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Aéroport International Marseille Provence
13725 Marignanne Cedex - France, 2019.

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November 2019.

Concept design by Airbus Multi Media Studio,
20193094.

Photos by Airbus.

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HCare TS BR 11-2019

HCare

HELICOPTERS

Technical Support
FlyScan



AIRBUS

TAKING CARE OF YOU ON EVERY FLIGHT

Airbus Helicopters
experts support
Customers operations
with efficient proactive
and predictive analysis,
guided by four main
priorities:

Enhanced safety

Higher availability

Optimized costs

Sustained asset value

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Important to you, essential to us.

**OUTSTANDING
OEM EXPERTISE
SUPPORTING YOUR
DAILY OPERATIONS**



HCare

Technical Support

FLYSCAN SERVICES

ADVISE

SUPERVISE

GUARD

FLYSCAN

A SOLUTION FOR ANY MISSION PROFILE...

Our comprehensive range of HUMS⁽¹⁾ services has been built-up for you.

It features adapted packages capable to support any of your mission profiles and any organization type.

Benefit from maximum anticipation on maintenance events, made possible by the close monitoring of Airbus Helicopters HUMS experts, providing proactive and predictive analysis of monitored parameters of your helicopters.

FlyScan service packages highly contribute to maximize your operations efficiency, increasing both fleet availability and flight safety, while reducing maintenance burden.

FlyScan monitors multiple sources of Aircraft data collected through a secured cloud:

- Vibrations

Dynamic components health monitoring

- Usage

Flight limitations, cycles and various counters monitoring

- Flight parameters

Flight data recording

- Avionics codes

Flight failure surveillance

Our HUMS experts provide you early recommendations with an high level of confidence and make you benefit from AOG reduction and technical flight / warning avoidance.

FlyScan helps you to better plan and schedule your operations and maintenance activities.

(1) HUMS: Health and Usage Monitoring Systems



ADVISE

YOU FLY WE KEEP A WATCHFUL EYE...

If you already have an organisation in charge of HUMS monitoring, this solution is for you.

In this service, Airbus Helicopters HUMS experts permanently:

- **Check and monitor all the indicators of your helicopters**
- **Advise you in case of any event validated as abnormal**
- **Allow fast and efficient symptom treatment by your maintenance teams**

Airbus Helicopters proactive feedback and weekly review of main components, lower maintenance burden by reducing the number of AOG situations and unnecessary technical flights linked to HUMS warnings.



SUPERVISE

WE DO IT FOR YOU...

If you have not implemented any HUMS analysis team in your organization, and if you do not have the means to monitor data coming from the Aircraft, but wish to get benefits out of this clever system, use this program, it suits perfectly to your requirements.

Through this service, Airbus Helicopters will not only manage for you the various thresholds implemented, but also miscellaneous usage and failure parameters to closely monitors any event that could occur on your fleet.

Just a simple and regular data transfer to Airbus Helicopters, and we are able to propose you a deep analysis of your records.

Our expert teams:

- **Get in direct contact with your maintenance teams**
- **Report on an agreed periodic base on any additional maintenance action**
- **Allow you to prevent incipient failures**

As your daily partner, Airbus Helicopters proposes you a HUMS Hotline available 24/7, and commits to a response for an AOG within a few hours.



DATA DOWNLOAD

No skills required/Single laptop needed



DATA ANALYSIS



GROUND TOOLS MANAGEMENT



HEALTH INDICATORS FOLLOW-UP & THRESHOLDS MANAGEMENT

GUARD

WE'VE GOT YOU COVERED...

This service is particularly adapted to operators already managing a HUMS system.

Airbus Helicopters brings its expertise to your doorstep, and supports your teams in the daily surveillance of your fleet.

Benefit also from maximum anticipation, thanks to Airbus Helicopters proactive feedback, and a weekly review of the entire set of Aircraft data.

Our experts:

- Advise you in case of any event validated as abnormal
- Report on actions to be performed on the system itself, or on the helicopter
- Analyse your technical events and answer to your questions

Act on your maintenance burden, by reducing the number of AOG situations and unnecessary technical flights linked to HUMS warnings.

In this package, Airbus Helicopters puts at your disposal a specific HUMS Hotline available 24/7, and commits to a response for an AOG within a few hours.



INDICATOR REVIEW

Weekly review of each condition indicator



BEHAVIOR STATUS

Detection of vibration behavior change



FAULT CASE REVIEW

Fault Case Matching



ASSISTANCE

Hotline 24/7

FLYSCAN

	Advise	Supervise	Guard
BEHAVIOR DETECTION AIRBUS HELICOPTERS HUMS expert report to Customer any change of vibratory signal behavior through maintenance recommendations and ground station thresholds settings	✓ Weekly	✓ Monthly up to bi-weekly (*)	✓ Weekly
FAULT CASE MATCHING AIRBUS HELICOPTERS HUMS expert report to Customer any detection of vibratory pattern in correlation to known fault cases from experience return	✓ Weekly	✓ Monthly up to bi-weekly (*)	✓ Weekly
HOTLINE ASSISTANCE H24/7 English & French languages		✓	✓
WEBAPPS FULL ACCESS Full access granted to WebHealth and WebUsage		✓	✓
SOFTWARE UPDATE AIRBUS HELICOPTERS will provide free of charge any new software version dealing with HUMS equipments (both on-board and on-ground)		✓	✓
DOCUMENTATION UPDATE AIRBUS HELICOPTERS will provide free of charge any new update on training material and/or workcard (pre-print)		✓	✓
REPLYING TIME COMMITMENT FOR RED WARNING AIRBUS Helicopters response lead time < 3 Hours			✓
REPLYING TIME COMMITMENT FOR RED WARNING AIRBUS Helicopters response lead time < 72 Hours			✓
REMOTE ASSISTANCE Thanks to remote access tool, AIRBUS HELICOPTERS can maintain Customers groundstation easily and quickly (patch application, fleet management, software maintenance, etc!)			✓
GROUND TOOL LOANING In case of issue dealing with Customers groundstation, whatever the warranty period, AIRBUS HELICOPTERS will provide in any situation an alternative solution to continue to maintain Customers aircraft			✓
OPERATIONAL SUPPORT AIRBUS HELICOPTERS can provide on Customers request specific data analysis and assistance for data downloading			✓

(*) Bi-weekly or 12 tickets available during one year.

