

**TURBOMECA 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 services that cover 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.

These “Support By the Hour” packages are customized and based on your activity and needs. From basic engine support to fully comprehensive care, SBH® offers flexibility and ease of use. You choose the level of coverage that suits your activities best.

With SBH®, you can smooth your maintenance costs and ease your budget forecasting.

[ PEACE OF MIND: FOCUS ON FLYING ]



## REPAIR AND OVERHAUL

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.

### SERVICE CENTERS & MAINTENANCE CENTERS:

- 27 Services Centers and Maintenance Centers 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 AND TOOLING

Being ready for periodic inspections, as well as preventative or corrective maintenance is essential to minimizing the impact on your operations. With a view to staying proactive, you need to prepare your spare parts and tooling requirements, to make sure you have the necessary supplies in time or maintain adequate stock levels at hand.

You can ask your Field Rep or CSM for a list of non repairable accessories and consumables. Based on your personal flight profile, an advisory list for a one-year activity coverage will be prepared.

Depending on the level of maintenance, you can request the drawing or buy complete tools.

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

## STANDARD EXCHANGE & RENTAL

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 ]



# WARRANTY

Turbomeca offers a global warranty coverage: engines, modules, accessories and components, new, repaired or overhauled – with storage warranty included.

Benefit from an optimized process to give you rapid responses to your claims :

- **Confirmation of the treatment of your warranty claim within 48 hours.**
- **Final acceptance within 48h for equipments that do not need a technical assessment.**

If a technical assessment is needed, the Warranty Committee will send you the final decision of your warranty claim within 60 days maximum.

Additional services can include a free pick-up of your equipment at your facilities, removing all constraints in sending back your equipment and insuring you a quicker transit time (Service subject to logistics coverage conditions).

Your Turbomeca commercial contacts, backed up by the Warranty Committees around the world, are always available to give you the reactivity you need for your Warranty claims.

**[ COMMITTED TO COVERING YOU ]**



## TECHNICAL ASSISTANCE

### FIELD REPS: 24/7 AVAILABILITY

Forty-seven 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 fulfil your missions 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, they are prepared to travel at a moment's notice.

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

# TRAINING

Decreasing your maintenance costs and being independent and quickly operational are essential for you. That is why Turbomeca has developed comprehensive training Programs based on a better balance between theory and practice, with long term accompaniment. "A la carte" modules and specific training courses are also available to give you more choice and to find the best training answer to your needs.



We aim to optimise your performance through learning and accompaniment to maintain your team's skills. Our commitment revolves around five values: efficiency, practice, accompaniment, quality and proximity.

[ BETTER PERFORMANCE, MORE INDEPENDENCE ]



## 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 ]

## HELPLINE

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 PUBLICATIONS

User friendly and flexible documentation is essential to allow you to perform efficient on-field maintenance. Technical Publications for maintenance levels 1 and 2 (Maintenance Manual, Tools and Spare Parts Catalogues, Service Bulletins, Service Letters...) are supplied in electronic or printed formats with every TURBOMECA powered aircraft. These documents are updated on a regular basis. Paper updates are sent to you by express mail. For the electronic format, you need a subscription to the T.O.O.L.S. website to keep informed about updates and to be able to save, print and download them.



# IETP

A new interactive and electronic tool is also available: the **IETP** (Interactive **E**lectronic **T**echnical **P**ublications). This format guarantees the same content as the paper version and allows you to consult the documentation in a more practical and dynamic manner:

- **Intuitive functions with an ergonomic interface. Tutorials are available.**
- **Interactivity and links between different documents.**
- **Favourites and private notes.**
- **Navigation history.**
- **Possibility to install it on an internal server for multiple users.**
- **Automatic updates of the Temporary Revisions on T.O.O.L.S.**

[ AN EASY-TO-USE, EFFICIENT TOOL ]



## tools WEBSITE

TURBOMECA OPERATOR  
ONLINE SUPPORT

Your feedback has also allowed us to greatly improve T.O.O.L.S., a website dedicated to operator support. Turbomeca Operator On Line Support is a fully interactive website 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 Publications.**
- **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](http://www.turbomeca-support.com)] and find out more about all the available services.





# WE TAKE ON – YOU TAKE OFF

## **The integrated on-line services for streamlining your operations.**

Increasing aircraft operational availability and optimizing maintenance and operations costs is essential for you. You need more visibility and expertise to get the most out of your engines.

Turbomeca has developed integrated online services for streamlining your operations. Through this tool, we aim to provide the helicopter industry with revolutionary world class services.

BOOST proposes an added value, modular and very flexible offer:

- **To smooth and facilitate operations and Airworthiness tasks.**
- **To help in maintenance activities and planning.**
- **To provide tools for expertise and analysis of engine trends.**
- **To facilitate fleet management.**

Through BOOST, our current engine support services will broaden and develop into real proactive actions and practices.

**[ EVOLVING TO MORE EXPERTISE AND SAFETY THROUGH AN INNOVATIVE CONCEPT ]**



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