

AIRBUS

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HCare TS BR 12-2024



AIRBUS

TAKING CARE OF YOU ON EVERY FLIGHT

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

- Enhanced safety
- Greater availability
- Optimised costs
- Sustained asset value

Important to you, essential to us.

OUTSTANDING OEM EXPERTISE SUPPORTING YOUR DAILY OPERATIONS

HCare

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 and troubleshooting up to advanced logistics services.

Technical Representatives bring with them the following advantages:

- Access to all Airbus digital and communication tools such as 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 maintenance to be performed 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 network of Tech Reps and customer centres located close to your operations.

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

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

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 CENTRE

Capitalise on technical information compiled by the company.

WORLDWIDE

A global network of technical hubs, Customer Centres and senior ATA experts at your service.

TECH DATA

Benefit from state-of-the-art of Tech Data, accessible on our collaborative platform 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 optimal use during flight preparation and maintenance operations, through all mobile devices and major operating systems (Windows, MacOS, iOS and Android).



- USER-FRIENDLY**
Intuitive interface with advanced search functions.
- UP-TO-DATE**
Online manufacturer updates.
- ANY WHERE ANY TIME**
Online / Offline modes on multiple devices and operating systems (Windows, MacOS, iOS and Android).
- READY-TO-USE**
No installation required.

CONTINUING AIRWORTHINESS MANAGEMENT SERVICES

A SOLUTION FOR ANY CUSTOMER ORGANISATION

Through its Continuing Airworthiness Management (CAM) offer, Airbus Helicopters provides highly effective safety and airworthiness management for helicopters operating worldwide, based on Airbus Helicopters Type Certificate sources.

Airbus Helicopters monitors all configuration and airworthiness aspects of a customer's rotorcraft – enabling them to focus on operations.

CAM services can be tailored to meet customer requirements from consulting up to fully delegated CAM management, either from “as built/delivered” or “as maintained” configurations.

Airbus Helicopters proposes three services to improve a fleet's operational performance, while optimising maintenance operations and sustaining aircraft value:

- CAM Execution - Fully delegated
- CAM Execution - Partially delegated
- CAM Implementation, consulting and training



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

The FlyScan suite of HUMS⁽¹⁾ services offers proactive and predictive analysis by Airbus Helicopters expert's, and allows operators to closely follow the status of their fleet.

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

FlyScan service packages greatly contribute to maximise the efficiency of your operations.

FlyScan monitors multiple sources of aircraft data (vibrations, usage, flight parameters, avionics codes), allowing us to provide you with early recommendations so that you benefit from AOG reduction and technical flight / warning avoidance.



MANAGE HELICOPTER HEALTH & USAGE IN YOUR COLLABORATIVE PLATFORM

ENHANCED SAFETY
Immediately detect any symptom and safely apply corrective actions.

PROACTIVE MONITORING
Alerts about potentially hazardous phenomena

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

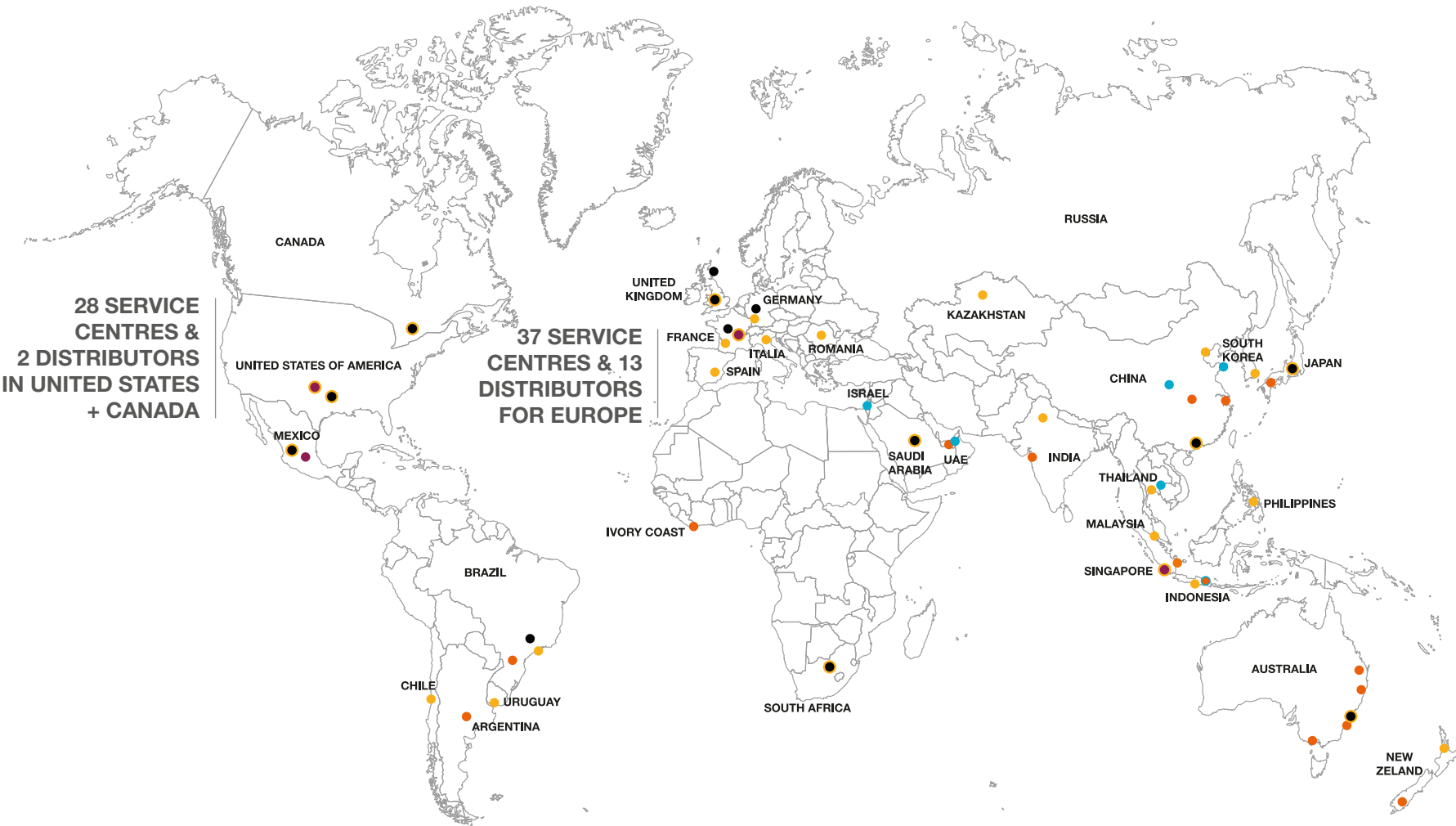
AVAILABILITY
Anticipate maintenance actions before unexpected grounding of your aircraft.

⁽¹⁾ HUMS: Health and Usage Monitoring Systems

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 main sites, customer centres and affiliated sites
- 40 helicopters and/or support & services distributors.
- 93 service centres.
- 12 logistics hubs and local inventories.
- 4 technical support hubs.



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