

CASP FAQs

What is CASP?

The Collins Avionics Service Program (CASP) is the primary price-per-hour maintenance program that covers Collins Aerospace avionics and cabin equipped aircraft. It includes a one-time, annual payment (non-subscription based) that can cover exchange, rental, or repair of your covered Collins equipment.

There are three distinct tiers of CASP: CASP Essential, CASP, and CASP Elite. Each tier has its own capabilities and coverage, with CASP Essential being the base program and CASP Elite being the most comprehensive. Each tier also accommodates different aircraft and operational requirements.

What Collins equipment is covered under CASP?

The coverage of Collins avionics and cabin equipment under CASP is expansive. For your aircraft, the exact eligibility and coverage will depend on your aircraft type, installed equipment, serial numbers of installed equipment, and your selected tier of CASP.

It is recommended to have an easily accessible list of your Collins equipment that is installed on your aircraft so we can promptly and thoroughly quote your desired CASP contract/tier.

Is CASP more beneficial than individually purchasing or exchanging equipment?

Yes. For certain high-value units like an EFD, ADC, or especially an ICC, these CASP-covered units can cost more on exchange price without CASP than the total value of an entire CASP contract.

Additionally, you will not have to take the time to search the internet and different listings for equipment that may not adhere to the Collins standard. Having CASP ensures that the exchanged equipment is certified and repaired either by Collins itself or an authorized dealer.

What are the differences between CASP Essential, CASP, and CASP Elite?

CASP Essential is available for operators who have select turboprops and/or light business jets. This program offers a cost-effective solution for eligible lower-utilization aircraft.

CASP offers a wider range of support including unlimited rentals, repairs, and exchanges. This program reaches virtually all light, midsize, and large business aircraft where CASP Essential strictly serves light business jets.

CASP Elite also serves the same wide range of business jets that CASP does. CASP Elite differs in its equipment availability efficiency, maintenance cost assistance, and exclusive incentives.

Please see below for a chart that lists out the differences between these programs:

Maintenance services	CASP Essential	CASP	CASP Elite
Free exchange/rental/repairs*	5	Unlimited	Unlimited
Reliability service bulletins	•	•	•
Order to ship time (after order receipt)	24 hours	24 hours	12 hours
U.S. overnight shipping (both ways)	•	•	•
International shipping (both ways, up to \$600)		•	•
"No fault found" allowance*	5	5	10
Free expedited repairs (excluding service bulletin upgrades)	•	•	•
No charge for troubleshooters or unused exchanges		•	•
Removal and refit labor		•	•
RVSM recertification labor (5 hours)		•	•
FMC/MDC/ADC battery replacements		•	•
Troubleshooting labor (10 hours per event x 3 events)			•

Sales incentives

Optional exchange upgrades at service bulletin pricing	•	•	•
5% discount on exchange upgrades			•
10% discount on modifications and upgrades performed at Collins service center			•
\$5,000 discount on aftermarket product or Collins-owned STC purchases			•

Program terms

Contract length	1 or 2 years	1 or 2 years	1 or 2 years
Minimum annual flight hours	125	200/250	200/250
Aircraft eligibility	Select turboprops and light jets	All	All
Annual billing	•	•	•

*"No fault found" events count against the five total covered events for CASP Essential only

• = Included

What happens when my equipment fails when I am on a CASP contract?

When your equipment fails, you can reach out directly to the Collins CASP phone number (800)-713-7693 if you are inside the U.S. or (319)-295-4361 if you are outside the U.S. Additionally, you can reach out to casp@collins.com.

When reaching out, we recommend that you have your A/C tail and serial number, contract/agreement number, and description/failure symptom of your failed equipment ready. Collins will need this in order to process your exchange, rental, or repair.

For removal and installation of the equipment, this can be facilitated by your chosen Collins approved aircraft technician/company or SEA can execute the removal and installation.

What is not covered by CASP?

Under all CASP contracts, repairs or exchanges can be refused for units that show apparent damage (e.g., water intrusion and fire) and conditions that were not caused by normal equipment usage (e.g., inappropriate repair actions and improper installation).

Additionally, optional service bulletin upgrades such as ADS-B, WAAS/LPV, and TCAS 7.1, specific import/export related costs, database updates, and service bulletins to address obsolescence are not covered by any CASP contracts. For service bulletins, it is important to note that with certain reliability service bulletins there will be no cost to the customer, where there is no change to fit, form, or function.

All coverage options and terms will be outlined in the final CASP contract.

How quickly can I get an exchange or my unit repaired under CASP?

According to Collins Aerospace's CASP overview, exchanges for CASP Essential and CASP can ship within 24 hours after receipt of order. For CASP Elite, parts can ship within 12 hours after receipt of order (all subject to availability).

For all CASP levels, the no-charge expedited repair requests have a turn around time of less than 14 days (pending parts availability).

Can CASP transfer when I sell my aircraft?

The simple answer is no. When you sell your aircraft, the CASP contract that was associated with that tail number is still attached to it. The buyer has the option to continue the contract with a prorated purchase amount and the seller can be reimbursed the prorated amount.

How do I enroll in CASP?

There are three ways to enroll in CASP. One, contact an authorized Collins Aerospace dealer, such as SEA. Two, contact your local Collins Aerospace Representative. Three, contact the CASP team.

It is recommended to have handy the aircraft make/model, tail number, serial number, and approximate flight hours before reaching out about CASP.