



Electronic Transmittal

July 30, 2008

Subject: **Introducing Zodiac Services**

Dear Valued Customer,

Monogram Systems thanks you for your valued support as our loyal Customer. As you may know, Monogram Systems is a member of the Zodiac family of companies. Consistent with the objective of continuously improving aftermarket service and support, Zodiac is creating a new centralized aftermarket service organization, **Zodiac Services**, which will provide support for Monogram Systems products.

**Effective September 1, 2008, Zodiac Services will begin operations
and will serve as your point of contact for Monogram Systems
Spares Distribution, R&O, and Technical Support.**

Both Monogram Systems and Zodiac Services Asia look forward to the benefit that these changes will provide to your organization and we look forward to assisting you with this transition. In advance of the transition to Zodiac Services, several key items need to be addressed:

- Zodiac Services Asia must be registered as an approved supplier in your system.
- All spares orders for Monogram Systems products placed after September 1, 2008 will need to be placed with Zodiac Services Asia.
- For spares orders placed before September 1, 2008 to be delivered after October 1, 2008, your local Zodiac Services representative will be working with you to transition these orders to Zodiac Services Asia.

Additional information regarding this transition is included in the attached letter from Zodiac Services, including the name, phone number, and e-mail address of your local **Zodiac Services** representative.

Please contact the undersigned or your local “ZS” representative for answers to your questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mark A. Nelson'.

Mark A. Nelson
Director of Customer Support and Services
Monogram Systems



ZODIAC SERVICES ASIA

Dear Valued Customer,

Following our first letter to your management concerning the new Zodiac Services branch of Zodiac, we would like to inform you in more practical details of this change.

Zodiac worldwide presence extends from Manufacturing to the Support and Maintenance needs of operators in After Market Services.

We are creating the **Zodiac Services** branch to gather, under one roof, the complete range of component services and provide our valued aftermarket customers with a single point of contact covering all Zodiac aerospace equipments.

Effective September 1, 2008, you will be able to utilize at a regional level **Zodiac Services Asia** for one-stop component and system service. **Zodiac Services Asia** will provide the full range of Distribution, Maintenance and Technical Support to all Operators and for most of Zodiac Manufacturers (see Appendix 1).

Zodiac Services Asia will be operational in two phases:

1. The regional Headquarter in Singapore will officially commence its operations on September 1st, 2008. Together with our existing IN-SERVICES ASIA in Hong Kong which you are familiar with, we will share the Support of Zodiac Products as per Appendix 2.
2. By end of December 2008, IN-SERVICES ASIA will then transfer its operations (Spares Distribution and Component Repairs). All spares inventory and repair operations will then be consolidated at Zodiac Services Asia in Singapore and only a Sales & Customer Services Office will remain in Hong Kong.

From January 1st, 2009, Zodiac Services Asia will be fully operational and cover the full range of **Zodiac Manufacturers** portfolio Products and After market Services at the following address:

Zodiac Services Asia
36 Loyang Drive
Singapore 508949
Tel: +(65) 6579 2230
Fax: +(65) 6579 2231
Email: zsasia@zodiac.com



ZODIAC SERVICES ASIA

We encourage you to register **Zodiac Services Asia** in your system, since your spare and repair orders will have to be placed from this date on, to this new legal entity in Singapore. For spare orders placed before September 1st, 2008 to be delivered after October 1st, we will ask you to cancel your orders to any of the OEM including in the Zodiac Services Asia perimeter as defined in Appendix 2 and to reorder to ZS Asia. This scheme should allow for a smooth transition and minimum number of cancellations of orders.

If you have any questions or require further assistance, please contact the responsible persons in the respective territories as per the attached appendix 1.

For additional information, please visit our website: www.services.zodiac.com

We certainly hope you will share our optimism in this new milestone. This new establishment brings valuable opportunities with tremendous long-term potential in our challenging aerospace environment. Together with Zodiac Services, we hope to be able to tap on this potential with all our esteemed customers.

Sincerely,

A handwritten signature in black ink, appearing to be 'S. WEBER', with a long horizontal stroke extending to the right.

Sebastien WEBER
CEO ZODIAC SERVICES ASIA Pte Ltd



APPENDIX 1 :

YOUR LOCAL CONTACTS

Mainland China (excl. Hong Kong, Macau and Taiwan) :

Larry Jiang : gzjiang@aircruisers-china.com

Phone : +(86) 10 8048 6850

Fax : +(86) 10 8048 9221

Mobile : +(86) 138 0133 4182

North East Asia : Hong Kong, Macau, Taiwan, Japan, Korea

Thomas LI : tli@insasia.zodiac.com

Phone : +(852) 2260 6601

Fax : + (852) 2260 4052

Mobile : +(852) 9668 0558

South East Asia : Singapore, Malaysia, Thailand, Vietnam, Indonesia, Brunei, Philippines

Bob Goh : bgoh@zodiac.com

Phone : +(65) 6579 2256

Fax : +(65) 6579 2231

Mobile : +(65) 9638 0561

Pacific : Australia, New Zealand and Pacific Islands

Sebastien WEBER : sweber@insasia.zodiac.com

Phone : +(852) 2260 6688 / +(65) 6579 2244

Fax : +(852) 2260 4051 / +(65) 6579 2231

Mobile : +(852) 6016 0270

Helicopter Operators :

Chua Kok Kiang : kchua@zodiac.com

Phone : +(65) 6579 2257

Fax : +(65) 6579 2231

Mobile : +(65) 9363 1002



ZODIAC SERVICES ASIA

APPENDIX 2 :

PRODUCTS AND OEMs SUPPORTED

From Sept. 1st, 2008 to Dec. 31st, 2008 :

OEM	Cage Code	Zodiac Services Asia		IN Services Asia	
		Repairs	Spares	Repairs	Spares
INTERTECHNIQUE – Fuel Circulation	F0422			✓	✓
INTERTECHNIQUE – Oxygen & Life Support (EROS)	F5341			✓	✓
INTERTECHNIQUE – System Monitoring & Management	F0553			✓	✓
AVOX Systems – Oxygen & Life Support	53655			✓	✓
ECE – Electrical Power Management	F0214			✓	✓
ECE – Lighting & Power Systems	F0280			✓	✓
IDD Aerospace	05617				✓
PRECILEC	F0358, F6137, F0217			✓	✓
IN LHC – Hydarulics & Controls	F0218, F9588, F1976			✓	✓
AERAZUR – Elastomer Technologies & Systems	F6101			✓	✓
AIR CRUISERS / AERAZUR – Emergency Evacuation Systems	70167 F6101	✓	✓		
Icore International – Electrical Interconnect Systems	05593		✓		
Aerazur (ex – Superflexit)	F6101		✓		
Sicma Aero Seat (1)	F0465	✓ (2)	✓		
WEBER Aircraft (1)	3K723	✓ (2)			
MONOGRAM SYSTEMS (1)	29780, 58568	✓ (3)	✓		

(1) : Only Applicable for SFE components

(2) : Repairs are subcontracted to the OEM

(3) : To be developed in 2009



ZODIAC SERVICES ASIA

From January 1st, 2009 onwards :

OEM	Cage Code	Zodiac Services Asia		IN Services Asia	
		Repairs	Spares	Repairs	Spares
INTERTECHNIQUE – Fuel Circulation	F0422	✓	✓	ONLY SALES & CUSTOMER SERVICES OFFICE	
INTERTECHNIQUE – Oxygen & Life Support (EROS)	F5341	✓	✓		
INTERTECHNIQUE – System Monitoring & Management	F0553	✓	✓		
AVOX Systems – Oxygen & Life Support	53655	✓	✓		
ECE – Electrical Power Management	F0214	✓	✓		
ECE – Lighting & Power Systems	F0280	✓	✓		
IDD Aerospace	05617		✓		
PRECILEC	F0358, F6137, F0217	✓	✓		
IN LHC – Hydarulics & Controls	F0218, F9588, F1976	✓	✓		
AERAZUR – Elastomer Technologies & Systems	F6101	✓	✓		
AIR CRUISERS / AERAZUR – Emergency Evacuation Systems	70167 F6101	✓	✓		
Icore International – Electrical Interconnect Systems	05593		✓		
Aerazur (ex – Superflexit)	F6101		✓		
Sicma Aero Seat (1)	F0465	✓ (2)	✓		
WEBER Aircraft (1)	3K723	✓ (2)			
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