

GENERAL QUALITY REQUIREMENTS

1. QUALITY AND CERTIFICATES.

The supplier shall provide all applicable documents and certificates:

- EASA Form 1 (or equivalent according to EASA regulations) for components in satisfactory condition.
- A Non-incident statement for used components document is desirable. [In case of removal from aircraft, this document is necessary.](#)
- Manufacturer Certificate of Conformity* and all Supplier/Distributor Certificates of Conformity* for consumables (lubricants, cements, compounds, paints, chemical dyes and sealants), standard parts, raw material and tools.
- Workshop Report / Shop Find Report. In cases of MISUSE/CID/FOD a workshop report with photographs is required for internal records. [In addition, a technical description that supports that these damages cannot have been caused by normal wear of the part.](#)
- Test Report for standard parts and raw material.
- Analysis report and Material Safety Data Sheet for chemicals.
- [Safety data sheets and/or additional documentation necessary for the transport of batteries and pressure bottles, as well as any other susceptible material.](#)
- ENAC calibration certificate or equivalent for tools, if applicable.

Minimum product shelf life of 80% unless otherwise agreed in written form.

Materials that are shelf life limited such as adhesives, sealants, o-rings, paints, certain avionics equipment, etc. shall have an expiration date identified on the individual container and in the certificates.

The supplier shall have on file, and available upon request within a reasonable time frame, all documentation that covers the product certification/approval during at least ten (10) years.

* Supplier/Distributor Certificate of Conformity: certification statement created by the organization that refers to the original Airworthiness Certificate, Manufacture Certificate of Conformity and manufacturer's literature (as applicable) that are retained and are traceable by the supplier.

*Manufacturer Certificate of Conformity: certificate that certifies that the production, design and specification of the product conforms to the required standard and current regulations.

The supplier shall notify ATAVIS non-conforming products, changes in product, changes in the address for collection, lead time changes, etc.; and, when required, obtain approval from ATAVIS, including nonconforming product disposition approvals.

The supplier shall flow down all applicable requirements to its supply chain.

The Supplier shall set up a process intended to evaluate, select and qualify his suppliers, adapted to the identified risks and to the type of product concerned. Information related to supplier qualification shall be recorded.

If necessary, the supplier will allow access, in all applicable areas, to ATAVIS staff, their clients and the corresponding authorities, in all levels of the chain of supply applicable to the order, including all documentation that the quality control department of ATAVIS deem necessary.

Suppliers specifically warrant that they will supply and use to perform the corresponding works, only Approved Non-Counterfeit products. It is necessary to have a system for detecting parts suspected of being counterfeit or not being approved to carry out the corresponding tasks. Any parts appearing to be unapproved or suspicious, and therefore possibly counterfeit, will be rejected.

The supplier shall develop and maintain a program to ensure that its personnel are aware of:

- Their contribution to product and/or service conformity.
- Their contribution to product safety.
- Their importance of ethical [behaviour](#).

When appropriate, ATAVIS purchase order will include:

- Requirements for identification and revision status of specifications, drawings, process requirements, inspection & verification instructions and other relevant data.
- Specific requirements for design, test, inspection, verification, use of statistical techniques and other instructions for acceptance.
- Specific requirements for qualification of personnel.

Supplier also agrees to co-operate in a reasonable timely manner in resolving any CAR (Corrective Action Request) initiated by ATAVIS.

VERY IMPORTANT: ATAVIS reserves the right to reject material and/or take necessary actions if the above-mentioned requirements are not met, or if the corresponding documentation is not received with the goods.



2. PAYMENT TERMS AND INVOICES.

In order to proceed with the corresponding payments related to this order:

- All invoices and packing lists must reference the purchase or repair order reference number and the corresponding equipment.
- All Invoices and related documents must be sent in PDF file with the name:
 - For de invoice: 'F_[number of invoice]'
 - For other documents: 'A_F_[number of invoices]'
 - Send by email to: ap_contabilidad@bintercanarias.com.

For any billing-related questions, please contact:
atencionproveedores@bintercanarias.com.

Although we do not require a printed copy of the invoice, please note that you can also send it by regular mail to the appropriate address.

Delays in payments may occur if the instructions mentioned above are not strictly followed.

3. COMMUNICATIONS AND SHIPPING.

Please include our order reference in all communications.

Make sure you contact the correct department (it is mentioned in the order).

- The address for shipping and billing purposes are defined in our order.
Please, as soon as the material is ready for collection, notify atavis@atlantiscargo.es with the corresponding department of the order in copy.
- For customs purposes, packing list, invoice and copy of EASA Certificates (as applicable) are required.
- In the case of dangerous goods, the corresponding documentation according to IATA is necessary.

Partial shipments are not permitted unless otherwise agreed in writing.



Contacts for deliveries to ATAVIS facilities:

- [LPA: LPA: 686956204/638776213; from 9 to 11 AM.](#)
- [TFN: 680448890](#)
- [MAD: 686400946](#)

VERY IMPORTANT: **Original invoice clearly specifying "for civil aircraft use" and our order number.** Atlantic Aviation Services, S.L. (ATAVIS), Las Palmas (ESPAÑA) [with CIF ES B76132414, exempt from VAT tax.](#)

If you have any questions, please do not hesitate to contact us.

4. INSPECTION – PACKAGING

All components and material must be adequately packed in compliance with all applicable requirements (regulatory, manufacturer requirements and ATAVIS requirements) to ensure protection against corrosion, oxidation, deterioration and physical damage during shipment and handling.

REQUIREMENTS FOR PURCHASE ORDERS

The Supplier shall set up a system capable of tracing products that includes at least the following:

- Identification of products according to the applicable design data documents and/or drawings (part number, serial number and batch/lot as applicable).
- The corresponding certificates shall clearly identify the product (part number, serial number and batch/lot as applicable).
- Articles not approved for bulk packaging or too small or impractical to mark shall be individually tagged or bagged with the identification markings applied to the tag or bag.
- Identification of articles shipped to ATAVIS against the purchase order shall be recorded on the shipping documents.

Material with New Surplus condition will not be accepted unless otherwise agreed in written form. If New Surplus material is accepted, parts must be shipped with Supplier/Distributor Certificate of Conformity or documentation stating material is new surplus and non-traceable.

VERY IMPORTANT: Suppliers specifically warrant that they will supply only Approved Non-Counterfeit products. Any parts appearing to be unapproved or suspicious, and therefore possibly counterfeit, will be rejected.





REQUIREMENTS FOR REPAIR ORDERS

Acknowledgement of unit reception is required.

After receipt of unit and unless otherwise agreed, supplier must send quotation including at least:

- If the unit is repairable or not.
- Results of any analysis/test performed in the unit upon reception.
- Works to be performed.
- Changes in components including detailed budget for every part.
Total estimated cost of repair.
Lead time.

[*In cases of MISUSE/CID/FOD, take into account the general requirements of this document.](#)

Unless otherwise agreed, ATAVIS acceptance of quotation is required before works commence.

Repairs must be performed according to the last CMM revision.