

UPLIFTING EXPERIENCE®
À LA HAUTEUR DE LA LÉGENDE

SERVICES

TO KEEP YOU FLYING







EVOLVING NEEDS are part of your business, regardless of your mission. As an aircraft operator, you require a partner who is committed to responding to those needs. We have been investing continually to increase our resources and multiply the communication channels and opportunities required for an easy and open dialogue with you. This partnership ensures you get service that is best tailored to **meet your needs and exceed your expectations.**

Read on and familiarize yourself with all of the service support offers and packages we have put in place for you with the singular objective of allowing you to concentrate on your business.

GLOBAL SUPPORT PACKAGE (GSP)

For **military** and **parapublic** missions, your aircraft must be **operational at all times**. This demands service covering all of your support needs from specific elements to the complete management of your fleet, thereby offering better reliability, safety and readiness for any situation.

Our GSP service includes an extensive range of options that can be tailored to your needs.

[**ULTIMATE COMMITMENT,
ULTIMATE FLEXIBILITY**]

SUPPORT BY THE HOUR (SBH®)

To protect you from operational issues, we offer a large range of SBH® contracts to help absorb the effect of unpredictable situations.

Packages are **customized** and charged monthly according to the number of hours you fly, with no minimums. From basic engine support to fully comprehensive care, SBH® offers **flexibility and ease of use** for the coverage you need when you need it.

[**PEACE OF MIND:
FOCUS ON FLYING**]

STANDARD EXCHANGE

For engine maintenance or repair, **quickness and simplicity** are essential for you. Our Standard Exchange policy reduces lead times and minimizes operational losses by allowing you to exchange the engine or module up for repairs or maintenance at a preferred rate, eliminating the wait for the repairs or maintenance to be completed.

A Standard Exchange covers an unserviceable engine, module or life-limited accessory. In case a Standard Exchange would not suit you, you could also benefit from a rental engine.

**[REDUCE LEAD TIMES,
MINIMIZE OPERATIONAL LOSS]**





RACE AGAINST THE CLOCK

AOG

No one is ever completely safe from an AOG situation. That's when you need the speed, efficiency, dedicated resources and clear plan of action we provide as part of our commitment to getting you **back to your missions quickly and efficiently.**

Teamwork is the starting point to effectively solving emergency situations. An AOG team and dedicated communication channels are implemented to resolve the situation in the most efficient and timely fashion.

Our multi-skilled and experienced team will turn your AOG around smoothly and efficiently with **no time wasted.**

**[DEDICATED RESOURCES,
IMMEDIATE RESPONSE]**

HELP LINE

Providing you with the best service to support your mission is essential. Therefore, a multi-skilled team is at your disposal 24/7 to answer questions and quickly implement effective solutions for all of your emergency situations.

- AOG situation
- Technical
- Logistic

Do not hesitate to contact your 24/7
Help Line: +33 1 64 14 64 14

[ANYTIME, ANYWHERE]

TECHNICAL ASSISTANCE

FIELD REPS: 24/7 AVAILABILITY

Forty-one highly skilled Field Representatives are available 24/7 for all of your technical issues. Their goal is to customize solutions to suit your needs with precision and efficiency. This team provides you with **personalized and immediate technical assistance**, ensuring that you are able to fulfill your mission at all times.

FIELD TECHS: ALWAYS ON THE MOVE

Fifty Field Technicians are ready to be dispatched whenever and wherever you require service, Whether it is for **preventative or corrective maintenance**, or just for advice, and are prepared to travel at a moment's notice.

**[A STRONG TEAM FULLY
DEDICATED TO YOUR NEEDS]**



TRAINING

BROADEN YOUR KNOWLEDGE

Gaining autonomy for maintenance tasks can save you time and increase your technical staff's overall knowledge base. Take advantage of a range of PART 147-certified training courses with instructors whose knowledge is continuously updated. Their training methods include **interactive and efficient** classes either at your location or at one of our facilities.

EASA-certified training is also available so you can carry out some maintenance on your own.

[**HIGHER SAFETY,
FASTER MAINTENANCE**]

TECHNICAL DOCUMENTATION

User friendly and flexible documentation is essential to allow you carrying on efficient on-field maintenance.

Technical information for routine maintenance (O & I levels) is supplied in electronic and printed formats with every Turbomeca powered aircraft:

- The Maintenance Manual
- Service Letters & Service Bulletins Index
- Modification Index
- Maintenance Spare Parts & Tools Catalogue

These documents are regularly updated and dispatched to you by express mail.

You can also access all of our technical documentation as well as a wealth of information at www.turbomeca-support.com.

[**EFFICIENT, ACCESSIBLE**]



REPAIRS & OVERHAULS

For repairs and overhauls, short waiting times and a quick response to minimize impact on your operations are a must. Take advantage of a growing network and technical resources as well as constantly improved processes.

TURBOSUPPORT CENTERS:

- 25 TurboSupport Center covering all 5 continents
- Strategically located for most operators
- Specialized in both field and deep maintenance

WORLDWIDE REPAIR CENTER NETWORK:

- 24 repair centers located on all 5 continents
- Authorized by Turbomeca to perform deep maintenance and to overhaul your Turbomeca engines

**[A GROWING NETWORK
BASED ON PROXIMITY]**

SPARE PARTS & TOOLING

SPARE PARTS

Being ready for periodic inspections, as well as preventative or corrective maintenance (levels O & I) can save you time and minimize the impact on your operations. By ordering spare parts in advance, you can **ensure your readiness for any situation.**

To go further, you may ask your Field Reps or Customer Support Manager a list of non-repairable accessories and consumables. Based on your personal flight profile, you will receive an advising list for a one-year activity coverage.

TOOLING

When you perform routine maintenance tasks, you need inspection, assembly or disassembly tooling. Depending on the part numbers, we may sell, or in some cases propose drawings to build these tools.

**[ON-SITE SPARE PARTS STOCK:
PROACTIVE BEHAVIOR]**

T.O.O.L.S. WEB SITE

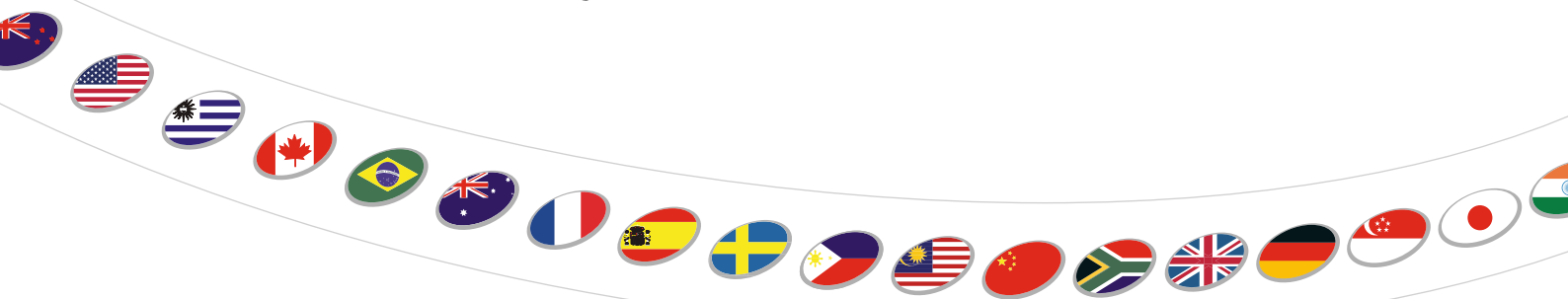
Your feedback has also allowed us to greatly improve T.O.O.L.S, a web site dedicated to operator support. Turbomeca Operator On Line Support is a **fully interactive web site** developed and programmed specifically for your support needs. A portion of the site is available to anyone seeking information regarding Customer Support services and activities. The other portion of the site is exclusively available to our clients, providing a wealth of information and services, such as:

- Technical documentation
- Direct communication access with the resources you need
- On-line training
- A clear overview of all other Turbomeca services such as second hand engines and warranty
- ...and much more to serve you

Take a few minutes to visit www.turbomeca-support.com and find out more about all the available services.



With an expanding network and growing team of resources, Turbomeca is making sure that we can support **you**, regardless of where your business takes **you**.



This commitment is ongoing and investments will continue to be made in order to ensure that our support services meet and exceed your expectations.



Headquarters:

64511 Bordes Cedex

Tel : +33 (0)5 59 12 50 00

Fax : +33 (0)5 59 53 15 12

www.turbomeca.com