

Aircraft Appearance

Station Services



POTABLE WATER

Workbook

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Station Services



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INTRODUCTION

Potable water servicing is performed in all locations, which are designated for servicing by the Aircraft Appearance Division. To ensure a comfortable onboard experience for our passengers, it is imperative that all servicing schedules are followed. In addition, proper training and hands-on practice will help to ensure our potable water-servicing program remains successful in achieving our goals.

The procedures highlighted in this workbook apply to the EMB-135/145 aircrafts. For further information, please refer to the Aircraft Appearance Manual located online at www.insidexjet.com.

In protecting the traveling public, the U.S. FDA, as well as the Aircraft Appearance Division, performs random audits in our system. Stations should perform monthly audits and review any negative findings.

Stations providing potable water service outside of the U.S. and Canada must have prior approval before servicing an aircraft.



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SAFETY

When performing water service on an aircraft, a high level of awareness is mandatory. Equipment, gate congestion and adverse weather conditions can create potential dangers or obstructive view of the aircraft. A safe operation can be assured with proper precautions:

1. The driver of the Water vehicle is responsible for checking their vehicle to ensure that it is in safe operation condition before commencing service to any aircraft.
2. A guide person is required when backing any piece of equipment to any aircraft that does not have proper safety equipment. This proper equipment is defined as service trucks containing six-foot fiberglass poles with a safety flag attached to each corner of the rear bumper. Fiberglass must be rubber coated and flags are to be non-abrasive material.
3. When approaching each aircraft (using a motorized vehicle) the driver must test the braking system while permitting safe stopping distance should the brakes fail.
4. When backing up, as soon as the gearshift lever is placed in reverse, the driver must test the braking system while permitting safe stopping distance should the brakes fail.
5. When backing (unguided) to an aircraft, water serviced personnel must stop three feet from the aircraft and most certainly stop when the flagpole touches the aircraft.
6. All aircraft service panel areas should be checked for damage or incorrect servicing, which could allow for liquids to leak in flight and form ice.
7. Employees may not perform water service after lavatory service unless hands washed.

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POTABLE WATER SERVICING SCHEDULE

1. On all arrivals at the HUBS.
2. On all RON aircraft.
3. On all flights with 2 + hours of flight time.
4. Upon request by the Flightcrew.

SERVICING PROCEDURES

1. Ensure the aircraft engines have been shut down, the wheels are chocked and the rotating beacon is shut off before approaching the aircraft.
2. A guide person is required when backing any piece of equipment to any aircraft that does not have proper safety equipment. This proper equipment is defined as service trucks containing six-foot fiberglass poles with a safety flag attached to each corner of the rear bumper. Fiberglass must be rubber coated and flags are to be non-abrasive material.
3. Place the vehicle in park and set the emergency brake. Immediately place chocks behind and in front of the trucks left rear tires.

PROCEDURE

1. Open water service panel.
2. Remove the protective caps from the water fill connection and from the tank overflow connection.
3. After proper water purge of the potable water hose, attach the hose to the water fill connection.
4. Fill the tank until water starts to flow out through the water overflow connection. NOTE: The minimum filling pressure is 35 psi.
5. Remove potable water hose from the water fill connection.
6. CAUTION: you must allow all excess water to drain out of the water fill connection and the water overflow connection prior to installing the protection caps.

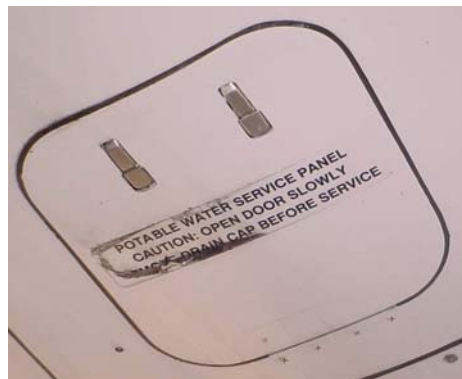
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7. Install the protection caps to the water connection and to the tank overflow connection.
8. Close potable water service panel. If experiencing problems, IMMEDIATELY contact or notify a Maintenance or Station Representative. DO NOT release the aircraft.

NOTE: Ensure caps are properly installed and not leaking. If caps are missing or if leakage is observed IMMEDIATELY contact Maintenance and /or Station Personnel



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POTABLE WATER FILL/DRAIN LANYARD

1. The lanyard is the cable that secures the fill/drain caps to the service panel. The drain cap lanyard is attached to the service access door and is twice as long as the fill cap lanyard. These lanyards and especially the drain cap lanyard are being cut or missing.
2. After attaching both caps and prior to closing the service panel door, be sure that the lanyards and especially the drain cap lanyard are tucked inside clear of the access door.

POTABLE WATER GSE AUDIT

Prior to the first usage, and then quarterly, it is required that the water vehicle be disinfected and cleaned. The potable water sanitization solution used to sanitize water vehicle must not drain into any storm drain. It must go into the sanitary sewer access point.

1. Drain the water supply tank and remove the access cover(s).
2. Close the drain valve(s) and add one ounce of "Emulsoclean 20" or equivalent for every gallon of capacity.
3. Fill the supply tank to capacity with potable water.
4. Operate the pumping system until the detergent solution has been circulated throughout all lines, pumps, and hoses.
5. After 1/2 hour, drain the detergent from the supply tank.
6. Proceed with sanitizing phase.
7. Close drain valve(s) and add 1/2 gallon of Purogene and 2 cups of white vinegar for each 100 gallons of water capacity.
8. Fill the supply tank to capacity with potable water.
9. Pump all the sanitizing solution throughout the system until it has been circulated into all lines, pumps and hoses.
10. After 1/2 hour, drain the sanitizing solution.

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11. Fill the supply tank with potable water and then operate the pumping system to discharge approximately 25 gallons of water.
12. Test the water coming out of the dispensing hose for odor, taste, discoloration, and sediment. It should compare with a like sample taken at the hydrant ahead of the hose used to fill that tank. If not, continue flushing the system until it does.

RECORDS

Each time a cart or water truck has its water dispensing system cleaned and sanitized, record the date and initials of the individual who performed such task. The Environmental Protection Agency (EPA) requires that such records be maintained for each vehicle.

Upon completion of the GSE water audit, the following response form must be filled out and faxed to 713.324.4840, emailed to Finau.Pilimai@expressjet.com or board-mailed to XJTCE, Aircraft Appearance.

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POTABLE WATER GSE AUDIT RESPONSE FORM

Response Required By: _____

As required by the Continental Express Aircraft Appearance Manual, it is necessary to perform and complete the Potable Water GSE procedures and audit.

- a. DATE: _____
- b. CITY: _____
- c. NAME: _____
- d. POSITION: _____

SIGNATURE: _____

Has the Potable Water GSE audit been completed by your station?

- a. Yes b. No

Are you in compliance with the audit requirements?

- a. Yes b. No

If NO is checked on any of the items above, please provide details, including correction to be taken and date completion is expected.

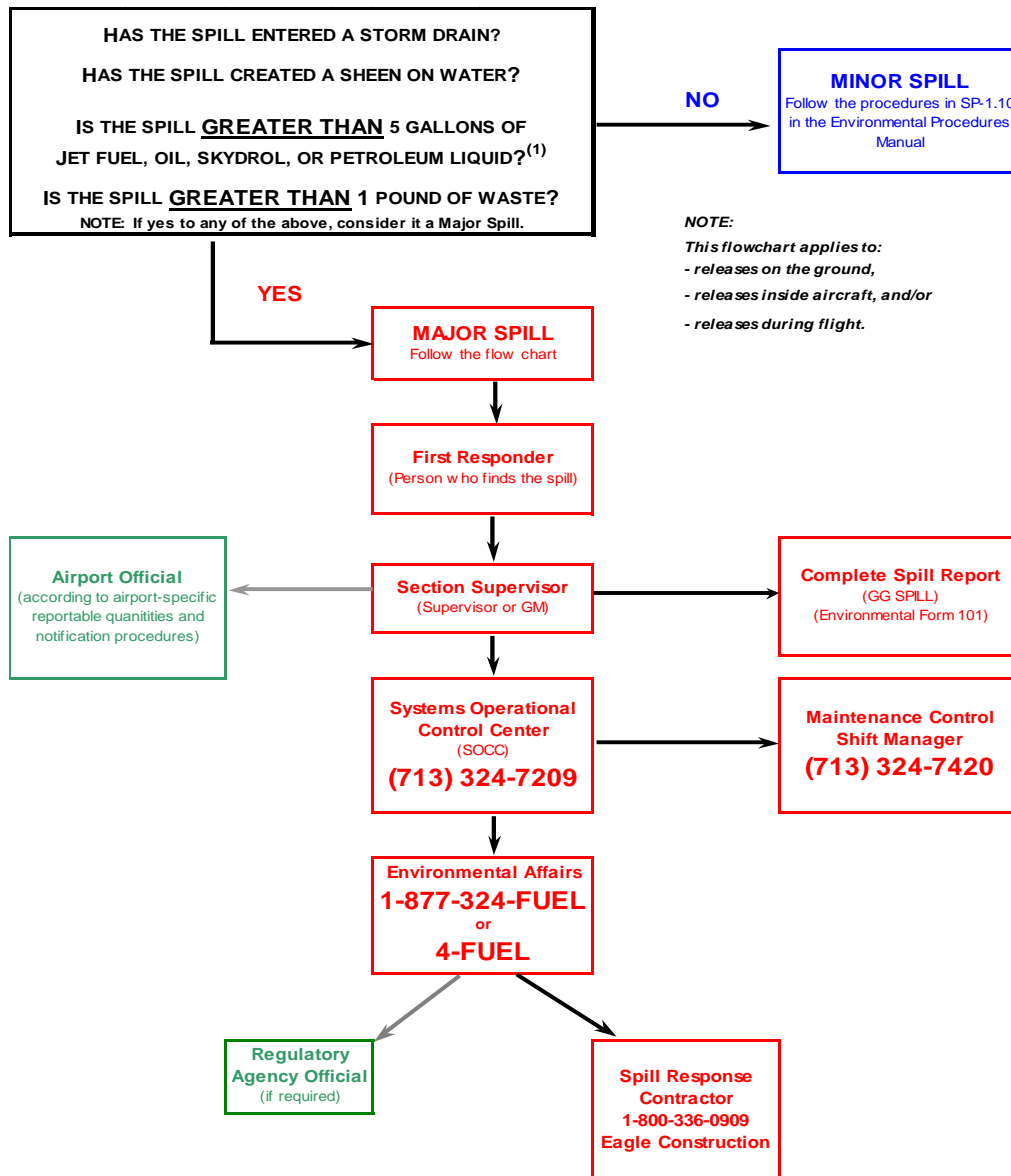
Please return completed form via board-mail to AIRCRAFT APPEARANCE - HQSCE or email to Finau.Pilimai@expressjet.com



CHEMICAL SPILLS

All chemical spills of 3 feet or greater, including chemicals used to sanitize potable water carts/trucks, must be reported within 24 hours of the spill by using the Spill Notification flowchart.

SPILL NOTIFICATION FLOW CHART



⁽¹⁾ 40 square feet (5' x 8') on dry concrete = Quart
140 square feet (10' x 14') on dry concrete = Gallon
700 to 800 square feet (20' x 40') on dry concrete = Five Gallons

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POTABLE WATER VEHICLE MAINTENANCE

As with all COEX GSE, maintenance and upkeep of our equipment is vital.

Special observation of the following areas should be noted:

1. Wheel and Tires
 - a. Ensure tire pressure is maintained.
 - b. Lubricate the wheel bearing.
2. Brakes
 - a. Ensure that the brakes are properly working, if not adjust to proper tightness.
3. Battery
 - a. Check the water level of the battery monthly refill with distilled water ONLY.

GENERAL SAFETY RULES FOR THE WATER CART

1. The cart is designed for aircraft ramp use only it is not intended for highway or off road use.
2. Towing speed should not exceed 15mph. When traveling over rough surfaces or turning, speeds should be reduced.
3. Always stow hose and close all access doors prior to moving unit.
4. Never attempt to move the unit while hose is connected to the aircraft.
5. When the cart unit is in the parked position the tow bar should be latched in the upright and vertical position to engage the parking brake.

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POTABLE WATER ASSESSMENT

1. Water from fill connection and overflow connection should be _____ prior to installing protective caps.
 - a. Drained
 - b. Checked
2. Prior to connecting the fill hose to the fill port, a proper water purge must be accomplished.
 - a. True
 - b. False
3. Continental Express Potable Water GSE audit is required on a _____ basis.
 - a. Quarterly
 - b. Monthly
4. The Environmental Protection Agency (EPA) requires that a record of the _____ be maintained.
 - a. Water GSE Audit
 - b. Water fill
5. Potable Water sanitizing solution used to sanitize water vehicle must not drain into storm drain.
 - a. True
 - b. False