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

Enhanced safety
Higher availability
Optimised costs
Sustained asset value

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AirbusWorld
Your Airbus Helicopters collaborative platform
https://airbusworld.helicopters.airbus.com

Download our Support vCard on your mobile device:
OUTSTANDING OEM EXPERTISE SUPPORTING YOUR DAILY OPERATIONS

TECHNICAL ASSISTANCE 24/7 TECHNICAL EXPERTISE  
CONTINUING AIRWORTHINESS MANAGEMENT SERVICES  
FLYSCAN  
TECH DATA
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).
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 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.

(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
- 41 helicopters and/or support & services distributors
- 96 service centres
- 12 logistics hubs and local inventories
- 4 technical support hubs

Find your service centre with our Heli Presence App on your mobile devices or through our Airbus Helicopters website https://www.airbus.com/en/products-services/helicopters/hcare-services/global-network