



WIPLINE FLOATS • SKIS • MODIFICATIONS • AIRCRAFT SALES  
AVIONICS • INTERIOR • MAINTENANCE • PAINT REFINISHING

## **Hold For Release Until July 24, 2018**

### **Wipaire Establishes Field Support Department**

Oshkosh, Wisconsin, July 24, 2018 – As part of ongoing efforts to enhance and expand the customer experience beyond product delivery, Wipaire, Inc. has established a dedicated field service department. The department's focus will be providing world-class service and support to all Wipaire customers, advocating for customers and ensuring proper performance from Wipaire products and services throughout their lifecycle. Wipaire is also developing a comprehensive installation and maintenance training program to be available to fleet operators and a network of approved installation and service centers. Jason Erickson, a 22-year veteran of Wipaire's maintenance organization, has been promoted to Director of Field Service to oversee the new department, which will include technical support representatives.

"As the world's leading manufacturer of aircraft floats, our after-sale support is second-to-none. This new department will provide dedicated resources to our customers for fast, convenient, and technical support," stated Tim Hendrickson, Chief Operating Officer. "We congratulate Jason on his promotion and look forward to deploying this capable team for our customers' benefit."

Clint E. Clouatre, Vice President of Marketing & Sales, added, "Wipaire continues to invest in delivering the best customer experience in our segment. Our field service department is yet another example of our evolution, offering top-notch service beyond the sale for the full range of Wipaire products."

"In my years at Wipaire, I've learned our products inside and out and know how to guide customers through the technical questions they may have. I'm also passionate about

training and am excited to be able to develop and deliver targeted, relevant training to customers and maintenance providers,” commented Jason Erickson.

Jason previously served as Director of Maintenance for Wipaire, joining the company as an airframe and powerplant mechanic in 1996. He boasts a wide variety of general aviation experience and brings a nuanced understanding of the concerns of both maintenance providers and pilots alike. Jim Dolphy, Wipaire’s Manager of Shared Services, has been promoted to fill the Director of Maintenance role. Jim has been with Wipaire nearly 10 years, first as an airframe and powerplant mechanic, then supervisor and scheduler.

### **About Wipaire, Inc.**

For over 55 years, Wipaire has been engineering and manufacturing a full line of aircraft floats for all sizes of aircraft from the Piper Cub to the Viking Twin Otter, including most single engine Cessna aircraft. In addition, Wipaire has engineered over 100 Supplemental Type Certificated modifications for improved performance, convenience, and reliability. As a leading aircraft service provider, Wipaire offers maintenance, avionics installation and repair, custom interior design and installation, and exterior paint refinishing across locations in South Saint Paul, Minnesota, and Leesburg, Florida. Wipaire is recognized for its quality products and engineering expertise worldwide.

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