



APPLICATION STORY

Maximizing Flight Simulator Performance with Moog Aftermarket Support

Your Partner Beyond Delivery

In the highly specialized flight simulation market, major airlines play a dual role as both end users and key influencers of technology adoption, product development, and industry growth.

To help meet the evolving demands of this market, Moog leverages decades of expertise in advanced motion systems to provide flight simulator manufacturers and operators worldwide with control loading systems, actuators, and comprehensive aftermarket support.

Moog's flight simulation aftermarket team supports many leading airlines and training centers worldwide, including one major Asian airline that stands out as both a significant purchaser of full-flight simulators and an early adopter of training devices for new aircraft platforms. Over the years, this customer has acquired more than 30 simulators spanning all major commercial aircraft types, creating a substantial installed base that relies on long-term maintenance, upgrades, and lifecycle support.

Because of the fleet's size and ongoing renewal, demand for simulator repair and maintenance is steady and growing. The airline requires exceptionally fast response times, deep technical expertise, and reliable spare parts availability. As utilization rises and multiple units face high-intensity use, exposure to failures increases. The customer's goal is clear: maximize simulator availability, maximize uptime, and prevent repair costs.

As a global market leader for motion systems, Moog built trust through deep product knowledge, OEM-grade spare parts, and proven motion control experience. As the partnership matured, the customer asked for a more proactive and strategic aftermarket service framework that expanded beyond standard support.



In response, Moog's aftermarket engineering team developed a fully customized program centered on four core elements:

Proactive visits

Moog engineers visit the customer regularly to assess equipment, answer technical questions, and advise on routine maintenance. These proactive checks predict, detect and fix issues before they cause disruptions.

Technical support

Moog provides round-the-clock remote technical support, so the customer always has access to an expert. When on-site help is needed, engineers are dispatched quickly. Support extends beyond the primary equipment scope, if required.

Customized technical training

Moog runs two technical training sessions per year for the customer's engineers and new hires. These sessions deepen understanding of motion control technology, improve maintenance self-sufficiency, and help sustain long-term performance.

Customer collaboration

Customer representatives are invited annually to the Moog Simulation Customer Summit to discuss technology trends, industry standards, and upgrade opportunities – reinforcing a long-term strategic partnership beyond a typical commercial relationship.

Through sustained collaboration and continuous service upgrades, the customer acknowledges the impact of Moog's aftermarket offerings. The customer says: "Selecting Moog's services was the right choice – both equipment performance and service quality have been excellent, and our simulator availability has been preserved." The customer relies on close collaboration with Moog to achieve its future objectives.

The aftermarket team designs tailored service programs backed by professional, efficient, and responsive support – extending equipment uptime and maximizing return on investment. From rapid repairs to replacement planning, on-site support, and technical training, Moog's global service network is ready to keep your products and systems performing at their best.



For further information, visit:
moogsimulation.com

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