



JET AVIATION TETERBORO

DE-ICING SERVICES

Dear Valued Customer:

Over the many seasons of de-icing in Teterboro, Jet Aviation has recognized opportunities for improvements in our processes. The Teterboro de-icing program is controlled by the Airport Authority and Jet Aviation operates within those established procedures.

To better accommodate our customers we have moved our de-icing tanks ramp-side to decrease the filling time of our trucks. We have three de-icing trucks capable of delivery of both type I and IV to ensure that customers can depart according to the airport slot system.

In addition to training improvements and increased awareness of our internal process, a status screen has been installed in our lobby and other locations within the FBO. The program that displays the status can also send out notifications as requested by the customer. These notifications will keep you updated at all times to any changes while in the de-icing program.

For more details, please refer to Jet Aviation's de-icing procedures by clicking [here](#).

Here are a few helpful FAQs:

Q. When is de-icing necessary and how does the process work?

A. When there is an ice or snow event and the airport goes into the "formal" de-icing program, specific procedures are mandated by the Port Authority of NY/NJ, which is the governing body of Teterboro Airport. Jet Aviation, as part of Teterboro Airport, is bound by these procedures and must comply.

Q. How do I know when my aircraft will receive de-icing services?

A. There are two types of de-icing lists under the formal de-icing program.

1. Jet Aviation De-ice List
2. Teterboro Airport's (TEB) De-ice List

(For example; you may be third for de-icing (based on order of requests) on the Jet Aviation FBO list, but since there are five other FBOs at the airport, you may not necessarily be third on the airport list).

PLEASE NOTE: When Teterboro airport is not in the formal program, Jet Aviation will handle your de-icing service in the order of request.

Q. Can the order of aircraft awaiting de-icing services be altered?

A. It is important to understand that de-icing will be performed according to the list and modifications to that list are not permitted, so please plan accordingly when you know there is a chance it may snow while you are visiting.

Q. How can I keep track of where my aircraft is on the de-icing list?

A. For your convenience and information, a monitor in the lobby will display your Jet Aviation de-icing position and estimated de-icing time. (This is subject to change due to airport closures or delays in departure slots).



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