

AIRBUS

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HCare TS BR 12-2019

HCare

HELICOPTERS

**Technical
Support**



AIRBUS

TAKING CARE OF YOU ON EVERY FLIGHT



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AirbusWorld

Your Airbus Helicopters customer portal

<https://keycopter.airbus.com>

Airbus Helicopters puts
a worldwide Technical
Support network at
operators' disposal,
guided by four main
priorities:

Enhanced safety

Higher availability

Optimized costs

Sustained asset value

Important to you, essential to us.

OUTSTANDING OEM EXPERTISE SUPPORTING YOUR DAILY OPERATIONS

HiCare

Technical Support

TECHNICAL
ASSISTANCE

24/7
TECHNICAL
EXPERTISE

TECH DATA

CONTINUING
AIRWORTHINESS
MANAGEMENT
SERVICES

FLYSCAN

WHATEVER YOUR OPERATIONAL NEEDS... WE SUPPORT YOU ANYTIME, ANYWHERE

Night and day,
our technical experts
accompany more
than 3,000 operators
worldwide and make
sure that our helicopters
are used in the most
efficient way to handle
your operational needs.



TECHNICAL ASSISTANCE

Benefiting from strong technical skills in helicopter maintenance and Part 66 qualification, Technical Representatives are ready to assist directly at operators' premises, anywhere in the world.

They deliver on-site assistance from On-the-Job-Training, troubleshooting up to advanced logistics services.

Technical Representatives are taking advantage of:

- Access to all Airbus digital and communication tools such as SkyTech video assistance allowing efficient support from Airbus Helicopters experts with associated devices (boroscope inspection, digital camera measurements, smart glass...)
- Tool and Ground Support Equipment (GSE) rental when required, a cost-effective optional service allowing to perform maintenance for a defined period



EFFICIENT

Direct access to Airbus Helicopter technical department through a single technical point of contact.

INTEGRATED

Mixed teams include operators' technicians.

FIRST-CLASS KNOWLEDGE

Present at operations in the field & experienced in latest standards. Certified staff B1 or B2 EASA.

TECHNICAL EXPERTISE

24/7

For any technical question, get in direct contact with our worldwide technical network of tech-reps & customer centers positioned close to your operations.

For AOG needs, a comprehensive 24/7 service around the clock is taking care of you anytime, anywhere.

The 24/7 service is accessible through a unique number and through the Technical Request service available on our customer portal and mobile Apps, allowing customers to track online their requests.

In addition, our Senior ATA Expert team is available:

- to conduct complex troubleshooting
- to design repair Solutions
- to issue Technical Agreements



REACTIVE

Reach one of our technical experts whenever the need arises.

CUSTOMER SATISFACTION

Evaluate final answer adequacy in the technical request tool.

KNOWLEDGE CENTER

Capitalize on technical information compiled by the company.

WORLDWIDE

A global network of technical hubs, Customer Centers and Senior ATA Experts at your service.

TECH DATA

Benefit from state-of-the-art technical data accessible on the web or on-site.

A set of advanced functions and new features to support your daily tasks and make your life easier.

Your documentation is available online and offline for an optimal use during flight preparation and maintenance operations nearby the aircraft, through all mobile devices and main operating systems (Windows, MacOs, iOS and Android).



USER-FRIENDLY

Intuitive interface with advanced search functions.

UP-TO-DATE

Online manufacturer updates.

OFFLINE

Powerful mobile application always available on all devices.

READY-TO-USE

No installation required.

CONTINUING AIRWORTHINESS MANAGEMENT SERVICES

Our consulting & training services improve operational performance of your fleet, while optimizing maintenance operations and sustaining aircraft value.

Such services are complemented by Continuing Airworthiness Management services offering diagnosis up to full implementation.

Take advantage of our advanced services in direct link with Airbus Helicopters Type Certificate holder sources.



SAFETY ENHANCEMENT

Configuration and airworthiness follow-up in accordance with worldwide safety standards.

ASSET MANAGEMENT
From “As built/delivered” up to “as maintained” configuration.

FLEET AVAILABILITY
Optimal monitoring for efficient fleet dispatch.



FLYSCAN

FlyScan suite of HUMS services offers proactive and predictive Airbus Helicopters expert analysis, and allows operators to closely follow-up the status of their fleet.

These services will boost your operations by anticipating in-service symptoms, enhancing safety and fleet availability, while reducing maintenance burden.

With WebHUMS, access to our web services, and benefit from a global view on a fleet or a component behavior in operational conditions.



MANAGE HELICOPTER HEALTH & USAGE IN YOUR CUSTOMER PORTAL

SAFETY

Immediately detect any symptom and safely apply corrective actions.

EXPERT SUPPORT

Data treatment with design office and technical experts for optimal analysis.

AVAILABILITY

Anticipate maintenance actions before unexpected grounding of your aircraft.

WHEREVER YOU OPERATE... WE SUPPORT YOU

OUR GLOBAL NETWORK SPANS MORE THAN 150 COUNTRIES WITH AN EXTENSIVE APPROVED MAINTENANCE NETWORK LOCATED IN CLOSE PROXIMITY TO CUSTOMER FACILITIES:

- 30 customer centres and affiliated sites.
- 96 service centres.
- 10 logistics hubs and local inventories, as well as multiple local stock warehouses.
- 4 technical support hubs.



Find your service centre with our Heli Presence App on your mobile devices or through our Airbus Helicopters web site <https://www.airbus.com/helicopters/services/global-network-map.html>

