ERSTELLT
14. Aug. 2026

MRO Service Agreement · Lufthansa Technik × [Operator]

MRO service · Buyer side · Counterparty: Lufthansa Technik AG

OVERALL VERDICT

MEDIUM · Score 71/100

Zusammenfassung

Standard MRO framework agreement for airframe + engine maintenance. Balanced on service-level structure, but two commercial clauses need attention — turnaround-time SLA (no financial teeth) and warranty on repairs (shorter than industry norm). Governing-law + jurisdiction clean.

1. TAT SLA — 'Best-effort turnaround with target dates'

SEVERITY: HIGH

SLA is set as 'target' turnaround times with no financial consequence for missed deadlines. For an operator whose fleet-availability depends on on-time MRO, this is a material commercial gap — a single 2-week overrun could translate to 6-figure lost revenue.

Redline: Convert to committed TAT with day-rate credit for overruns beyond 5 days. Cap credits at 15% of the service fee to keep terms commercially palatable.

2. Repair warranty — '6 months on parts and labor'

SEVERITY: MEDIUM

6-month warranty is below industry median (12 months for airframe, 18 months for engine repairs). Passing latent defects back to the operator adds unquantified risk.

Redline: Extend to 12 months for airframe, 18 months for engine components. Standard clarification that repeat defects on same part-serial reset the warranty clock.

3. Materials pass-through — 'Parts + consumables at documented cost + 8% handling'

SEVERITY: LOW

8% handling margin on OEM parts is within industry range (typical 5–12%). Documented cost basis + audit right acceptable.

4. Liability + limitation — 'Capped at annual service fees'

SEVERITY: LOW

Standard aviation-industry limitation. Gross-negligence + safety-critical failure carve-outs already included per EASA / FAA norms.

5. Governing law — 'German law, jurisdiction Hamburg'

SEVERITY: INFO

Standard for Lufthansa Technik MRO contracts. Recognized aviation-jurisdiction; expedited proceedings possible. No change recommended.