



FFC Services, Inc.  
4010 Pilot Dr. Suite 103  
Memphis, TN 38118  
Phone: 901-842-7110. Fax: 901-842-7135  
[www.ffcfuelcells.com](http://www.ffcfuelcells.com)

FAA REPAIR STATION N2RR559Y – A SUBSIDIARY OF LINDEN STREET CAPITAL CORPORATION

Date: October

Re: Response to Supplier/ Vendor Audit Evaluation/Survey

Dear Customer,

At FFC Services we have consolidated a package for our Aircraft Maintenance Repair Station. This package includes a copy of the following:

- ✓ Completed Audit Checklist
- ✓ FAA Repair Station Air Agency Certification
- ✓ ISO 9001 Certification
- ✓ Drug and Alcohol Certification
- ✓ Capability List
- ✓ Operations Specifications

Thank you for your interest in FFCS. For additional information or questions, contact FFCS's Quality Department.

Best Regards,

**Katie Stewart**  
**Quality Manager**  
**FFC Services**  
**Office:** 901-842-7146  
**Email:** [kstewart@ffcfuelcells.com](mailto:kstewart@ffcfuelcells.com)



FFC Services, Inc.  
4010 Pilot Dr. Suite 103  
Memphis, TN 38118  
Phone: 901-842-7110. Fax: 901-842-7135  
[www.ffcfuelcells.com](http://www.ffcfuelcells.com)

## Table of Contents

Company Information/ Contacts.....	1-3
General.....	4
Quality Assurance.....	4
Inspection.....	5
Technical Data.....	5
Calibrated Tools.....	6
Materials/Parts/Supplies.....	6
Shelf Life.....	7
Training.....	8
Facilities.....	9
Storage.....	10
Repair Station Certification.....	11
ISO Certification.....	12
Drug and Alcohol Certification.....	13-14
Capability List.....	15-22
Ops Spec.....	23-39



FFC Services, Inc.  
 4010 Pilot Dr. Suite 103  
 Memphis, TN 38118  
 Phone: 901-842-7110. Fax: 901-842-7135  
[www.ffcfuelcells.com](http://www.ffcfuelcells.com)

#### Company Information/Contacts

Name	FFC Services
Address	4010 Pilot Dr. Suite 103
City, State	Memphis, TN 38118
Phone	901-842-7110
Fax	901-842-7135
Website	<a href="http://www.ffcfuelcells.com">www.ffcfuelcells.com</a>

Organization Personnel	
President	Fred Tavoleti
Quality Manager	Katie Stewart
Sales Manager	Bill Arthur

Business Type	Aircraft Maintenance Repair Station
Certificates	Cert. Number
FAA	N2RR559Y
Drug/Alcohol	CONN671B
ISO 9001	13577

Major Customers	
Fed Ex, American Airlines, United Parcel Service	



FFC Services, Inc.  
4010 Pilot Dr. Suite 103  
Memphis, TN 38118  
Phone: 901-842-7110. Fax: 901-842-7135  
[www.ffcfuelcells.com](http://www.ffcfuelcells.com)

A	GENERAL	Yes	No	N/A	Comments
1	Does the provider hold an FAA Air Agency or Transport Canada AMO Certificate?	x			14 CFR Part 145 Air Agency Certificate
	a) Certificate # N2RR559Y	x			
	b) Operation Specifications attached	x			
2	Does the Provider only perform work for which it is authorized on it's Op Spec?	x			
3	Are the person(s) directly in charge of maintenance authorized on it's Op Spec?	x			
	a) Certificates to include company employees and subcontract personnel?	x			No subcontracting allowed per RSM, ref.
4	Does the repair station observe duty time limitations?	x			FFCS utilizes a fatigue management program with customer approval required.

B	QUALITY ASSURANCE	Yes	No	N/A	Comments
1	Is there an established Quality Control Program?	x			FFCS is 14 CFR Part 145 and AS9110 Certificated.
2	Does the provider have an up to date QC manual that covers the FAR manual requirements?	x			
	a) Does it detail duties, responsibilities and reporting	x			
	b) Is the manual current and available to employees in acceptable formats: i.e. paper, CDRom, intra net?	x			FFCS uses a dedicated intranet web site as it's regulatory library for the field.
3	Does the provider have an internal audit and surveillance function?	x			
	a) Do you have an established schedule?	x			FFCS has a monthly schedule of internal audits that cover Part 145 and ISO Standards
	b) Is there an established procedure to provide corrective actions for discrepancies?	x			
	c) Is there evidence appropriate corrective actions have been applied when necessary?	x			
4	Do you maintain a file of audit findings and corrective actions for 3 years?	x			



FFC Services, Inc.  
4010 Pilot Dr. Suite 103  
Memphis, TN 38118  
Phone: 901-842-7110. Fax: 901-842-7135  
[www.ffcfuelcells.com](http://www.ffcfuelcells.com)

5	Does the provider have an established procedure to ensure segregation of military and commercial parts/components?		x		FFCS does not purchase or house any aircraft components or articles.
6	Does your company maintain an approved vendors list?	x			
	a) Do Receiving Inspection and Purchasing Department receive copies of the approved vendor's list?	x			
7	Does the provider have a procedure for reporting defects or nonairworthy conditions to the FAA concerning significant findings within 96 hours of the discovery?	Katie Stewart			

C	INSPECTION	Yes	No	N/A	Comments
1	Does the provider use appropriately licensed/authorized maintenance personnel to sign the maintenance releases, airworthiness releases, inspections, etc. Such personnel shall have met the applicable authority requirements?	x			
2	Does the provider ensure a proper separation of maintained and inspection responsibilities if they perform required inspections?	x			
3	Does the provider maintain an up to date roster of persons authorized to conduct required inspections and any restrictions imposed?	x			
4	Does the provider maintain a roster that identifies all personnel authorized for return to service?	x			
5	Does the roster maintain a roster identifying all supervisory and inspection personnel?	x			
6	If stamps are used, is there an acceptable system for the control of stamps for authorized personnel?	x			
7	Does the provider have an acceptable receiving inspection program?	x			
	a) Does the provider have an acceptable procedure to identify customer parts?	x			
	b) Does the provider inspect and maintain traceability certification on all parts and raw materials?	x			
	c) Are incoming shipments checked to the requirements of the Repair or Purchase order?	x			
	d) Are inspected items properly segregated from material awaiting inspection?	x			



FFC Services, Inc.  
 4010 Pilot Dr. Suite 103  
 Memphis, TN 38118  
 Phone: 901-842-7110. Fax: 901-842-7135  
[www.ffcfuelcells.com](http://www.ffcfuelcells.com)

D	TECHNICAL DATA	Yes	No	N/A	Comments
1	Is a specific individual by title responsible for the Technical Publications Program?			x	FFCS maintains no technical documentation. All approved data provided by the customer on a job by job basis.
2	Does the Technical Publications department maintain a record of all manual revisions?			x	See above.
3	Does the provider have the required technical data and or publications and the specification to perform the repair/overhaul OEM specifications?			x	See above.
4	Are there established approved procedures controlling revisions in manuals deviating from OEM specifications?			x	See above.
5	Are components overhaul manuals properly identified and available to all maintenance /QA personnel?			x	See above.
6	Is there a system to control working copies of manuals to ensure they are revised with the master?			x	See above.
7	Is technical data stored in a manner that will protect it from dirt and damage?			x	See above.

E	CALIBRATED TOOLS	Yes	No	N/A	Comments
1	Does the provider have a calibrated tool program?	x			
2	Is a specific individual by title responsible for the Calibrated Tooling Program?	x			
3	Are all tools that require calibration on the Calibrated Tool List?	x			
4	Are all tools calibrated to NIST standards?	x			
5	Is there a system to identify each tool in the program, it's calibration frequency and it's calibration due date?	x			
6	Does the provider have a procedure for controlling and/or preventing out-of-service and due-for-calibration tools and equipment from being used?	x			
7	Does the provider have a procedure to control the calibration of employee owned tools and gauges?	x			



FFC Services, Inc.  
4010 Pilot Dr. Suite 103  
Memphis, TN 38118  
Phone: 901-842-7110. Fax: 901-842-7135  
[www.fcfuelcells.com](http://www.fcfuelcells.com)

8	Did a sample check of tooling indicate that the tooling is within calibration?	x			
9	Are the tools in serviceable condition, clean, and properly stored?	x			
10	In a sample comparison of the tools to the master tool list, did the due dates, P/N, etc. match?	x			
11	Do the records:	x			
	a) Show the date calibrated?	x			
	b) Identify vendor that performed calibration?	x			
	c) Show calibration due date and frequency?	x			
	d) Details of adjustments and repairs?	x			
	e) Show P/N and S/N of the standard used?	x			

F	MATERIALS/ PARTS/ SUPPLIES	Yes	No	N/A	Comments
1	Is access to stock room and material storage areas controlled to prevent unauthorized stocking or removal?			x	All parts supplied by the customer. Procedures in place for consumables.
2	Does provider have a quarantine area for rejected parts awaiting disposition?			x	No parts acquired or held by FFCS.
3	Does your company have a documented procedure to assure that scrapped parts are either returned to the customer or mutilated beyond repair?	x			
4	Do you maintain a record of all life limited parts that are scrapped for two years?			x	No parts acquired or held by FFCS.
5	Does the record include that part number and serial number of the part and the date scrapped?			x	No parts acquired or held by FFCS.
6	Do the parts in bins, plastic bags, etc., match the part numbers on the containers?			x	No parts acquired or held by FFCS.
7	Does the provider handle any ESD parts?			x	No parts acquired or held by FFCS.
8	Are sensitive parts and equipment (O-rings, oxygen parts, ESD devices, etc.) properly packaged, identified and stored to prevent damage, contamination, electrostatic discharge and/or loss?			x	No parts acquired or held by FFCS.
9	Are controls adequate to properly segregate customer furnished material to assure its use in the intended end items?			x	No parts acquired or held by FFCS.
10	Are flammable, toxic or volatile materials properly identified and stored?			x	No parts acquired or held by FFCS.
11	If your company deals in non-aircraft parts, materials and/or maintenance activities, are they adequately segregated from the aircraft function?			x	No parts acquired or held by FFCS.



FFC Services, Inc.  
4010 Pilot Dr. Suite 103  
Memphis, TN 38118  
Phone: 901-842-7110. Fax: 901-842-7135  
[www.ffcfuelcells.com](http://www.ffcfuelcells.com)

<b>12</b>	Are high pressure bottles correctly labeled and properly stored and secured?			x	No high pressure bottles owned or maintained by FFCS.
<b>13</b>	Does the Repair Station provide material/parts certifications with every shipment?			x	No parts acquired or held by FFCS.

<b>G</b>	<b>SHELF LIFE PROGRAM</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<b>1</b>	Does the provider have a documented shelf life program?	x			Program in place, but rarely used for minor amounts of sealant.
<b>2</b>	Does the program assign program responsibility to a specific person?	x			See above.
<b>3</b>	Does the program list parts and materials that have shelf life limits?	x			See above.
<b>4</b>	Does each shelf life item have the shelf life expiration limit displayed and is the item properly identified?	x			See above.
<b>5</b>	Is there an adequate system to assure that no item will be issued or used past its expiration date?	x			See above.
<b>6</b>	Were items sampled for shelf life within limits?	x			See above.

<b>H</b>	<b>TRAINING</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<b>1</b>	Does the provider have a documented training program?	x			
<b>2</b>	Does the provider have sufficient training facilities/space and instructors, either employed or contracted?	x			
<b>3</b>	Does it include all mechanics, inspectors and technical supervisors?	x			
<b>4</b>	Does the training program employ a scheduling method that assures all required initial training is accomplished and recurrent training is accomplished on time?	x			
<b>5</b>	Are accurate files kept that contain all training certifications, OJT records and copies of certificates?	x			
<b>6</b>	Are special authorizations such as inspection and airworthiness releases identified and documented?	x			
<b>7</b>	Are training records for mechanics, inspectors and supervisors retained for two years after the person leaves the company?	x			
<b>8</b>	Does the Training Program include training in the knowledge and skills related to human performance?	x			
<b>9</b>	Does the Training Program assure maintenance personnel with technical responsibilities have the requisite knowledge of regulations, standards and	x			





FFC Services, Inc.  
 4010 Pilot Dr. Suite 103  
 Memphis, TN 38118  
 Phone: 901-842-7110. Fax: 901-842-7135  
[www.ffcfuelcells.com](http://www.ffcfuelcells.com)

	procedures?				
<b>10</b>	Does the Training Program include a training and qualification program for auditors used in the QA Program?	x			

<b>I</b>	<b>FACILITIES</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<b>1</b>	Does the facility meet all of the requirements for housing facilities and capabilities for work to be performed?			x	All work performed by FFCS is off-site at customer locations.
<b>2</b>	Overall, are the work areas, shops, hangar and offices clean and orderly?			x	
<b>3</b>	Does your company provide adequate security for customer parts in its possession?			x	
<b>4</b>	Is the security system reviewed periodically by management or an outside vendor?			x	
<b>5</b>	Are components returned in an appropriate shipping container or as specified by the customer?			x	
<b>6</b>	Are "No Smoking" areas clearly identified and is the provider in compliance with its State laws regarding authorized locations?			x	
<b>7</b>	Are there sufficient fire extinguishers, inspected annually by the Fire Marshall or supplier and are monthly checks completed by provider management?			x	
<b>8</b>	Are fire stations identified and can one be found easily from any work location?			x	
<b>9</b>	Are fire lanes, doors, alarms, blankets, hoses, axes and extinguishers clear of obstructions?			x	
<b>10</b>	Are safety guards in place on power equipment and is there evidence of periodic cleaning and inspections of the equipment operations?			x	
<b>11</b>	Does the provider maintain shop personnel safety records?			x	
<b>12</b>	Are parts and materials properly identified and stored to prevent accidental falls, slips and trips?			x	
<b>13</b>	Are oil and all liquid 55 gal drums kept in a containment area after opening to prevent spills into the sewer/waste water system?			x	
<b>14</b>	Are oil and other liquid 55 gal drums (non-plastic) properly grounded to prevent the possibility of sparks?			x	



FFC Services, Inc.  
 4010 Pilot Dr. Suite 103  
 Memphis, TN 38118  
 Phone: 901-842-7110. Fax: 901-842-7135  
[www.ffcfuelcells.com](http://www.ffcfuelcells.com)

15	Are spill kits or equivalent available for use?			x	
16	Are there sufficient eye wash stations which are clearly 1/ marked, clean and inspected routinely?			x	
17	Do stands & ladders have the maximum weight placards or markings and the last inspection dates in a conspicuous II' location?			x	
18	Are electrical boxes clearly identified and free from obstruction to access the doors?			x	
19	Are oxygen and other high pressure bottles properly identified & stored, secured with chains or equivalent?			x	
20	Are first aid kits & blankets clearly identified and free from			x	

J	STORAGE	Yes	No	N/A	Comments
1	Does the provide have a facility of adequate size to house all necessary tooling, equipment, materials and parts?			x	FFCS does not store parts.
2	Does storage adequately protect parts, materials and customer's units from damage, theft and contamination?			x	
3	Is the environment appropriate to protect workers so the quality of the workmanship is not impaired?			x	
4	Do the facilities storage areas have adequate lighting?			x	
5	5 Is the storage separate from shop and work areas?			x	
6	Do shipping and receiving areas have adequate space, lighting, shelving, security and fire protection?			x	
	a) Is there space to safely store suitable shipping containers and protect them from damage?			x	

UNITED STATES OF AMERICA  
DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

# Air Agency Certificate

*Number* N2RR559Y

*This certificate is issued to*

**FFC Services Inc.**

*whose business address is*

**4010 Pilot Drive, Suite 103  
Memphis, TN 38118**

*upon finding that its organization complies in all respects  
with the requirements of the Federal Aviation Regulations  
relating to the establishment of an Air Agency, and is  
empowered to operate an approved* **Repair Station**

*with the following ratings:*

**Limited Airframe  
Limited Specialized Services**

*This certificate, unless canceled, suspended, or revoked,  
shall continue in effect* **Indefinitely**

*Date issued:*

**June 1, 1999  
Revised May 17, 2023**

*By direction of the Administrator*

**JOSHUA J  
BROWN**

Digitally signed by JOSHUA  
J BROWN  
Date: 2023.05.17 08:31:39  
-05'00'

**Joshua J. Brown  
Manager Memphis FSDO-21**

**This Certificate is not Transferable, AND ANY MAJOR CHANGE IN THE BASIC FACILITIES, OR IN THE LOCATION THEREOF,  
SHALL BE IMMEDIATELY REPORTED TO THE APPROPRIATE REGIONAL OFFICE OF THE FEDERAL AVIATION ADMINISTRATION**

*Any alteration of this certificate is punishable by a fine of not exceeding \$1,000, or imprisonment not exceeding 3 years, or both*



This is to certify that the Quality Management System of:

## **FFC Services**

4010 Pilot Drive  
Suite 103  
Memphis TN 38118  
United States of America

applicable to;

**FAA Certified Repair Station with emergency response and Operations Control Center**

has been assessed and approved by National Quality Assurance, U.S.A., against the provisions of:

## **ISO 9001:2015 and AS9110:2016**

and in accordance with the requirements of AS9104/1:2012.

A handwritten signature in black ink, likely belonging to a representative of NQA, USA.

For and on behalf  
of NQA, USA



Certificate Number: 13577

EAC Code: 21

Certified Since: December 3, 2010

Valid Until: November 24, 2025

Reissued: November 25, 2022

Cycle Issued: November 25, 2022

Site Structure: Single Site



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

Aviation Safety

Office of Aerospace Medicine  
Drug Abatement Division  
800 Independence Ave., S.W.  
Washington, D.C. 20591

November 9, 2023

Jeanne Hogenbirk  
HR Manager  
Floats & Fuel Cells, Inc.  
4010 Pilot Drive, Suite 103  
Memphis, TN 38118

Dear Ms. Hogenbirk:

We have processed the Drug and Alcohol Testing Program Registration amendment for Floats & Fuel Cells, Inc. and a copy is enclosed. The registration number, **CONN671B**, has not changed.

The program registration includes the following certificated repair stations or locations:

	Name	Part 145 Certificate #	Location
1	Floats and Fuel Cells	TH4R544M	Memphis, TN
2	FFC Services, Inc.	N2RR559Y	Memphis, TN
3	Memphis Propeller & Accessories, LLC	MPAR349E	Olive Branch, MS

The program registration will expire on November 9, 2026, and we recommend that you submit a registration renewal prior to the date.

If you have any questions, please contact our office at (202) 267-8442 or via email at [drugabatement@faa.gov](mailto:drugabatement@faa.gov).

Sincerely,

**KEVIN G  
KEARNS**

Digitally signed by KEVIN G  
KEARNS  
Date: 2023.11.09 14:03:04  
-08'00'

*for* Heath Hohensee  
Aviation Safety  
Manager, Program Administration Branch  
Drug Abatement Division

Enclosure: FAA Drug and Alcohol Testing Program Registration

# FAA DRUG AND ALCOHOL TESTING PROGRAM REGISTRATION

Registration Type: ☐ New ☐ Renewal for(CONN\_\_\_\_\_) ☒ Amendment for(CONN671B)

Type of Company: ☐ Contractor (a non-certificated company performing safety-sensitive functions by contract)  
Indicate whether you are: ☐ A Staffing Company ☒ Not a Staffing Company

☒ Multiple Repair Stations (A company with more than one certificated part 145 repair station)  
TH4R544M, N2RR559Y and add MPAR349E  
List repair stations certificate numbers covered by this program registration

☐ Air Traffic Control Facility not operated by the FAA or by or under contract to the U.S. Military

If you are attempting to register a program for a part 135 operation, an air tour operation (under 14 CFR § 91.147), or a single part 145 repair station, please call (202) 267-8442, option 7 for guidance before proceeding.

Company Name: Floats & Fuel Cells, Inc.

Doing Business As: Floats & Fuel Cells TH4R544M; FFC Services N2RR559Y; Memphis Propeller MPAR349E

Business Address: (Street) 4010 Pilot Drive Suite 103 (City) Memphis (State) TN (Zip) 38118

Mailing Address: (Street) 4010 Pilot Drive Suite 103 (City) Memphis (State) TN (Zip) 38118

Records Address: (Street) 4010 Pilot Drive Suite 103 (City) Memphis (State) TN (Zip) 38118

(The records address is the location where the FAA would inspect the records you are required to maintain. This should not be the address of a service agent.)

Identify the type of safety-sensitive function(s) included in your program:

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Flight Crewmember duties  | <input type="checkbox"/> Aircraft Dispatcher duties   | <input type="checkbox"/> Air Traffic Control duties           |
| <input type="checkbox"/> Flight Attendant duties   | <input type="checkbox"/> Ground Security Coordinator duties   | <input type="checkbox"/> Aviation Screening duties            |
| <input type="checkbox"/> Flight Instruction duties | <input checked="" type="checkbox"/> Aircraft Maintenance or Preventative Maintenance duties (as defined in 14 CFR part 1 and part 43) | <input type="checkbox"/> Operations Control Specialist duties |

Provide a one or two sentence description of the safety-sensitive duties the company provides or will be providing below:  
Repair Aircraft Fuel Cells and Floats. Fuel leak detection and repair. Service and repair of propellers, starter-generators and blower motors.

Indicate how many safety-sensitive individuals are covered by this Program Registration: 82

Certification Statement: I certify that I/my company will comply with 14 CFR part 120 and 49 CFR part 40; and I intend to provide safety-sensitive functions, directly or by contract (including subcontract at any tier) to a part 119 certificate holder with authority to operate under part 121 or 135 or an air tour operator as defined under 14 CFR § 91.147; or as an air traffic control facility not operated by the FAA or by or under contract to the U.S. military.

Signature: Jeanne Hogenbirk Date: November 6, 2023  
Authorized Company Representative (Service Agents are prohibited from signing for the company)

Print Name: Jeanne Hogenbirk Title: HR Manager

Business Phone: 901-842-7114 Cell Phone: 901-428-8845

Facsimile: 901-842-7147 Email Address: jhogenbirk@ffcfuelcells.com

Send the completed form to the FAA's Drug Abatement Division at [drugabatement@faa.gov](mailto:drugabatement@faa.gov) or fax to (202) 267-5200

## DO NOT WRITE BELOW - FOR FAA USE ONLY

FAA Registration number: CONN 671B Registered by: KEVIN G KEARNS  
Digitally signed by KEVIN G KEARNS  
Date: 2023.11.09 14:02:10 -0800

Registered ☒ Amended Renewed Date: November 9, 2023 Expiration Date: November 9, 2026



**4010 Pilot Dr. Suite 103  
Memphis, TN 38118  
901-842-7101**

**FAA Approved Repair Station N2RR559Y**  
[www.ffcfuelcells.com](http://www.ffcfuelcells.com)

**FFCS  
Capability List**

**APPROVAL:** Katie Stewart  
**Quality Manager**

**Date: 10/28/2022**



## **FFCS Capability List**

Section Name: Table of Contents	Page 1 of 1
Section Number: i	Manual Number: FFCS-650-01-015
Revision Status: Rev.14	Date Revised: 10/28/2022

### **i. Table of Contents**

<b>Description/Title</b>	<b>Section</b>
<i>Table of Contents</i>	<i>i</i>
<i>General Information</i>	<i>1.0</i>
<i>Revision Control /List of Effective Pages</i>	<i>2.0</i>
<i>Capability List</i>	<i>3.0</i>





## FFCS Capability List

Section Name: General Information	Page 1 of 1
Section Number: 1.0	Manual Number: FFCS-650-01-015
Revision Status: Rev.14	Date Revised: 10/28/2022

### 1.0 General Information

#### Purpose:

This Capability List identifies each article that is acceptable to the FAA for the performance of maintenance, preventative maintenance or alterations. Maintenance performed on the below listed aircraft or systems will be performed consistent with applicable Federal Aviation Regulations, the Repair Station Manual/ Quality Control Manual of FFCS and other FAA Approved Data.

#### Procedures:

Revisions to the Capability List will be performed consistent with the RSQM for an "accepted" manual by the local FAA FSDO. Before additions are made to this list, the Quality Manager will ensure this repair station has adequate housing, facilities, equipment, material, technical data, processes and trained personnel in place to perform the work on the article as required by 14 CFR Part 145.

#### Maintenance performed by FFC Services, Inc., consists of:

Maintenance, inspection, repair and or overhaul of aircraft integral fuel systems; removal, replacement, reinstallation and calibration of associated fuel system components, sheet metal repairs limited to adjacent wing and fuselage areas incidental to integral fuel tank repair in accordance with air carrier manuals, current manufacturers data and or other data approved by the administrator.

\* "Data" and additional Tech Data may include:

- AMM (Aircraft Maintenance Manual)
- SRM (Structural Repair Manual)
- IPC (Illustrated Parts Catalog)
- EO's (Engineering Orders)
- EA's (Engineering Authorizations)
- GMM (Air Carrier General Maintenance Manual)
- GPM (General Procedures Manual)
- ESO's (Engineering Service Orders)

\*\* Series: Series available effective the date of this Capability Listing"

Data\* Examples

AMM	SRM	IPC
24-Electrical Power	51-Structures	24-Electrical Power
28-Fuel	53-Fuselage	53-Fuselage
51-Structures	54-Nacelles/Pylons	54-Nacelles/Pylons
53-Fuselage	57-Wings	57-Wings
52-Structures: (Bell, Sikorski)	52-Structures (Bell, Sikorski)	28-Fuel
53-Fuselage		96-Electrical Power: (Bell, Sikorski)
54-Nacelles/Pylons		



## FFCS Capability List

Section Name: General Information	Page 1 of 1
Section Number: 2.0	Manual Number: FFCS-650-01-015
Revision Status: Rev.14	Date Revised: 10/28/2022

### 2.0 Record of Revisions/ LEP List of Effective Pages

REVISION NUMBER	REVISION DATE	AFFECTED SECTIONS/ LEP PAGE	REVISION DESCRIPTION
1	07/24/2000	All	Complete revision of format
2	10/01/2000	All	Name Change
3	01/12/2005	2.0-pg.1	Remove references to old IPM, Changed page format
3	01/12/2005	2.0-pg.1	Removed FAA Acceptance from all but this page
4	09/22/2005	3.0-pg 4	Corrected Lockheed L-100 to C-130 /382
5	01/30/2006	3.0-pg.2	Added EMB-190
6	11/01/2013	All	Edited to standard FFCS Manual format
7	01/22/2014	3.0- pg. 1	Replaced Canadair with Bombardier
8	07/13/2015	3.0 -pg.4	Added Gulfstream Models
9	02/15/2016	3.0- pg.4	Added Aero commander under Gulfstream
10	04/05/2017	3.0-pg.1	Added Boeing- all models
11	05/08/2018	3.0-pg.1	Added Cessna Models
12	03/07/2019	3.0-pg.1	Added Boeing -377 Super Guppy
13	2/4/2021	3.0 pg. 3	Added Lockheed P-3 Orion
14	10/28/2022	3.0 pg.1	Added Airbus A350

\* Records of subsequent revisions will be annotated above.

#### FAA FSDO Acceptance:

JOHN AUBREY  
LAMB III

Digitally signed by JOHN  
AUBREY LAMB III  
Date: 2022.11.07 07:37:23  
-06'00'



## FFCS Capability List

Section Name: Capability List	Page 1 of 4
Section Number: 3.0	Manual Number: FFCS-650-01-015
Revision Status: Rev.14	Date Revised: 10/28/2022

### 3.0 Capability List

Aircraft Manufacturer	Model
Aerospatale	ATR 42 ATR 72
Airbus	A300 A310 A318 A319 A320 A321 A330 A340 A350
Ayres	Thrush Turbo Thrush
Beech	18 19 58 99 100,200,300,400 1900 2000
Boeing	377 707 717 720 727 737 747 757 767 777,787 Aux Systems
British Aerospace	BAC 1-11 BH HS Bae 146 Jetstream 31
Bombardier	CRJ Challenger
Cessna	500,550,S550, 552 560, 650 425, 441, 525 208 V,VI, VII, VIII, IX, X 510,525A,525B,525C



## FFCS Capability List

Section Name: Record of Revision	Page 2 of 4
Section Number: 3.0	Manual Number: FFCS-650-01-015
Revision Status: Rev.14	Date Revised: 10/28/2022

	550 Bravo, 560XL, 680, 750
--	-------------------------------

### 3.0 Capability List cont..

<b>Aircraft Manufacturer</b>	<b>Model**</b>
Dassault	Jet Falcon Mystere Falcon
DeHavilland	DHC2 DHC7 DHC8
Dornier	228 328
McDonnell Douglas	DC-8 DC-9 DC-10 MD-10 MD-11 MD-80,88 Aux Systems
Embraer	EMB-110 EMB-120 EMB-145 EMB-170, 175, 190
Fairchild	Metro I Metro II Metro III
Fokker	F20 F27 F28 F50/F60 F100
General Dynamics	Convair 880 Convair 264, 265 Convair 600, 990 Convair 580, 520 Convair 240, 340 Convair 440
Grumman	G-111 G-1



## FFCS Capability List

Section Name: Record of Revision	Page 3 of 4
Section Number: 3.0	Manual Number: FFCS-650-01-015
Revision Status: Rev.14	Date Revised: 10/28/2022

<i>Gulfstream</i>	<i>G-II</i> <i>G-III</i> <i>G-IV</i> <i>G-V</i> <i>G100 G150</i> <i>G200 -G280</i> <i>G450 G550</i> <i>G650 G650ER</i> <i>Aero Commander</i>
<i>Hansa Jet</i>	<i>All Series**</i>
<i>Israel Aircraft Industries</i>	<i>Westwind</i> <i>Astra</i> <i>Commodore Jet</i>
<b><i>Aircraft Manufacturer</i></b>	<b><i>Model</i></b>
<i>Jetstream Aircraft Ltd.</i>	<i>200</i> <i>3101</i> <i>3201</i> <i>4101</i>
<i>Lake</i>	<i>Widgeon</i> <i>Buccaneer LA-4</i> <i>Renegade LA-250</i>
<i>Lear</i>	<i>23,24,25</i> <i>28,29</i> <i>31,35,36</i> <i>55,60</i>
<i>Lockheed</i>	<i>L-1011</i> <i>C130/ 382</i> <i>Jetstar</i> <i>Loadstar</i> <i>P-3 Orion</i>
<i>Mooney</i>	<i>M20, M22</i> <i>230, 231</i>
<i>PATS</i>	<i>Aux Tank Systems</i>
<i>Piper</i>	<i>Cherokee</i>
<i>Raytheon</i>	<i>Beechjet</i> <i>A-3-Trainer</i> <i>1900</i> <i>Hawker 800</i> <i>Hawker 1000</i> <i>Hawker HS125</i> <i>Hawker HS400</i>



## FFCS Capability List

Section Name: Record of Revision	Page 4 of 4
Section Number: 3.0	Manual Number: FFCS-650-01-015
Revision Status: Rev.14	Date Revised: 10/28/2022

	Hawker HS700 Hawker HS800 Hawker HS1000
Rogerson	ATS Systems
Saab	340 2000
Sabreliner	NA-265
Shorts	3-30/3-60
Sikorsky Helicopter	S-Series** H-37
Swearingen	Merlin

Table of Contents

Part A

	HQ CONTROL DATE	EFFECTIVE DATE	AMENDMENT NUMBER
001 Issuance and Applicability	05/06/2022	08/15/2022	17
002 Definitions and Abbreviations	12/14/2017	08/15/2022	13
003 Ratings and Limitations	04/03/2017	08/15/2022	16
004 Summary of Special Authorizations and Limitations	09/23/1998	08/15/2022	23
007 Designated Persons	09/08/2021	08/15/2022	19
449 Drug and Alcohol Testing Program	08/30/2021	08/15/2022	8

Table of Contents

Part D

	HQ CONTROL DATE	EFFECTIVE DATE	AMENDMENT NUMBER
100 Work to be Performed at a Place Other Than the Repair Station Fixed Location(s)	11/16/2004	08/15/2022	14



**A001 . Issuance and Applicability**

**HQ Control: 05/06/2022**

**HQ Revision: 05f**

a. These operations specifications are issued to FFC SERVICES, INC, a Repair Station located in the United States, pursuant to 14 CFR Part 145, § 145.53(a). The repair station certificate holder shall conduct operations in accordance with 14 CFR Part 145 and these operations specifications.

The certificate holder's address:

Fixed Location:  
4010 Pilot Drive  
Suite 103  
Memphis, Tennessee 38118

b. The holder of these operations specifications is the holder of certificate number N2RR559Y and shall hereafter be referred to as the "certificate holder".

c. These operations specifications are issued as part of this repair station certificate and are in effect as of the date approval is effective. This certificate and these operations specifications shall remain in effect until the certificate for a repair station that is located in the United States is surrendered, suspended, or revoked.

d. The repair station specified on these operation specifications does not perform maintenance and/or an alteration of aircraft and/or aeronautical products under a Bilateral Aviation Safety Agreement (BASA).

e. The certificate holder is authorized to use only the business name which appears on the certificate to conduct the operations described in subparagraph a.

Delegated Authorities:

*None*

---

U.S. Department  
of Transportation  
Federal Aviation  
Administration

Operations Specifications

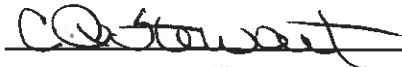
---

1. Issued by the Federal Aviation Administration.
2. These Operations Specifications are approved by direction of the Administrator.



Digitally signed by John A Lamb, Principal Maintenance Inspector (CE21)  
[1] SUPPORT INFO: Administrative changes only  
[2] EFFECTIVE DATE: 8/15/2022, [3] AMENDMENT #: 17  
DATE: 2022.08.15 07:14:41 -05:00

3. I hereby accept and receive the Operations Specifications in this paragraph.



Catherine Stewart, Director of Quality

15 Aug 22

Date

---

**A002 . Definitions and Abbreviations**

**HQ Control: 12/14/2017**

**HQ Revision: 05d**

Unless otherwise defined in these operations specifications, all words, phrases, definitions, and abbreviations have identical meanings to those used in 14 CFR and 49 U.S.C., as cited in Public Law 103-272, as amended. Additionally, the definitions listed below are applicable to operations conducted in accordance with these operations specifications.

<b>BASA</b>	The Bilateral Aviation Safety Agreement (BASA) is an executive agreement concluded between the United States and a foreign country for the purpose of promoting aviation safety; also known as an Agreement for the Promotion of Aviation Safety.
<b>Certificate Holder</b>	In these operations specifications, the term "certificate holder" means the holder of the repair station certificate described in these operations specifications in Part A paragraph A001 and any of its officers, employees, or agents used in the conduct of operations under this certificate.
<b>CAAS</b>	Civil Aviation Authority of Singapore
<b>CFR</b>	Code of Federal Regulations
<b>Class Rating</b>	As used with respect to the certification, ratings, privileges of airframes, powerplants, propellers, radios, instruments, and accessories within a category having similar operating characteristics.
<b>EASA</b>	European Aviation Safety Agency
<b>EASA Accountable Manager</b>	The manager who has corporate authority for ensuring that all maintenance required by the customer can be financed and carried out to the standard required by the EASA full-member Authority.
<b>EU</b>	European Union
<b>Exemption</b>	An authorization that permits an alternate means of compliance with a specific CFR. The exemption must meet the procedural requirements of 14 CFR Part 11.
<b>FOCA</b>	Federal Office of Civil Aviation
<b>FAA Accountable Manager</b>	A person designated by the certificated repair station who is responsible for and has authority over all repair station operations that are conducted under 14 CFR Part 145, including ensuring that the repair station's personnel follow the regulations and serving as the primary contact with the FAA.

<b>Geographic Authorization</b>	Authorization provided to a repair station located outside the United States to perform maintenance support under contract for a U.S. air carrier (or an operator of U.S.- registered aircraft under 14 CFR Part 129) at a location other than the repair station's main facility. A geographic authorization is issued by the FAA to respond to a U.S. air carrier's or Part 129 foreign operator's need for maintenance at a station where the frequency and scope of that maintenance does not warrant permanently staffing and equipping the station for its accomplishment.
<b>Limited Rating</b>	A rating issued to repair stations for the performance of maintenance on particular makes and models of airframes, powerplants, propellers, radios, instruments, accessories, and/or parts.
<b>Limited Ratings - Specialized Services</b>	Rating issued for a special maintenance function when the function is performed in accordance with a specification approved by the Administrator.
<b>Line Maintenance</b>	Any unscheduled maintenance resulting from unforeseen events, or scheduled checks where certain servicing and/or inspections do not require specialized training, equipment, or facilities.
<b>MAG</b>	The Maintenance Annex Guidance (MAG) defines the process that the FAA and EASA undertake in the inspection, findings of compliance certification, and monitoring of repair stations, as well as their joint cooperation in quality assurance and standardization activities in support of the EASA Agreement, Annex 2, Maintenance. The term Maintenance Agreement Guidance (MAG) defines the processes and activities applicable to a specific country under an MIP, and is not associated with the EASA Agreement.
<b>Maintenance</b>	The inspection, overhaul, repair, preservation, and replacement of parts, but excludes preventive maintenance.
<b>U.S./EU Aviation Safety Agreement, Annex 2, Maintenance</b>	Annex 2 covers the reciprocal acceptance of findings of compliance, approvals, documentation and technical assistance regarding approvals and the monitoring of repair stations/maintenance organizations.
<b>MIP</b>	Maintenance Implementation Procedures (MIP) are procedures for implementing the provisions of a BASA that apply to maintenance performed under 14 CFR Part 145, Section 145.53(b).
<b>MOE</b>	A maintenance organization exposition (MOE) pertains to procedural manuals used by maintenance organizations certificated by a foreign country. The MOE along with the FAA Supplement, sets forth the structure and procedures of the repair station to meet the requirements of 14 CFR Part 145 under a MIP.

**Preventive  
Maintenance**

As defined in 14 CFR part 1 and part 43 appendix A,  
subparagraph (c).

**QCM**

Quality Control Manual

**Repair Station located  
in the United States**

A FAA certificated repair station located in the United States.

**Repair Station located  
outside the United  
States**

A FAA certificated repair station located outside of the United States.

**RSM**

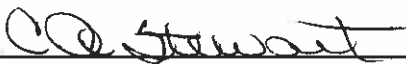
Repair Station Manual

1. Issued by the Federal Aviation Administration.
2. These Operations Specifications are approved by direction of the Administrator.



Digitally signed by John A Lamb, Principal Maintenance Inspector (CE21)  
[1] SUPPORT INFO: Administrative changes only  
[2] EFFECTIVE DATE: 8/15/2022, [3] AMENDMENT #: 13  
DATE: 2022.08.15 07:25:48 -05:00

3. I hereby accept and receive the Operations Specifications in this paragraph.



Catherine Stewart, Director of Quality

15 Aug 22

Date

**A003 . Ratings and Limitations**

**HQ Control: 04/03/2017**

**HQ Revision: 01a**

The certificate holder is authorized the following Ratings and/or Limitations:

**Class Ratings**

None Authorized

**Limited Ratings**

<b><u>Rating</u></b>	<b><u>Manufacturer</u></b>	<b><u>Make/Model</u></b>	<b><u>Limitations</u></b>
Airframe	From the accepted Capability List, as amended.	From the accepted Capability List, as amended.	Maintenance, Alterations, Prevented Maintenance, Inspection, Repair of: integral fuel tanks; fuel systems components; sheet metal repair to adjacent wing and fuselage areas

**Limited Ratings - Specialized Services**

<b><u>Rating</u></b>	<b><u>Specifications</u></b>	<b><u>Limitations</u></b>
Cleaning Processes	FFCS PS 2011-1 (Revision 0) dated 07 September 2011, Cleaning Procedures - High Pressure Water Jet in Aircraft Integral Wing Fuel Tanks (Aqua-Miser Model E25)	Repair limitations as contained in the referenced Civil or Military Specification.

1. Issued by the Federal Aviation Administration.
2. These Operations Specifications are approved by direction of the Administrator.



Digitally signed by John A Lamb, Principal Maintenance Inspector (CE21)

[1] SUPPORT INFO: Administrative changes only

[2] EFFECTIVE DATE: 8/15/2022, [3] AMENDMENT #: 16

DATE: 2022.08.15 07:26:14 -05:00

3. I hereby accept and receive the Operations Specifications in this paragraph.

Handwritten signature of Catherine Stewart in black ink.

Catherine Stewart, Director of Quality

Handwritten date "15 Aug 22" in black ink.

Date

**A004 . Summary of Special Authorizations and Limitations**

**HQ Control: 09/23/1998**

**HQ Revision: 010**

**a. The certificate holder, in accordance with the reference paragraphs, is authorized to:**

	Reference Paragraphs
Perform safety-sensitive functions requiring a drug and alcohol testing program under 14 CFR part 120	A449
Perform work, excluding continuous operations, at additional locations other than at its primary Fixed Location.	D100

**b. The certificate holder is *not* authorized and shall not:**

	Reference Paragraphs
Use Exemptions.	A005
Use an acceptable electronic recordkeeping system, electronic/digital signature, and/or electronic media.	A025
Perform maintenance with ratings for repair stations located outside the United States under a Bilateral Aviation Safety Agreement with Maintenance Provisions.	A060
Perform work, including continuous operations, at additional locations other than at its primary fixed location.	A101
Perform maintenance in accordance with foreign repair station geographic authorizations.	B050
Perform line maintenance for cert. holders conducting operations under Parts 121 and 135 and for foreign carriers/persons operating non-U.S.-registered aircraft in common carriage under Part 129, apart from D100 which authorizes that work away from station.	D107



1. Issued by the Federal Aviation Administration.
2. These Operations Specifications are approved by direction of the Administrator.



Digitally signed by John A Lamb, Principal Maintenance Inspector (CE21)  
[1] SUPPORT INFO: Administrative changes only  
[2] EFFECTIVE DATE: 8/15/2022, [3] AMENDMENT #: 23  
DATE: 2022.08.15 07:26:07 -05:00

3. I hereby accept and receive the Operations Specifications in this paragraph.

Catherine Stewart

Catherine Stewart, Director of Quality

5 Aug 22

Date

**A007 . Designated Persons**

**HQ Control: 09/08/2021**

**HQ Revision: 03a**

- a. The personnel listed in the following table are designated to officially apply for and receive operations specifications for the certificate holder indicated below.

**Table 1 – Designated Persons to Apply for and Receive Authorizations**

Title	Name	Parts Authorized	Email Address
President	Tavoletti, Fred	A,D	
FAA Accountable Manager, 145 / Operations Manager	Brooks, Jason	A,D	jbrooks@ffcfuelcells.com
Director of Quality Assurance / Director of Quality	Stewart, Catherine	A,B,D	kstewart@ffcfuelcells.com

- b. The following personnel listed in Table 2 are designated by the certificate holder to receive Information for Operators (InFO) messages for the certificate holder as indicated below. A receipt for the information by an operator or person is not required.

**Table 2 – Designated to Receive InFO Messages**

Name	Email Address	Telephone No.	Type of Information to Receive

1. Issued by the Federal Aviation Administration.
2. These Operations Specifications are approved by direction of the Administrator.



Digitally signed by John A Lamb, Principal Maintenance Inspector (CE21)  
[1] SUPPORT INFO: Administrative changes only  
[2] EFFECTIVE DATE: 8/15/2022, [3] AMENDMENT #: 19  
DATE: 2022.08.15 07:26:19 -05:00

3. I hereby accept and receive the Operations Specifications in this paragraph.

A handwritten signature in black ink, appearing to read "C Stewart", written over a horizontal line.

Catherine Stewart, Director of Quality

A handwritten date "15 Aug 22" in black ink.

Date

**A449 . Drug and Alcohol Testing Program**

**HQ Control: 08/30/2021**

**HQ Revision: 00b**

- a. The 14 CFR Part 145 repair station certificate holder has implemented a drug and alcohol testing program because the certificate holder performs safety-sensitive functions for a 14 CFR Part 121, 121/135, and/or 135 certificate holder, and/or for a 14 CFR Part 91 operator conducting operations under § 91.147.
- b. The certificate holder certifies that it will comply with the requirements of 14 CFR Part 120 and 49 CFR Part 40 for its drug and alcohol testing program.
- c. Drug and alcohol testing program records are maintained and available for inspection by the FAA's Drug Abatement Compliance and Enforcement Inspectors at the location listed in Table 1 below:

**Table 1**

<b>Location &amp; Telephone of Drug and Alcohol Testing Program Records</b>	
<b>Telephone Number:</b>	(A2) CONN671B
<b>Address:</b>	4010 Pilot Drive
<b>Address:</b>	Suite 103
<b>City:</b>	Memphis
<b>State:</b>	TN
<b>Zip code:</b>	38118

**d. Limitations and Provisions.**

(1) The FAA's Drug Abatement Division is responsible for oversight and enforcement of the DOT/FAA-mandated drug and alcohol testing program. Questions regarding the program requirements or regulations must be directed to the Drug Abatement Division at 202-267-8442 or [drugabatement@faa.gov](mailto:drugabatement@faa.gov).

(2) The certificate holder is responsible for updating this operations specification when any of the following changes occur:

(a) Phone number and address where the drug and alcohol testing program records are kept.

(b) If the certificate holder's number of safety-sensitive employees goes to 50 and above, or falls below 50 safety-sensitive employees.

(3) The certificate holder with 50 or more employees performing a safety-sensitive function on January 1 of the calendar year must submit an annual report to the Drug Abatement Division of the FAA.

(4) The certificate holder with fewer than 50 employees performing a safety-sensitive function

on January 1 of any calendar year must submit an annual report upon request of the Administrator.

e. The certificate holder has 50 or more safety-sensitive employees.

1. Issued by the Federal Aviation Administration.

2. These Operations Specifications are approved by direction of the Administrator.



Digitally signed by John A Lamb, Principal Maintenance Inspector (CE21)

[1] SUPPORT INFO: Administrative changes only

[2] EFFECTIVE DATE: 8/15/2022, [3] AMENDMENT #: 8

DATE: 2022.08.15 07:25:54 -05:00

3. I hereby accept and receive the Operations Specifications in this paragraph.



Catherine Stewart, Director of Quality



Date

**D100 . Work to be Performed at a Place Other Than the Repair Station Fixed Location(s)** HQ Control: 11/16/2004  
HQ Revision: 050

- a. The certificate holder may perform work at a place other than its Fixed Location (as listed in paragraph A001, and paragraph A101 if issued, of these operations specifications) provided it has the facilities, material, equipment and technical personnel to perform the work authorized in the following table.

Table 1

Work Authorized	Repair Stations Manual References	Quality Control Manual References
All work for which the repair station is rated	Repair Station Manual, Section 4-5 & 4-6, as revised	Quality Control Manual, Section 2.006 as revised

- b. The certificate holder **may not** perform **continuous** operation at a facility other than the station's Fixed Location listed in paragraph A001, and paragraph A101 if issued.
- c. Line Stations. Privileges of a line station, as set forth by the EASA certificate and scope of work and located within the country where the main facility is domiciled are listed in Table 1 are authorized.
- d. Work may be due to a special circumstance or on a recurring basis. If on a recurring basis, the repair station must have procedures in its manual.

1. Issued by the Federal Aviation Administration.  
2. These Operations Specifications are approved by direction of the Administrator.



Digitally signed by John A Lamb, Principal Maintenance Inspector (CE21)  
[1] SUPPORT INFO: Administrative changes only  
[2] EFFECTIVE DATE: 8/15/2022, [3] AMENDMENT #: 14  
DATE: 2022.08.15 07:25:59 -05:00

3. I hereby accept and receive the Operations Specifications in this paragraph.

Catherine Stewart, Director of Quality

Date