Competition: customer complaints and features

PlaneTech Air Express — Express sale of aircraft parts from Miami for operators and repair shops in Mexico: an AI agent searches the global market for the part, requests quotes from suppliers and delivers the proposal to the customer in hours.

Analysis by Menteia's research agent on October 28, 2026, based on public reviews (G2, Capterra, Trustpilot, app stores, forums, Mexican regulators CONDUSEF/PROFECO and press). Complaints are paraphrased and each theme cites its sources.

Competitors analyzed

- Boeing Distribution (antes Aviall) · Global
- Satair (Airbus) · Global
- AAR / VSE-Wencor (distribuidores aftermarket) · Global
- PartsBase (marketplace) · Global
- ILS – ILSmart (marketplace) · Global
- ePlaneAI y Locatory.com (marketplaces con IA) · Global
- Brokers AOG tradicionales de Miami · Global
- Proveedores y talleres locales en Toluca/CDMX · Local

Most frequent complaints and pain points

1. Long lead times and aircraft grounded for parts

Parts shortages remain chronic in 2026; in the TBX/Airworthy survey (345 responses) two-thirds expect it to worsen and nearly 90% say OEM issues delay service at least monthly.

Frequency: High · *Competitors:* Boeing Distribution, Satair, AAR / VSE-Wencor, Proveedores locales *Sources:* AIN – Supply chain woes persist, critical delays ebbing (ago-2026) · Private Jet Card Comparisons – encuesta TBX/Airworthy 2026 · Aviation Week – Tightening parts supply intensifies AOG pressures

2. Forged or incomplete paperwork (8130-3, EASA Form 1, trace)

The AOG Technics case (forged certificates on engine parts, UK conviction) showed how easily broker paperwork can be faked; a 2026 report says 38% of MROs had incomplete or unverifiable documentation issues.

Frequency: High · *Competitors:* Brokers AOG tradicionales de Miami, PartsBase, ILS – ILSmart *Sources:* Aviation Week – AOG Technics fraudster gets prison sentence · Aviation Week – Industry assessing scope of

unapproved CFM56/CF6 parts documentation · Flying411 – MRO Americas 2026 trends (documentación incompleta)

3. Broker fraud: prepayment without delivery

Documented cases of brokers taking payment up front and never delivering, or creating paper-only sales to fabricate trace; buyers distrust new or small brokers.

Frequency: High · *Competitors:* Brokers AOG tradicionales *Sources:* AviationPros – 200 compañías compraron partes a un negocio que no existía · U.S. DOJ (SD Florida) – broker de partes sentenciado · GlobalAir – Florida aircraft parts broker sentenced for wire fraud

4. Stale listings and marketplace "dead ends"

Marketplaces themselves acknowledge listed stock may be gone, have incomplete trace or wrong configuration, and that inaccurate catalogs slow fulfillment. No independent reviews quantifying it were found.

Frequency: Medium · *Competitors:* PartsBase, ILS – ILSmart, ePlaneAI, Locatory.com *Sources:* ILSmart blog – AOG sourcing (inventario no disponible, traza incompleta) · SkySelect – Eliminating pain points in the supply chain

5. Slow RFQ responses and manual quote comparison

Supplier response times vary widely (some take days) and buyers compare price, lead time, certs and history by hand, unsure which responses can be trusted.

Frequency: Medium · *Competitors:* Brokers AOG tradicionales, PartsBase, ILS – ILSmart *Sources:* ERP Aero – The aviation aftermarket needs better answers, not better RFQs · SkySelect – Why part delays happen

6. High prices and AOG surcharges

Price is among top supplier complaints and 65% choose OEM vs PMA on price and availability; some distributors add AOG processing fees.

Frequency: Medium · *Competitors:* Boeing Distribution, Distribuidores OEM *Sources:* Boeing Distribution – recursos al cliente (cargos AOG adicionales) · Encuesta TBX/Airworthy 2026 (precio entre las principales quejas)

7. Expensive memberships and tiered marketplace access

Membership is negotiated by features and seats, and access to more RFQs depends on tier; PartsBase has few G2 reviews, negative about sales pressure after cancelling. Limited evidence.

Frequency: Medium · *Competitors:* PartsBase, ILS – ILSmart *Sources:* G2 – PartsBase reviews (solo 2 reseñas) · Aviation Week – Inventory Locator Service (acceso escalonado a RFQs)

8. Hard access to illustrated parts catalogs (IPC) and part numbers

A third of respondents rank easy access to IPCs, part numbers and tech data as a top improvement; some cite OEMs restricting support. No direct evidence found on Mexican customs delays.

Frequency: Low · *Competitors:* Distribuidores OEM *Sources:* Encuesta TBX/Airworthy 2026 (acceso a IPC y números de parte)

Features: what we have and what we are missing

Feature	Status	Priority	Phase	Note
Supplier scoring and blocklist (history, certifications, performance)	Missing	High	Months 1–6	Today filters by condition, certs and location; a per-supplier score from responses, deliveries and documents is missing.
Buyer trust signals: Miami LLC, ASA membership and clear payment terms	Missing	High	Months 1–6	On roadmap (months 1–6); needed against fear of prepayment broker fraud.
ASA-100 accreditation, then AS9120B	Missing	High	Months 7–12	On roadmap (ASA-100 months 7–12; AS9120B months 19–24); required by large MROs and the main antidote to paperwork distrust.
24/7 AOG desk with high-turnover stock	Missing	Medium	Months 13–18	On roadmap (months 13–18); large distributors and ePlaneAI offer 24/7 service.
Aircraft-based lookup: IPC, alternates/PMA and purchase history per tail	Missing	Low	Months 13–18	Helps with the IPC/part-number access complaint; planned as "purchase history per aircraft".
Rotable exchanges, loans and consignment	Missing	Low	Months 19–24	Outright sales only today; large distributors offer exchanges, which lower AOG cost.
Paperwork verification (8130-3/Form 1, trace) with checklist and evidence	Partial	High	Months 1–6	Miami inspection and 8130-3 checks are promised; a systematized flow with evidence (photos, scans, chain of custody) attached to each proposal is missing.
Multi-marketplace sourcing (ILS, ePlaneAI, Locatory) beyond PartsBase	Partial	High	Months 1–6	Today only PartsBase and own network; more sources reduce dead ends from stale listings.
Real-time order tracking via WhatsApp	Partial	Medium	Months 1–6	WhatsApp tracking is promised, but the bot runs on Telegram and there is no automated shipment status.
DAP Toluca service including customs clearance	Partial	Medium	Months 7–12	Exists as a per-shipment fee; actual clearance times and a fixed customs partner are not documented.
Scored offer comparison (price, lead time, condition, paperwork)	Partial	Medium	Months 7–12	Selection exists inside the agent; showing the client the comparison and rationale is missing.

Feature	Status	Priority	Phase	Note
Quote in hours with automatic RFQ to many suppliers	We have it	—	—	PartsBase search (177–185 offers per part number) and RFQs to 8+ suppliers in one pass; targets manual brokers' slowness.
Automatic reading of supplier replies and PDFs	We have it	—	—	Classifies IMAP replies and extracts PDFs; reduces manual comparison.
Ordering by chat with nameplate photo or voice note	We have it	—	—	Telegram with vision and Whisper; the client doesn't need to use a marketplace.
Expert human validation before every proposal	We have it	—	—	A specialist with 10+ years in the trade reviews every deal.

To the roadmap

Months 1–6

- **Paperwork verification (8130-3/Form 1, trace) with checklist and evidence** (partial, high): Miami inspection and 8130-3 checks are promised; a systematized flow with evidence (photos, scans, chain of custody) attached to each proposal is missing.
- **Supplier scoring and blocklist (history, certifications, performance)** (missing, high): Today filters by condition, certs and location; a per-supplier score from responses, deliveries and documents is missing.
- **Buyer trust signals: Miami LLC, ASA membership and clear payment terms** (missing, high): On roadmap (months 1–6); needed against fear of prepayment broker fraud.
- **Multi-marketplace sourcing (ILS, ePlaneAI, Locatory) beyond PartsBase** (partial, high): Today only PartsBase and own network; more sources reduce dead ends from stale listings.
- **Real-time order tracking via WhatsApp** (partial, medium): WhatsApp tracking is promised, but the bot runs on Telegram and there is no automated shipment status.

Months 7–12

- **ASA-100 accreditation, then AS9120B** (missing, high): On roadmap (ASA-100 months 7–12; AS9120B months 19–24); required by large MROs and the main antidote to paperwork distrust.
- **DAP Toluca service including customs clearance** (partial, medium): Exists as a per-shipment fee; actual clearance times and a fixed customs partner are not documented.
- **Scored offer comparison (price, lead time, condition, paperwork)** (partial, medium): Selection exists inside the agent; showing the client the comparison and rationale is missing.

Months 13–18

- **24/7 AOG desk with high-turnover stock** (missing, medium): On roadmap (months 13–18); large distributors and ePlaneAI offer 24/7 service.
- **Aircraft-based lookup: IPC, alternates/PMA and purchase history per tail** (missing, low): Helps with the IPC/part-number access complaint; planned as "purchase history per aircraft".

Months 19–24

- **Rotable exchanges, loans and consignment** (missing, low): Outright sales only today; large distributors offer exchanges, which lower AOG cost.

Conclusion

The market's strongest pain is time (shortages and slow RFQ responses) and PlaneTech targets it well: it quotes in hours across hundreds of offers and many suppliers in one pass. Its biggest gap is trust: in a market marked by forged paperwork and prepayment broker fraud, a new broker without ASA-100/AS9120B, supplier scoring or attached trace evidence will have to earn each client beyond ALE.