



GO BEYOND

ENGINE**WISE**



CUSTOMER SERVICE  
& NETWORK

ENGINEWISE SUPPORT

# SUPPORT FOR ALL YOUR ENGINE NEEDS

Pratt & Whitney's EngineWise® services combine our technical expertise with your fleet experience to develop the best solutions together. We go beyond the typical customer relationship to provide tools with the next level of information, training, and quicker resolutions. Our expansive, global network consists of field service representatives located close to our customers, and includes our dedicated facilities specializing in OEM quality engine overhaul and part repair to support our Pratt & Whitney & IAE programs.

We're available 24/7/365 to respond to your engine related questions & issues. A dedicated account manager will work with you to determine the best course of action to quickly get your engines back in service.

## FIELD OFFICES

### Americas

- Brazil: Sao Paulo
- Canada: Montreal
- Chile: Santiago
- Mexico: Monterrey
- Mexico: Toluca
- San Salvador:  
El Salvador
- US: Louisville, KY
- US: Atlanta, GA
- US: Charlotte, NC
- US: Ft. Lauderdale, FL
- US: Honolulu, HI
- US: Memphis, TN
- US: New York, NY
- US: Phoenix, AZ
- US: San Francisco, CA

### Asia Pacific

- Australia: Melbourne
- Japan: Narita
- Japan: Tokyo
- Malaysia: Kuala Lumpur
- New Zealand: Auckland
- Philippines: Manila
- Singapore: Singapore
- South Korea: Bucheon
- South Korea: Incheon
- South Korea: Seoul
- Thailand: Bangkok
- Vietnam: Hanoi
- Vietnam: Ho Chi  
Minh City

### Europe

- Germany: Frankfurt
- Germany: Munich
- Greece: Athens
- Hungary: Budapest
- Ireland: Dublin
- Israel: Tel Aviv
- Latvia: Riga
- London: UK
- Norway: Oslo
- Russia: Moscow
- Russia: Novosibirsk
- Spain: Barcelona
- Spain: Madrid
- Switzerland: Zurich

### Greater China

- China: Beijing
- China: Chengdu
- China: Chongqing
- China: Guangzhou
- China: Haikou
- China: Hangzhou
- China: Macau
- China: Shanghai
- China: Shenyang
- China: Shenzhen
- China: Tianjin
- China: Qingdao
- Hong Kong
- Taiwan: Taipei

### Middle East

- Qatar: Doha
- Egypt: Cairo
- Saudi Arabia:  
Dammam
- India: Mumbai
- India: New Delhi
- Lebanon: Beirut
- South Africa:  
Johannesburg
- Turkey: Istanbul
- UAE: Abu Dhabi

## ENGINE TYPES

GTFFM (PW1000G) / V2500 / PW2000 / PW4000 / PW6000 / GP7000 / JT8D / JT9D

### FIELD SERVICE NETWORK

150+ Field Representatives  
60+ Field Offices

### DIGITAL RESOURCES

FleetCare™ Portal  
Track App

### CUSTOMER TRAINING

E-Learning Virtual  
& On-Site Training

### GLOBAL OPERATIONS CENTER

860-565-0140 / 866-565-0140  
help24@pw.utc.com

## Contact Us

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## ENGINEWISE

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