

All, excluding LHR, ULD Serviceability and limitations chart – v3.0 Mar 2026



ULD Serviceability and Limitation Requirement

For Guidelines as to the serviceability of any unit load devices or tie down to be used, refer to the ULD serviceability procedures VS-COM Chapter 6.

Before using a ULD, a check must be made to ensure its serviceability and that the unit type has been approved.

Please refer to the Serviceability and Limitation Chart.

US - Customs-Trade Partnership Against Terrorism (C-TPAT) requires that a seven-point security check is carried out in the following areas of all empty ULD's before being loaded;

1. Front wall
2. Left side
3. Right side
4. Floor
5. Internal ceiling
6. Inside, outside door
7. Undercarriage, beneath base

These checks must be included along with the serviceability checks prior to loading cargo in to a ULD.

Transportation of the ULD's must be undertaken with care and with the appropriate equipment.

For any questions or guidance in regard to the serviceability of ULD's or the C-TPAT checks, please contact VS ULD Control on uld.control@fly.virgin.com

If sending AMF, ALF, AAF or RAP back damaged to LHR and the serviceability fails against any criteria that states, "Must be loaded on a pallet", please contact ULD.Control@fly.virgin.com for guidance.

Damaged containers must have tape around the circumference when returning to LHR. They must be empty.

Damaged pallets must have tape along the edge rail over a serviceable base.

ULD Structural

ULD types AKE, AKN, ALF, AAF, AMF & RAP	
Panels (Side and Roof)	
Dents and small punctures under 20cm/8"	Acceptable
Tear/hole within 2" (5cm) of rivets or bolts	Not acceptable
Panel not attached or broken	Not acceptable
Bowed or out of contour	Not acceptable
Frame	
Dents	Acceptable
Bent out of contour	Not acceptable
More than 3 rivets/huckbolts/screws missing consecutively	Not acceptable
More than 3 rivets/huckbolts/screws missing within 12" (30.5cm)	Not acceptable
Not attached to base	Not acceptable
Any cracks within weld	Not acceptable
Bases	
Small dents	Acceptable
Corners, cracked, bent or missing	Not acceptable
Cracks, tears, holes (excluding drainage)	Not acceptable
Kinked, deformed or bow in excess of 2" (5cm)	Not acceptable
Curtains	
Cuts or tears of more than 4" (10cm)	Not acceptable
Velcro straps missing, torn or cut	Not acceptable
Net Curtains more than 2 consecutive straps cut or any securing mechanism missing	Not acceptable
Metal Door Curtains	
Dents, providing container door closes	Acceptable
Any other damage to door	Not acceptable
Cargo Straps and Corner Pull Straps	
Missing or damaged buckle	Not acceptable
Cut, torn or frayed (including stitching)	Not acceptable
Any knots	Not acceptable
Tie down ring damaged or missing	Not acceptable

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ULD Pallet

ULD types PKC, PLA, PAG & PMC	
Bases	
Small dents	Acceptable
Corners, cracked, bent or missing	Not acceptable
Cracks, tears, holes (excluding drainage)	Not acceptable
Kinked, deformed or bow in excess of 2" (5cm)	Not acceptable
Edge Rail	
Dents to edge rail	Acceptable
Kinked edge rail	Not acceptable
Broken edge rail (seat track)	Not acceptable
More than 2 rivets missing in 20" (50.8cm)	Not acceptable
Pallet Nets/Mesh (Excluding door netting used on structural ULDs)	
Light fraying of any braided component	Acceptable
Cuts 1 severed cord per face	Acceptable Weight Restricted to 3402kg
Cuts 2 severed cords per face	Acceptable Weight Restricted to 2268kg
Cuts 3 or more severed cords per face	Not acceptable
Damaged ringbolt attachment any face	Not acceptable
Missing ringbolts attachment any face	Not acceptable
Note: 5 ringbolts on 125" (317.5cm) face 4 ringbolts on 88" (223.5cm) face	
Adjusting hooks If more than 1 damaged or missing from face, DO NOT connect remainder on that face. Take up the slack with hooks on other faces.	
Note: If both TSO tags are missing, the net is un-airworthy, irrespective of its physical condition. One is OK.	
Missing or damaged corner ties	Not acceptable
Non-approved rope not forming part of net	Not acceptable

The information on this chart is in accordance with the manufacturer's technical manuals.

Damaged containers must have tape around the circumference when returning to LHR.

Damaged pallets must have tape along the edge rail.