



AIRSHARES
E L I T E

SR22 Transition Training Guide

**Transition Overview • Recurrent Training • Areas of Emphasis
• Personal Proficiency Plan Form • Operating Guidelines •
Owner Relations Welcome & FAQs**

(Click on chapter title to jump to that section)



AirShares Elite Transition Training

Transition Overview

Welcome! AirShares Elite strives to provide new Owners with the best possible introduction to the incredible Cirrus SR22. Classified as a technologically advanced aircraft (TAA), the SR22 requires a thorough transition program to ensure the safety of pilots and passengers, instill standardized best practices, and to protect the Owner's investment and the future insurability of the fleet.

Time? AirShares Elite holds no minimum time requirement for completion of transition training – only proficiency standards. There are two tracks that we present to new instrument-rated AirShares Elite pilots for transition training:

1. **VFR:** [Approximately 8 hours of ground instruction and 10 hours of flight over 7 lessons.] The pilot successfully completes the *Cirrus Transition Training Syllabus - VFR edition*, gains comfort and confidence with the airplane, and then dives into the IFR syllabus 6 months after the initial checkout.
2. **IFR:** [Approximately 8 hours of ground instruction and 15 hours of flight over 10 lessons.] The pilot completes the *Cirrus Advanced Transition Training Syllabus*, and earns an instrument proficiency check (IPC) endorsement.

Prior experience logged in Cirrus aircraft or with Garmin G1000 avionics, plus the use of PC-based avionics trainers will reduce transition time. Pilots previously checked out and current in the Avidyne Entegra equipped SR22 will complete the *Perspective Differences Syllabus*. A commitment to home-study is essential for efficiency of training and the pilot in training is expected to have completed the bulk of the on-line, computer-based prep course prior to the first flight lesson.

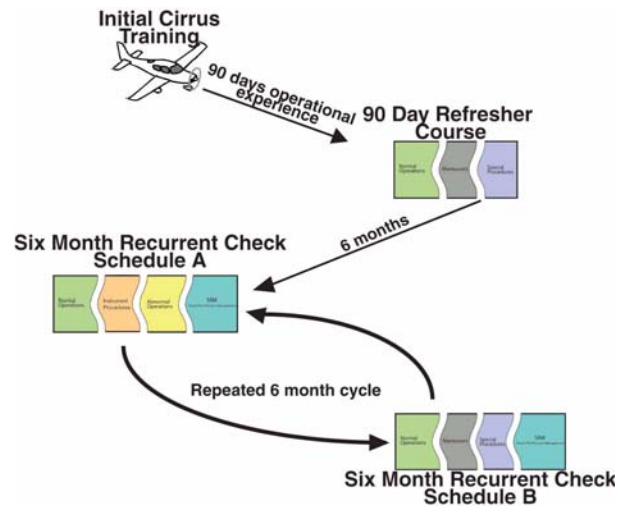
Hang in there! Frustrations are part of any serious learning challenge. For example, if a pilot has not flown a laminar-flow wing before, he or she may be surprised at having to re-learn the art and science of landing an aircraft. However, once mastered, the Cirrus is one of the best handling light aircraft available, and greased landings become the norm. The avionics may also pose a hurdle to some, but this steep learning curve is rewarded by safe and virtually effortless single-pilot IFR operations. We want our pilots to learn the techniques that will flatter them and make flying as rewarding and safe as possible, using all the resources available to get the most from this amazing aircraft.

Completion. The transition program concludes with a thorough evaluation “check ride” administered by an AirShares designated check airman. A comprehensive knowledge of aircraft systems and sound decision making skills will be verified during a ground discussion and then the pilot will be expected to demonstrate the judgment, aeronautical decision making abilities, single-pilot resource management and risk management skills necessary to safely fly a Cirrus aircraft. Satisfactory completion of this process will immediately grant solo PIC privileges to that pilot in accordance with our published operating guidelines included in this packet.

After Transition – Recurrent Training

Recurrent training is an essential component of the safety-centered AirShares Elite culture. AirShares Elite subscribes to the Cirrus Recurrent Training program; a structured, industry-accepted recurrent training program published in 2011 by Cirrus Aircraft. The course outlines three training opportunities following the initial transition training. These mandatory training events will help our pilots maintain an acceptable level of proficiency, resulting in greater utilization of the aircraft and increasing the overall safety of each flight mission.

While no amount of flight training can substitute for sound judgment and good aeronautical decision making, flight training is the best insurance available to reduce overall risk, especially with low time-in-type pilots.



Pilot’s World. Cirrus Design publishes a series of proficiency programs on their Pilot’s World website that provides excellent guidance for self-study, “designed to increase a Cirrus pilot’s knowledge and proficiency, and ensure the safe utilization of the Cirrus aircraft.” The website link is www.cirrusdesign.com/pilotsworld.

COPA. AirShares Elite also encourages membership and attendance at Cirrus Owners and Pilots Association (COPA) events – Critical Decision Making seminars and the incredible Cirrus Pilot Proficiency Program (CPPP); a weekend-long, comprehensive ground and flight training experience unparalleled in general aviation. **NOTE:** Receipt of an instrument proficiency check (IPC) endorsement from a CPPP instructor at the completion of a CPPP event will fulfill the AirShares Elite Recurrent Training requirement.

Make it Personal. The aforementioned “Personal Proficiency Plan” is discussed and documented between the newly transitioned pilot and check airman, then updated annually based on recent experience. For example, one may desire additional “hard” IFR experience, and many find additional training a valuable method of lowering personal minimums, while achieving greater comfort and confidence with normal and abnormal flight operations. Use of the new breed of Cirrus flight simulators is highly recommended for practice of emergency procedures and review of system malfunctions.

Scenario Based Training

The transition training and recurrent training curricula utilize Scenario-Based Training (SBT); a new approach to training pilots and structured to emphasize development of critical thinking and flight management skills. The student and the instructor will address flight-training objectives in an operational environment, where the student will be forced to make real-time decisions in a realistic setting, repeatedly dealing with the question, “What If...?” The goal of this new training philosophy is accelerated acquisition of the higher level decision-making skills necessary to prevent pilot error accidents in technologically advanced aircraft (TAA), such as the Cirrus. More information can be found here: http://www.faa.gov/education_research/training/fits/

Limitations

AirShares Elite transition training may only be conducted by an AirShares Elite approved instructor. Final evaluations must be administered by an AirShares Elite designated check airman. Any other training required as part of AirShares Elite proficiency or currency programs must be administered by an AirShares Elite approved instructor.

Transition Training Courseware

Transition training program material consists of the following components:

1. SR22 Customer Training Kit -Includes SR22 Training Guide & POH, Syllabus Suite, Flight Operations Manual, and access to the Cirrus Training Portal website, including the Cirrus Icing Awareness Course.
2. Perspective Online Training (optional).
3. Access to AirShares Elite’s exclusive web resource for Cirrus Flight, www.safety.airshareselite.com
4. AirShares Elite Operating Guidelines.
5. A collection of FAQs regarding AirShares policies and procedures.
6. Personal Proficiency Plan worksheet
7. This overview document.

Other Resources:

1. Cirrus Owners and Pilots Association (COPA) www.cirruspilots.org
2. Cirrus Flight Training Resources <http://www.cirrusaircraft.com/training/piston/launchpad.aspx>
3. SimTrain Cirrus Full-motion Simulator Training <http://www.simtrain.net/>
4. AirShares Elite Pilot Resource site www.safety.airshareselite.com
5. FAA Safety Team site <http://www.faasafety.gov/>

Areas of Emphasis

Throughout transition training and beyond, the following key areas will be emphasized:

1. **Single-Pilot Resource Management (SRM)** – The Cirrus cockpit brings a whole new set of resources to the pilot. It is important to not only be adept at accessing valuable information, but also to know when one shouldn't be playing with the gizmos and should instead be looking out the window for traffic! SRM will figure into every phase of flight operations and integrates all of the following concepts:
 - a. Aeronautical Decision Making and Risk Management – *the go / no-go decision*
 - b. Automation Management – *“what's it doing now?”*
 - c. Task Management - *prioritization; when-to-do-what with the equipment*
 - d. Controlled Flight into Terrain (CFIT) Awareness – *it can happen to you*
 - e. Situational Awareness – *as defined by M.R.Endsley, 1988*
 - i. Perception of the elements in the environment within a volume of space (level I)
 - I see, hear, taste, smell, feel these things
 - ii. Comprehension of their meaning (level II)
 - I know what those things mean
 - iii. Projection of their status in the near future (level III)
 - Therefore, I anticipate what will happen, and take some action
2. **Judgment and Limitations.** A review of Cirrus accidents quickly reveals that most are the result of poor judgment; very few are the result of equipment malfunctions. Any pilot may be lulled into complacency, thinking that they are nearly “bulletproof” when flying this aircraft. Though it can offer a potentially higher margin of safety than any other single-engine piston aircraft, this high-performance airplane also requires a healthy respect for its capabilities and limitations, as well as an honest assessment of the limitations of the pilot in command.
3. **Stewardship.** The composite aircraft and systems are largely new and unique, and require some special handling methods prescribed to avoid problems and keep the aircraft in the best possible condition. Taxiing the aircraft is an art unto itself, and the ability to keep the brakes cool is a significant accomplishment. We recommend that pilots do NOT attempt to clean the avionics screens – let the ASE folks do that, as a few cleanings with the wrong materials can significantly damage the surfaces.
4. **Staying ahead of the aircraft.** Without high-performance aircraft experience, pilots may be amazed at how far ahead of the aircraft they should be thinking and planning so as not to get behind it. Tip: Slow down in the terminal environment!
5. **Avionics.** It is undoubtedly a steep learning curve for most when training on instrument procedures with the advanced avionics found in the Cirrus cockpit. However, once a certain level of mastery is achieved, single-pilot IFR operations become virtually effortless. Failure modes need to be understood so that they are managed properly if encountered. The inability of some pilots to handle a minor malfunction appears to be probable cause for at least a couple of incidents to date, and there is really no reason why a such a failure should be anything more than a nuisance.
6. **Landings.** Between a 9” prop clearance and a low tail, this is an aircraft that attracts prop and tail strikes, and both are serious events. It lands more like a Cessna 310 than a Cherokee. The #1 rule for the new Cirrus pilot: don't try to salvage a poor landing – just go around! The key to landing this aircraft consistently well is flying a stabilized final approach. We'll work hard on getting the pitch right and easing the aircraft to the ground with power if necessary to avoid problems – a high round-out and insufficient speed to maintain a safe attitude for touchdown can be a disaster in the making. On the other hand, the aircraft lands power-off beautifully if the round-out and flare is entered at the correct airspeed and sufficiently close to the ground.



AirShares Elite Operating Guidelines

AirShares Elite Operating Guidelines serve to communicate and clarify the responsibilities and acceptable practices of AirShares Elite Owners and Pilots. It is each Owner, Pilot and Employee's responsibility to review these guidelines regularly as this document is updated from time-to-time. The most current version of the Operating Guidelines is available on the AirShares Owner site (MyFBO) under the Home Tab and "Help and Guidance" link. We appreciate your strict adherence to these guidelines as they will maximize the value of the aircraft, increase the safety of pilots and passengers, and improve availability.

Pilot Requirements

1. Prior to Pilot in Command operations, approved pilots must have a minimum of a Private Pilot License with ASEL and Instrument Airplane ratings and associated High Performance Endorsement unless specifically authorized by the Director of Flight Operations or his or her designee.
2. Pilots must provide AirShares Elite current and accurate copies of the following items on their service start date and within two weeks of any changes to the data contained therein:
 - Pilot History Data Sheet
 - Owner Data (Contact) Sheet
 - Medical Certificates
 - Pilot Certificates
 - Driver's Licenses
 - Flight Review Endorsements
 - Instrument Proficiency Check Endorsements
3. Pilots exercising Pilot in Command privileges in AirShares Elite Aircraft must:
 - a. Have completed AirShares Elite approved transition training.
 - b. Meet all applicable AirShares Elite, FAA, and TSA currency and recurrency training requirements, as amended from time to time.
4. Pilots are required to carry all pilot certificates and government issued identification when operating any AirShares Aircraft.
5. Pilots must operate the Aircraft in compliance with any and all regulatory requirements of the jurisdiction in which the Aircraft is being operated.

Aircraft Operations

1. AirShares Elite Aircraft may only be operated by AirShares Elite approved pilots.
2. No training other than for initial transition training, recurrent training, training for an Instrument Rating, training for a Commercial Pilot Certificate, or training to meet type/make/model insurance requirements is permitted in the Aircraft.
3. Owners and/or pilots operating Aircraft shall:
 - a. Prior to receiving AirShares Elite approval, not conduct or authorize any maintenance or servicing of Aircraft, except for fueling and lubricants.
 - b. Accept full responsibility, regardless of cause, for any damage claimed against Aircraft in subsequent pre-flight inspection that was not recorded or reported to AirShares Elite prior to their operation of Aircraft.
4. If it is determined that an Aircraft requires maintenance while away from the Aircraft's base, the Pilot has the option to either:
 - a. Wait for the Aircraft to be repaired and return the Aircraft to its home base airport, or
 - b. Request that another Aircraft be delivered to the Pilot and leave the disabled Aircraft for AirShares Elite to collect after its repair.
 - c. Choose to find alternate means of transportation to complete the mission or return home and leave the disabled Aircraft for AirShares Elite to collect.

Under all options, the Owner is responsible for all personal and AirShares Elite expenses and alternate transportation associated with the delays resulting from remote repair and /or the delivery of a replacement Aircraft. These expenses may include, but are not limited to, Aircraft time and direct costs for the delivery of the replacement Aircraft, rental car, hotel, and professional pilot services. Additional charges may apply for international operations.

5. Pilots operating Aircraft as PIC shall:
 - a. Prior to every flight, confirm that Aircraft are airworthy and verify that all required documentation is on board Aircraft.
 - b. Prior to operation of Aircraft, review maintenance discrepancies and immediately, and by the most expeditious means available, report any damage or discrepancy, or finding of Aircraft in non-airworthy condition to AirShares Elite Owner Relations at (800) 482-5411.
 - c. Prior to operation of Aircraft over water outside of power-off gliding distance from land, obtain, stow and review operating instructions of all safety equipment and proper ditching procedures.
 - d. Properly park and secure Aircraft, and install any covers and sunscreens before leaving Aircraft at any location.
 - e. Use the AirShares Elite fuel card provided with each Aircraft for all fuel purchases. If no available fuel provider honors the AirShares Elite fuel card, the Owner is responsible for purchasing the required fuel at the most competitive

- price available and will be reimbursed for such fuel purchases by AirShares Elite upon presentation of appropriate receipts.
- f. Accurately and legibly record the starting and ending hobbs readings for each operation on AirShares Elite Flight Detail sheets.
 - g. Record in detail on AirShares Flight Data Sheets any maintenance issues or discrepancies found during operations. Airworthiness squawks must be reported to AirShares Elite Owner Relations at (800) 482-5411 immediately.
 - h. In event of any incident or accident, not move Aircraft until authorized by AirShares Elite, except to prevent personal injury or further damage to Aircraft, or to facilitate rescue operations.
6. No operations of Aircraft into unimproved, grass or gravel runways are allowed, unless otherwise approved in advance by the Regional Chief Pilot (RCP). The minimum runway requirements are 2400 feet in length and 40 feet in width, except for use during an emergency or precautionary landing, or with advanced approval of the Director of Flight Operations.
 7. The Owner shall not use the AirShares Elite fuel card for purchases except fuel, oil or AirShares Elite approved operational fees. AirShares Elite reserves the right to charge a service fee for the purchase of any items other than fuel or oil. Other fees associated with the use of Aircraft at non-base locations, such as ramp fees, hangar fees, deicing and landing fees are the responsibility of the Owner.
 8. Notwithstanding inclement weather or ATC routing, if the Owner returns the Aircraft to its home base after the scheduled return time without prior notification to AirShares Elite via the (800) 482 5411 24-hour hotline, the Owner is responsible for all costs incurred by AirShares Elite to satisfy flight reservations affected by the overdue Aircraft. A \$50 penalty may be imposed for excessive and/or frequent late returns not related to flight safety decisions.
 9. The Owner is responsible for communicating changes to scheduled flights to Owner Relations in a timely manner. To accommodate other flights, AirShares Elite may release scheduled flight reservations two (2) hours after its scheduled departure if the Owner is not at the aircraft and has not communicated their revised departure time to Owner Relations.
 10. The Owner is responsible for costs incurred to obtain or handle safety equipment or materials, such as oxygen equipment.
 11. No food or drinks that pose a risk of damage to Aircraft avionics or Aircraft interior are allowed to be open inside Aircraft. The Owner will be held financially responsible for clean up, repair, or replacement charges incurred by accidental spillage of said items.
 12. The Owner will be held financially responsible for clean up, repair, or replacement charges incurred by damage or excessive dirt or fur caused by flying with pets.
 13. No smoking is allowed within the vicinity of or onboard the Aircraft.



Dear New Owner,

On behalf of the staff at AirShares Elite, we would like to say “Thank you for your business” and welcome you to the AirShares Elite program. We are delighted and very proud to have you as an Owner.

It is our job in the Owners Relations Department to assist you in all aspects of your experience with AirShares; from scheduling flights, and assisting you with travel plans to suggesting destinations, and coordinating your training. We want you to think of us as your very own “*Personal Flight Department*” or “*Aircraft Concierge*.” If we can help with anything related to your travel experience, please don’t hesitate to ask. Need a car at your destination? Just ask. Need help figuring out where or how to fly outside the United States? Just ask. (We may point you to our Chief Pilot’s staff, but we know where to go for the right answers!).

Owner Relations, to us, is more than fulfilling your daily needs; it is about building a long term relationship with you. We strive to earn your trust, respect and confidence every day. We welcome your feedback on all aspects of our operation. We would like to know how we are doing, and what we can do to better our services for you.

Enclosed, are answers to frequently asked questions about AirShares Elite Owner services and our general operations. We hope this is helpful in getting you acquainted with the services we provide.

If you have any questions, please do not hesitate to contact us [from 8:30a – 5:30p Monday through Friday](#). We always welcome your emails, or trip requests after hours, and we will promptly respond to them on the next business day.

We can be reached at:

Owner Relations: **(800) 482-5411**

E-mail: schedule@airshareselite.com

I look forward to speaking with you soon. Again, thank you for your business and welcome to AirShares Elite.

Best regards,

Tanya Daniels
Director of Owner Relations
tdaniels@airshareselite.com



AirShares Elite Owner FAQ's

1. So how do we work together on an ongoing basis?

Your primary interface with AirShares Elite for questions about scheduling, operations, training and accounting questions is the **Owner Relations Department**. The Owner Relations Team may not have answers to all questions, so we will call on our Regional Directors, Regional Chief Pilots, or corporate personnel to answer your questions and service your needs. The Owner Relations team is available during normal business hours from 8:30a – 5:30p, Monday – Friday.

2. Is there anyway I can view my account information or schedule a flight electronically?

Yes, you can submit a flight request 24/7 through our website (*see below*). Further, the Owner Web Application allows you one-stop access to your account information, including your pilot records, past flight information, future flight information, and invoicing data. In addition, this site provides useful tools for flight planning, customized weight and balance calculators, and access to company-wide communications distributed to owners.

3. What is my USER ID and PASSWORD for my AirShares account and the scheduling request page?

Once we have received your closing contract information, we set up your account within 24 hours. Your user ID will be the e-mail address we have on file for you and your password will be the word “reset.” Once you log in for the first time, you can change your password.

4. How can I access my AirShares account?

- Go to our AirShares web site – www.airshareselite.com. Then,
- Select “Owner Log In”
- Select your home market (Los Angeles, Atlanta, Boston, etc)
- Log in using your User ID -- (your email address)
- Use Password – the word “reset” with no quotation marks

5. What will I see when accessing this site?

When you log in, the first thing you will see will be your personal account information including contact information. You may create a short log in ID, between 4-6 characters. Also, you will be asked to update your password the first

time you log in. If any of your contact information needs updating, please update it. If the dates for your pilot data are incorrect, please let us know.

6. What else is available to me in this site? What tools are available?

After updating your personal information, we encourage you to explore all of the menu tabs and learn about some of the powerful tools and capabilities of the system. The most frequently used menu tabs:

“Home”

The “Home” section is loaded with helpful pilot information and planning calculators... including time / distance calculators, weight and balance calculators, as well as notices posted by the company including upcoming programs or calendar events of interest.. Further, it includes Lookup tools to find Airport and City information, as wells as HTML links to weather forecasting and flight plan filing sources.

“Schedules”

Under Schedules / My Reservations tab, you can view your current reservations.

“Records”

Flight history, billing statements, training records and supporting documents can be found here.

“Profile”

This section includes your contact information and expiration dates for your medical, and flight reviews.

“Trip Request”

As the name suggests, this is the tab you’ll select for submitting a reservation and scheduling your flights. The selections are very easy to navigate, and this is a great way to schedule, change, or cancel your flight reservations 24 / 7 / 365.

In addition to the MyFBO resource described above, we have also created an informational web site for the exclusive use of our owner-pilots and staff. The **AirShares Elite Safety Pages**, www.safety.airshareselite.com, contain a tremendous wealth of information on not only the finer points of flying your Cirrus aircraft, but also provide resources for international operations, risk management, weather, and flight planning. When prompted, enter username: **owner**, password: **safety**.

7. What information will I receive from the scheduling system?

- a. **Electronic Flight Confirmation** -- Provides you with a flight confirmation for each and every flight via e-mail. This e-mail contains an attachment which is Outlook / Palm compatible. When receiving this flight confirmation please verify that your flight information specifically ETD (Estimated Time of Departure), ETR (Estimated Time of Return), passenger names, and itinerary (Airport

identifiers), are accurate. Also, our Owner Relations department will note any special requests that you may have.

b. **Flight reminders** -- This system will provide you with a flight reminder 48 hours prior to your departure.

c. **Medical / IPC / Flight Review Expiration Notices** -- This system will send you an e-mail notice 14 days prior to the expiration of any of the above mentioned documents that we have in your file. As you renew your certifications, please fax a copy of the document(s) to the Owner Relations Department at **(866) 448-4553**.

d. **Monthly Invoicing** – This system generates a monthly invoice and statement for your review and payment. The electronic invoice includes itemized entries for each of your flights from the prior month, and any fixed expenses for the current month. Depending on how the days of the calendar fall each month the invoices are sent no later than the 5th of each month.

8. How can I schedule a flight?

- a. Send a Trip Request through the website 24 / 7 / 365, or
- b. During business hours call us at **(800) 482-5411**.

9. What are the normal hours of operation?

8:30 A.M. to 5:30 P.M. Monday thru Friday

Our offices are closed:

- New Year's Eve
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

10. What if I have a request or need to contact someone after normal business hours?

For 24 / 7 scheduling, please visit our web site at www.airshareselite.com and submit your scheduling request. Your flight will be confirmed on the next business day. For after hour's emergencies, call **(800) 482-5411** and choose from one of the available options. Our on-call managers will respond to your call as quickly as possible.

11. What if I need to cancel a flight?

If you are unable to fly at your scheduled flight time, even at the last minute, regardless of weather, please call **(800) 482-5411** and speak with an Owner Relations representative. Doing so promptly will allow us to make the aircraft available to other owners.

12. How do I keep up with my Flight times?

Each aircraft has a Binder notebook that includes several Flight Detail Sheets. These Flight Detail Sheets are used to record the pilots name, date, flight routing information, and record any “squawks” you may encounter. Please be sure and accurately complete these sheets with each flight. You’ll notice each Flight Detail Sheet is a multi-part form. The top “white” form is for us and the other is a copy for your records. When returning the Binder to the FBO front desk, please ask them to fax a copy of the Flight Detail Sheet to our office for our records.

13. How do I pay for fuel when away from the home airport?

Included in the Binder notebook is a “Multiservice Fuel Credit Card.” When you need fuel or oil for your aircraft simply use the Multiservice Card. However, do place it back in the Binder with the receipt!! It is easy to inadvertently place the card in your wallet. We do ask that you pay separately for any airport fees, FBO service charges, or personal expenses. Tracking down these other fees is administratively time consuming, so please help us keep your expenses down by paying for those charges with another personal credit card or cash.

14. What should I do if the airplane has a problem while I’m on a trip away from the AirShares Elite base?

Aircraft like the Cirrus SR 22 are amazing pieces of technology, but they are still mechanical devices and they definitely need lots of care. We do everything we can to address mechanical issues before they happen with a thorough and routine inspection and preventative maintenance program. That being said, we can’t prevent all squawks, all the time. If you should happen to have a problem while you’re on a trip, we will do our best to help you service your aircraft as quickly as possible. Give us a call at **(800) 482-5411** and we’ll begin working the problem immediately by coordinating with our internal Maintenance staff, the local service centers, and directly with the manufacturer to resolve the issue with your aircraft. While we are great problem solvers, there is little we can physically do if you are away from home and it is after hours.

15. If there is a “squawk” with the aircraft when I bring it back, how should I notify AirShares Elite maintenance?

Squawks can come in all shapes and flavors, and we’re concerned about all of them. However, we categorize squawks in two major areas: “*Airworthiness Squawks*,” and “*Nuisance Squawks*.” We don’t expect you to be an expert at assessing squawks, but your experience as a pilot and AirShares Owner is very

helpful for us in determining whether or not to take an aircraft out of service. With that in mind, we have two-tiered approach to reporting squawks.

Airworthiness Squawks – *“Any squawk that would make you uncomfortable, or potentially dangerous in the aircraft.”* Examples would be autopilot issues, excessive magneto drop that can not be cleared, brake issues, avionics problems, Low / High oil pressure or temperature, abnormal CHT or EGT readings, or problems opening or closing the doors. For these Airworthiness Squawks, we ask that you write them on the Flight Detail Sheet, BUT ALSO please call our office immediately at **(800) 482-5411** so that we can ground the aircraft and take action prior to the next Owner’s flight. If you call after hours, please select the “emergency” option on the telephone option and leave us a message describing the issue.

Nuisance Squawks – *“Any squawk that is cosmetic or trivial in nature; one that would NOT prevent you from flying the aircraft.”* Examples would include a broken visor, broken cup holder, interior passenger reading lamp bulb, or other similar items. These items are obviously important, but perhaps not important enough to cancel the next flight and inconvenience the next Owner. These squawks will be addressed at the next convenient opportunity or the next scheduled inspection if appropriate. Please note these squawks in detail on the Flight Detail Sheet in the Binder notebook.

The great part about all squawks in the AirShares Elite program is that AirShares takes care of the hassles. Our team assesses the issue, coordinates the maintenance, updates the logbooks and computer records appropriately, all so you can enjoy the fun part, and ... Just Fly.

16. Again, how do I contact Owner Relations?

Toll-free Phone: (800) 482-5411

Toll-free FAX: (866) 448-4553

Or online at www.airshareselite.com

Or by email at schedule@airshareselite.com

Thank you again and Welcome to AirShares Elite!