any work begins, the Chief Inspector will make sure that all necessary current information and specifications are included or referred to in the work instructions that are to accompany the article through the repair station, and that the work is done in accordance with the air carrier's manual.

In-Process Inspections

In-process inspections are to be carried out during maintenance such as engine removal and installation, flight control removal/install/rigging, and landing gear component replacements. The in-process inspector will inspect work at any point that a component or section will be covered up prior to moving to that step. The in-process inspector will also verify all torqueing and rigging prior completion of the task.

Continuity of Inspection Responsibilities

In the case of shift change, absence of personnel, or work that spans significant time, the continuity of inspection will be passed along through a "tie in." A "tie in" is time taken between shifts and/or absences in which the person performing inspections explains what steps have been taken and why to the next employee. Additionally, an employee will use the Discrepancy window in EBis or the Item Notes window to describe work performed thus far or other noteworthy items for discrepancies not yet completed.

All windows within EBis upon which work is performed have been designed to show the name of the mechanic or repair personnel who performs that work, and the name of the inspector for this work. Continuity will be maintained through the work order and inspection windows within EBis.

The types of work order inspections to be recorded are:

1. Preliminary inspection of aircraft for items to be worked.
2. Hidden damage, when applicable.
3. In-process inspection, when applicable.
4. Final inspection.

Section 3 Hidden Damage Inspection [145.211(c)(1)(iii)]

All articles that have been involved in an accident will be inspected for hidden damage before maintenance, preventative maintenance, or alteration is performed.

In the case of deterioration, a thorough review of all similar materials or equipment in a given system or structural area will be performed. The scope of this inspection will be governed by the type of unit involved with special consideration according to previous operating history, Malfunction or Defect Report, Service Bulletins and AD notes applicable to the unit involved.

Maintenance technicians and inspection personnel will list defects noted during this inspection. These will be reviewed and entered in the "Discrepancy" block of the "Estimate and Service" page of the EBis program Work Order. If the EBis program is interrupted, paper forms will be utilized for the listing of discrepancies until such time as the discrepancies can be transposed into EBis. (See Appendix A for more information regarding EBis.) See Section 10 of this manual for proper forms and instructions for using them.

Section 4 Establishing and maintaining proficiency of inspection personnel [145.211(c)(1)(iv)]

The Chief Inspector is responsible for determining the minimum qualifications for and authorizing inspection personnel, the need for specialized training, arranging for specialized training and ensuring designated inspectors maintain proficiency.

Prior to engaging in inspection duties, personnel will be required to be thoroughly familiar with all inspection methods, techniques, and equipment used in this area of responsibility to determine the quality of airworthiness of an article undergoing maintenance, repair or alterations. Current specifications involving inspection tolerances, limits and procedures set forth by manufacturers of the product undergoing inspection will be adhered to and other forms of inspection information such as FAA airworthiness directives, manufacturer's bulletins, etc. will be used as appropriate.

Each Inspector will have a current resume detailing area of proficiency. Each inspector must pass the Inspection Requirement Test, Suspected Unapproved Parts Course, and either have 160 hours of OJT documented in EBis or completed Cirrus MX Training Course, or hold and IA within the past 2 years, or pass a verbal test administered by the Chief Inspector. Upon filling these requirements, the Chief Inspector may add the individual to the "Designated Inspector" roster.

After each name, the Chief Inspector will designate which inspections the individual is qualified to perform and note that on the Personnel Roster: receiving, preliminary, hidden damage, in-process, final and/or return to service. The designated inspector will use the same EBis P.I.N. number for inspection duties as for maintenance duties. If a designated inspector resigns, is terminated or reassigned to non-inspection duties that inspector will be removed from the inspection roster and his P.I.N. number removed from the "Inspection Sign-Off" module of the EBis program. (See Appendix A for more information regarding EBis.)

Applicants will complete a pre-employment interview to ensure they are able to read, write and understand the English language. Certification under Part 65 will be required by inspection personnel as required by FAR 145.213.

Inspectors will maintain proficiency congruent with industry standards. This may be accomplished through completion of an IA refresher course on an annual basis, classroom training, on-line training, or OJT. Records of all training will be maintained by the Chief Inspector and kept in the employee's files.

Section 5 Establishing and maintaining current technical data for maintaining articles [145.211(c)(1)(v)]

The Chief Inspector is responsible for control, distribution, and ensuring that technical data is current or appropriately labeled. The Chief Inspector will ensure that all technicians have access to the current data to include all web-based manuals, STCs, Field Approvals, and ICAs. With the majority of aircraft serviced, current technical data is maintained by utilizing a revision service from the appropriate data service, which the Chief Inspector maintains. In cases where the technical data is not continuously updated, as noted above, the Chief Inspector is responsible for obtaining current documents before work begins on an aircraft.

All non-current data will be labeled “FOR REFERENCE ONLY.” When data that is needed is non-current, contact with the manufacturer shall be initiated to obtain current data.

The repair station will not use any data that requires translation.

Section 6 Qualifying and surveilling noncertificated persons who perform maintenance, prevention maintenance, or alterations for the repair station [145.211(c)(1)(vi)]

The Repair Station will not use outside, non-certificated facilities or non-certificated persons to perform maintenance, preventive maintenance or alterations to aircraft unless they are listed in the Approved Contract Maintenance Facilities List.

To add a vendor to the Approved Contract Maintenance Facilities List, an application must be filled out on the Approved Contract Maintenance Facility Application/Agreement form. This form will include the following:

1. Company/Individual Name
2. Address of the Facility
3. Telephone number
4. E-mail (if applicable)
5. Functions of the facility
6. Approved Items to be worked on
7. An agreement stating that while any piece part/maintenance is being performed on a Clear Star Aviation aircraft/work order that the Quality Control procedures set forth in sections 1, 2, and 5 will be adhered to. All technical data will be provided by Clear Star Aviation. Clear Star Aviation is in charge of the work being performed and will periodically stop by to do in-process audits of the work being performed and the facilities.

An initial inspection must be complied with before approving the vendor. A recurring inspection will be performed annually thereafter to maintain their status as an Approved Maintenance Contract Facility.

All work performed under the rules of this section must have an inspection performed by a Clear Star Aviation Inspector on the component/part before being installed on an aircraft.

Section 7 Performing final inspection and return to service of maintained articles [145.211(c)(1)(vii)]

Final Inspection.
When discrepancies are noted during inspection, they are designated by "Category." These categories classify the type or severity of the discrepancy. The present category classifications available in EBis are noted below, though they may change:

Airworthy Airframe
Airworthy Appliance
Airworthy Engine
Airworthy Prop
Customer Requested
Recommended

Discrepancies will be cleared before final inspection. If an "airworthy" discrepancy, for whatever reason, cannot be cleared before final inspection, then the discrepancy remains open and the article or component cannot be returned to service. If a discrepancy is not airworthy, it can be cleared by the customer "rejecting" to have the work completed, or it can be marked "continued," and the discrepancy will be addressed at a subsequent time. For Items marked "continued" there will be a new work order opened in EBis and the item in the work order being completed will state the work order number that they will be corrected on.

Upon completion of a specific operation, the technician will "sign off" the Corrective Action by inserting the words "Inspection Required" into the Item Status box in the work order in EBis, indicating that the Item is ready for inspection. The action accomplished to correct a specific discrepancy will be noted in the Corrective Action window on the work order. The inspector will review all documents used during the maintenance, preventative maintenance or alteration of an article or component prior to final inspection of the Item. The inspector will then inspect the Item to assure conformance to specifications and established workmanship standards.

Upon acceptance of the finished work, the designated inspector will indicate approval of the work by entering his PIN code in the EBis program causing the item to be marked as Finished (or signing initials if utilizing paper format). In the event the item is not accepted, the mechanic will be notified by the inspector and the article returned to the mechanic for rework. (See Appendix A for more information regarding EBis.)]

The Final Inspection will include ensure all final engine runs and operational check are completed and satisfactory, all panels and cowlings are on and secured properly, check all fluid levels are serviced properly, and ensure the aircraft is free from all tooling and equipment. This check should be verified by both the technician and inspector.

Return to Service.
Return to service authorization will be documented in accordance with FAR 43.9 (for maintenance repairs entries) or 43.11(for inspection entries), depending on the work performed. For piece parts, they will be "yellow tagged" per Section 1 of this QCM.

Return to Service authorization will be granted after a review of the maintenance, preventative maintenance or alteration of an article or component or aircraft, and the related paperwork. The final inspection may include additional records prepared to provide comprehensive historical record of the work being performed. These records may contain work orders, service bulletins, photos, AD notes, service letters, types of inspections, detailed figure related to functional tests and special nondestructive tests to be accomplished.

Return to Service authorization is documented when the inspector enters his PIN code in the EBis program on the Final Safety Item of the work order in the "Return to Service" block.

Ebis will generate a logbook entry that will, at a minimum, contain the following:

1. Aircraft N Number
2. Aircraft/Component Serial Number
3. Aircraft/Component Total Time
4. Date of inspection or work performed
5. Description of work performed
6. Signature of person approving or disapproving the return to service
7. Repair Station Certificate Number
8. Work Order number

Section 8 Calibrating measuring and test equipment used in maintaining articles, including the intervals at which the equipment will be calibrated [145.211(c)(1)(viii)]

Company-owned or employee-owned tools that, if uncalibrated, might cause an unsafe or unairworthy condition will be checked for calibration to ASTM or NIST standards. Tools requiring calibration will be identified by a calibration sticker affixed to it. The sticker will contain a "next calibration" due date. New tools or equipment requiring calibration must be accompanied by current calibration records or be calibrated before being allowed into service. Rented or leased tools must be accompanied by current calibration records or be calibrated before being entered into service.

Calibration will be by an outside certified calibration service. Calibration will be recorded on a 'certificate of calibration", "certificate of accuracy" or equivalent. The repair station will ensure that the calibration facility is certified by procuring copies of the facility's calibration certifications.

Tools that have been previously lost or are overdue will be removed from service until calibration is accomplished. The Chief Inspector or his designee will remove the tool from the maintenance area and place it in a quarantine area. If, at any time, a tool is suspected to be out of calibration, the Chief Inspector will immediately remove the tool from service and place in quarantine until calibration tests are performed. Alternatively, he may label the tool "For Reference Only" until such time as it is correctly calibrated.

Tool calibration tracking

Tools already in inventory and with a current calibration are catalogued in the EBis program. New tools to be added to inventory will be sent to the calibration facility for calibration. If tools do not pass calibration testing, they will be disposed of or marked "For Reference Only". When tools do pass calibration testing, they will be added to the calibrated tools list and entered into the EBis calibrated tools module.

Record of calibration will be kept in the EBis "Tools" module. When a record of calibration is presented with any tool, the Chief Inspector will add that record to the "Certification History" section of the EBis "Tools" module. Such tool will then enter the yearly calibration schedule. (See Appendix A for more information regarding EBis.)

The Chief Inspector will review the Certified List (expiring) on a monthly basis to ensure currency. He will then retrieve any tools expiring during the month and place them in a quarantine area until calibration is performed.

To the extent possible, the repair station will not use a revolving type recall system of calibration but rather will have tools re-certified on a specific yearly date. Newly introduced tools will be calibrated before use and will be checked for calibration again at the next yearly interval. The Certified List (expiring) review will serve to prevent the few tools not on the yearly schedule from being used unless calibrated.

If it is discovered that any tool whose calibration has lapsed has been used on an aircraft/article that has been returned to service, those aircraft/articles affected will be recalled immediately for a re-check of the measurements involved.

On work order item in EBis that require the use of ca calibrated tool will have the tool type, serial number, and calibration due date on it.

Section 9 Taking corrective action on deficiencies [145.211(c)(1)(ix)]

Any deficiencies with the manual, processes, data, or procedures of the Repair Station as noted in the course of business will initiate a corrective action procedure by the Accountable Manager. The Accountable Manager or a designee will:

1. Identify the issue or failure.
2. Come up with an immediate course of action.
3. Perform a root cause analysis
4. Perform a risk analysis to determine all aircraft and customers that may be affected.
5. Implement a permanent remedial action
6. Train and notify all personnel
7. Final resolution

A corrective action procedure will be initiated no later than 10 days from observation of the deficiency. Record of the corrective action procedures will be on file in the business office and maintained by the Accountable Manager.

If it is determined that any deficiency by the Repair Station has caused a safety-of-flight issue, the owner/operator will be contacted immediately, and the item or aircraft will be recalled by the repair station. The Accountable Manager will initiate a voluntary self-disclosure system consisting of submission of a written report to the CHDO within 10 days of discovery of the issue describing the issue, the affected aircraft and resolution. The discrepancy and corrective action will be recorded at the repair station through the work order system as would any other discrepancy.

Section 10 Inspection and Maintenance Forms [145.211(c)(3)]

All forms referenced in this section are examples only. The layout of the forms may be changed without prior approval from the CHDO as long as the content described below remains accurate.

Inspection Checklist
All inspections will be complied with using the OEM checklist is available, otherwise the minimum requirements of 43 appendix B are followed. All blocks and fields on the form will be addressed and items found not applicable will be so marked with "N/A".

Work Order / Service Agreement
Upon receipt of an item or aircraft for maintenance or repair, the Director of Maintenance or designee will generate a Work Order in EBis listing the work to be accomplished. A CSMX003 Form (Service Agreement) may also be generated at this time. The Work Order will contain the Work Order number, the customer's contact information, the aircraft registration number, serial number, total, tach and/or Hobbs meter time and list all customer reported squawks. In the case of component repair, the Work Order will reference equivalent information to the extent necessary to enable part identification.

After the information is entered into EBis, if a Form CSMX003 was generated, it will be retained in the Work Order file as documentation of approval to perform work on the aircraft. All tracking and documentation of work will thereafter be recorded in the EBis Work Order. The Work Order will specify the work to be accomplished and will be supplemented as necessary with detailed inspection instructions along with applicable forms, to assure proper inspection and repair of the unit involved.

See Appendix A for Forms.

Discrepancy Action Report / Inspection Records

All discrepancies will be listed in the EBis Work Order. At the conclusion of the Work Order, a Work Order Invoice will be printed from EBis containing all discrepancies and corrective actions. The Work Order Invoice will be placed in the Work Order file to serve as a record of work performed.

In the event that the EBis program is interrupted, Mechanic Inspection Worksheet Form CSMX002 will be employed to list discrepancies and will be attached to the Work Order prior to return to service of articles. Form CSMX002 may be generated by employees.

The upper portion of Form CSMX002 contains all Work Order specific information to include Work Order number, page number, date, item description, part number, serial number, and total time(s). The lower portion of Form CSMX002 consists of discrepancy/corrective action entries pertaining to the work being accomplished, as well as maintenance and inspection sign-off blocks. While all personnel may list a defect/discrepancy, only the mechanic performing the corrective action may complete the Corrective Action block and initial the mechanic sign-off block. The mechanic will then forward the Form CSMX002 to inspection personnel for inspection sign-off.

See Appendix A for Forms.

Parts Inspection Form / Material Tracking Form

Parts are requisitioned and tracked in EBis through a purchase order system. The record of parts used on a Work Order will be kept in the EBis Work Order file.

In the event that the EBis program is interrupted, Material Tracking Form CSMX004 will be employed for the tracking and traceability of parts/materials ordered. The form contains areas for recording Work Order number, tail number vendors, date, requested by, quantity, part number, part description, order date, ordered by, item number, received date and a block for the incoming inspection sign-off.

When parts are needed and EBis is unavailable, personnel will complete a Purchase Request/Material Tracking Form CSMX004. Requesting personnel will indicate the Work Order and item number for which the part is needed, the vendor supplying the part, the date of request, quantity, part number and description, and AOG status in the applicable boxes. When the part is ordered, the person placing the order will initial and date the form to document the order has been placed.

When Form CSMX004 is used to order parts, the information will be transcribed into EBis as soon as EBis is available.

See Appendix A for Forms.

Additional Forms

Forms approved by the FAA may be used in accordance with the FAA instructions. These forms include but are not limited to FAA Form 337 and FAA Form 8130. When used on a Work Order, copies of these forms will be retained in the Work Order file.

Log Entries containing Maintenance Releases may also be given to customers. Copies of entries given will be kept in the Work Order file.

Section 11 Quality Control Manual Revisions [145.211(c)(4)]

The Quality Control Manual is a document written in a computer-based word-processing software application. Manual revisions and a current copy of the manual will be saved in electronic format in the Administrative office. The Accountable Manager or his designee is authorized to make revisions to the Quality Control Manual. A paper copy of the manual will also be kept in the Administrative office.

All company computers will have access to an electronic copy of the RMS and QCM ensure all personnel have access to the manuals at all times.

Control of manual sections will be facilitated by using a "List of Effective Pages". Their revision status, page numbering, issue date, approval/acceptance and person(s) performing revisions will be noted. A new List of Effective Pages will accompany each revision of the manual and serve as the revision log.

When revisions to the Quality Control Manual are necessary, the Accountable Manager will make the revisions using a computer-based word processing system and identifying the revised material or text by italic print. The Accountable Manager will notify the CHDO of revisions as revisions are needed and not on any regular interval.

Revisions will be sent to the CHDO electronically or via Certified Mail in paper format for approval. Acceptance of revisions will be indicated via e-mail from the CHDO or approval may be indicated in the List of Effective Pages of the Quality Control Manual.

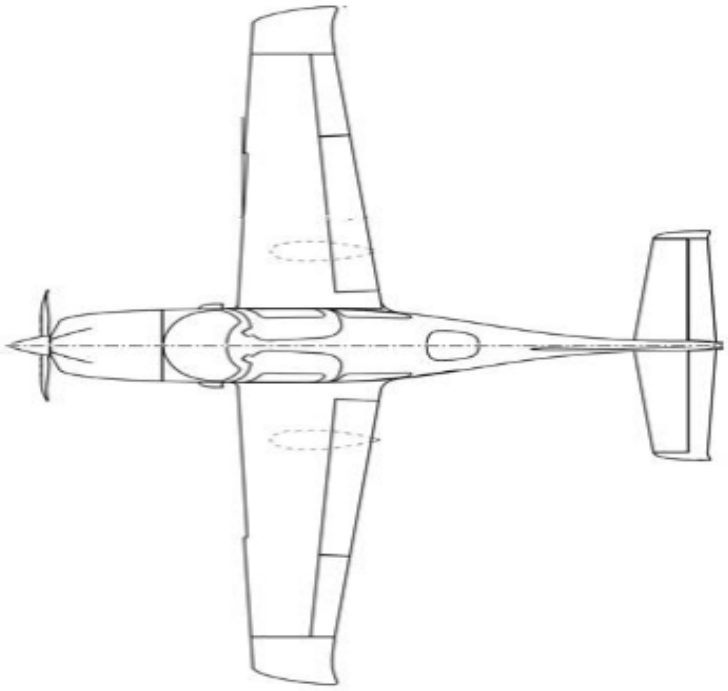
Manual revisions will be inserted in the paper copy that is kept by the Accountable Manager. The repair station will implement manual revisions after receipt of a letter from the PMI/PAI verifying that the revision submitted conforms to the FAR's. Upon receipt of a revision, there will be mandatory training held by the Accountable Manager to ensure the knowledge and understanding by staff the revisions.

All personnel are expected to suggest revision requirements when the need is apparent, and these suggestions should be forwarded to the Accountable Manager. Any deficiencies with the manual as noted in the course of business will be corrected after careful analysis to determine the root cause and re-audited by the Accountable Manager. Corrective action will be initiated no later than 30 days from observation of the deficiency. Record of the cause and corrective action taken will be listed in the List

Clear Star Form CSMX001

Preliminary Inspection Worksheet

*Aircraft N:*_____ *Hobbs:*_____ *Flight:*_____



Document location of any cosmetic discrepancies on page.

NOTE* any maintenance discrepancies should be documented on CSMX002.

CSMX001

Clear Star Form CSMX002

Registration:	*Clear Star Aviation*	Work Order:
Make/Model:	**Mechanic Discrepancy Worksheet**	
Serial Number:	CSMX002	Date:
Hobbs:	Customer:	
Flight:		

Ebis	Item	Discrepancy/Notes		
Initial:				
		Disposition	Part Number	Quantity
Ebis	Item			
Ebis	Item	Discrepancy/Notes		
Initial:				
		Disposition	Part Number	Quantity
Ebis	Item			
Ebis	Item	Discrepancy/Notes		
Initial:				
		Disposition	Part Number	Quantity
Ebis	Item			
Ebis	Item	Discrepancy/Notes		
Initial:				
		Disposition	Part Number	Quantity
Ebis	Item			
Ebis	Item	Discrepancy/Notes		
Initial:				
		Disposition	Part Number	Quantity

Clear Star Form CSMX003

Clear Star Aviation
15841 Addison Rd.
Addison, Texas 75001

CRS 5CSR009B
Tel: 972.267.2376
Fax: 972.267.2377

WORK ORDER and SERVICE AGREEMENT

Work Order:

Date:

Customer / Contact:

Phone: _____ **Fax:** _____

email:

Bill To:

Make / Model:

Registration:

Serial Nr:

Year:

☐ **Flight** ☐ **Tach**

Hobbs:

Equipment:

☐ **Air Conditioning**
☐ **Turbo**
☐ **Oxygen**
☐ _____
☐ _____

Warranty Status: **Expires on Date / Hours**

☐ **Airframe** _____ / _____
☐ **FSMP** _____ / _____
☐ _____ _____ / _____
☐ _____ _____ / _____

Services Requested / Discrepancies:

1. All replaced parts are warranted as free from defect for 90 days or 30 hours time in service, whichever occurs first, unless otherwise specified. The aircraft must be returned to our service department along with a copy of this repair order for adjustment. Customer pays any transportation charges. Customer is entitled to the return of all parts replaced, except those involved in an exchange agreement. Customer is entitled to inspect the parts that cannot be returned. It is aircraft owner's or designated agent's responsibility to inspect or receive these parts when taking delivery of the aircraft. Unclaimed parts will be disposed.
2. All warranties, expressed or implied, with respect to parts or labor pursuant to this Work Order are limited to 90 days or 30 hours time in service, whichever occurs first and are in lieu of all other warranties. Repair Station will not be responsible for any consequential damages or any further loss by reason of any parts or labor defect.
3. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire, vandalism, or other casualty while the property remains with the Repair Station. Aircraft may be parked out of doors and exposed to risks such as, but not limited to, vandalism, hail, theft, flooding, and wind. Any such loss is the responsibility of the Customer. Customer agrees to report to Repair Station any damage or loss before leaving the repair facility. If Customer fails to report loss or damage before leaving the repair facility, Customer waives same and releases Repair Station from all claims of loss or damage.
4. Customer acknowledges that if disassembly is required to make an estimate of costs and time to complete a repair, that the act of disassembly may aggravate the disrepair or make the aircraft or component inoperative, and that if repairs are not made, the aircraft or component may not be able to be returned in a reassembled state or in reasonably the same condition as when delivered to Repair Station. Customer will be charged for the disassembly and/or reassembly of aircraft, component and/or accessory.
5. If the aircraft described herein is not called for within two (2) working days after such notice is given, a storage charge of $20.00 per day may be made for each day thereafter. A fee of $20.00 per day may be charged for storage while aircraft is waiting for repairs if the delay is due to Customer. If available at the repair facility, inside storage will be charged at $55.00 per day.
6. Returned checks are subject to a $100.00 charge. Repair Station agrees to arbitrate any controversy or claim regarding this contract, unless written payment is dishonored. If written order for payment is dishonored, Customer agrees to reimburse the Repair Station reasonable and customary legal fees, court costs, and costs incurred by Repair Station for recovery and storage of aircraft. Customer agrees to pay the maximum interest rate allowed by law on the unpaid balance. Non-payment may result in the aircraft repossession and/or filing of mechanic's lien. If Customer files a lawsuit against Repair Station, and Repair Station prevails and Customer is not awarded damages against Repair Station in the lawsuit, then Customer agrees to pay all of Repair Station's court costs and attorney's fees. If Customer defaults on payment, Customer agrees to give Repair Station permission to request a consumer credit report from any consumer credit reporting agency and use this information for the collection of debt. Customer agrees that the terms of this work order are contractual and that all of these contract terms and the lien granted herein shall apply to the work contemplated by this work order, and to any future work performed by Repair Station for Customer, whether on this aircraft or any other aircraft or component.
7. The Repair Station reserves the right to issue credit toward future goods and services in lieu of cash refunds or free service and parts.
8. Due to the nature of aircraft repair and inspection, aircraft records (logs) must be delivered with aircraft. Repair Station agrees to provide reasonable and customary care of aircraft records and to release same to Customer upon payment in full of charges incurred.
9. If overtime work is required due to Customer's schedule, Customer agrees to pay for such overtime work at 1.5 times the normal hourly rate.
10. **It is the Customer's responsibility to establish whether any repairs are covered under any of the Customer's warranty programs or insurance, and to advise Repair Station accordingly. Repair Station will help coordinate Customer warranty and insurance claims; however, Customer agrees to pay Repair Station in full for any and all services performed and to promptly reimburse Repair Station for any warranty, insurance, or other 3rd party claims that may be denied. Terms of payment are not contingent upon payments from 3rd parties to either Customer or Repair Station.**
11. **Terms: Check, Credit Card, or EFT on delivery.**

I hereby authorize the above work to be done along with necessary materials. Repair Station employees and/or contractors may operate the aircraft for purposes of testing, inspection, and/or delivery. An express mechanic's lien is acknowledged on above aircraft and/or component to secure the amount of repairs thereto. Repair Station will not be held responsible for loss or damage to aircraft or articles left in aircraft in case of fire, theft, vandalism, accident or any other cause.

x_____
I have read and understand the above agreement

x_____
I have received my aircraft and/or component in satisfactory condition

CSMX003

Clear Star Form CSMX004

Purchase Request/Material Tracking Form CSAMX004

N# PO #

WO#	Item#	Vendor	Date	Req By

QTY	Part Number	Description	Ord Date	Ord By	AOG?	Rcd Date	Inspector

Clear Star Form CSMX005

CLEAR STAR AVIATION CSMX005
NEEDS ASSESSMENT/TRAINING REQUIREMENTS Initial Evaluation
POSITION: Mechanic
EMPLOYEE:

New Hire Training:

Date	EE Initials	Sup Initials	Sup Assess		Training Needs Identified
				Employee Manual	
				Repair Station Manual	
				Quality Control Manual	
				Training Manual	
				Ebis orientation	
				Safety walk through of Facility	
				Hazardous Materials review (MSDS)	
				FAR 43, 65, & 145	

Aircraft Specific Training (May be recorded in Ebis, if OJT utilitized):

Date	EE Initials	Sup Initials	Sup Assess		Training Needs Identified
				Cylinder change	
				Rigging	
				Oil Change	
				Tire change	
				PFD replacement	
				Annual inspection	
				Spark plug servicing	

Supervisor Assessment will state "Q" for qualified or "NQ" for not qualified

Clear Star Form CSMX006

CSMX006

Clear Star Aviation
Training Log

Instructions: This form is to be completed with each training activity. After form is signed, it should be forwarded to the Chief Inspector.

Name:_____

Job Position:_____

Date/Duration (# of hours):_____

Training Objective & Subject:_____

Location:_____

Video, audio, personal instruction_____
_____
_____
_____

If post-training exam administered,
grade?_____

Employee Signature_____

Authorized by _____

Instructor:_____

Clear Star Form CSMX007

Position/Job Endorsement → / Knowledge/Skill/Ability ↓	General (Accountable) Manager	Director of Maintenance	Chief Inspector	Floor Inspector	General Airframe Technician	General Engine Technician	Avionics Technician	Parts And Materials Manager
Human Factors in Aviation Maintenance	X	X	X	X	X	X	X	X
SUPS	X	X	X	X	X	X	X	X
HAZMAT general	X	X	X	X	X	X	X	X
Employee Handbook	X	X	X	X	X	X	X	X
Repair Station Manual	X	X	X	X	X	X	X	X
Quality Control Manual	X	X	X	X	X	X	X	X
Repair Station Training Program Manual	X	X	X	X	X	X	X	X
Quality Control systems	X	X	X	X	X	X	X	X
Airframe Maintenance General	X	X	X	X	X	X	X	
Capability List & OpsSpecs	X	X	X	X	X	X	X	
Maintenance/Alteration Recordkeeping	X	X	X	X	X	X	X	
OJT Procedures	X	X	X	X	X	X	X	
Technical Library Management	X	X	X	X	X	X	X	
Quality Assurance Systems	X	X	X	X	X	X	X	
General Management & Supervision	X	X	X					X
Receiving Parts and Materiel In-depth	X	X	X					X
Parts and Materials Management	X	X	X					X
Equipment Calibration Control	X	X	X					X
Clear Star Aviaion		Signature				Date		
Repair Station Needs Assessment			Form CSMX007					