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HCare Store

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

Optimised 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

SENTINEL

SUPERVISE

ADVISE

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 organisation 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 maximise your operations efficiency, increasing both fleet availability and flight safety, while reducing maintenance burden.

Airbus Helicopters proposes a new **Sentinel** service package dedicated to all aircraft equipped with HUMS systems, offering proactive health and usage monitoring of a customer's fleet for enhanced flight safety.

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.



SENTINEL

YOUR SAFETY IS OUR PRIORITY...

The safety of flights, passengers, crews and helicopters remains Airbus' top priority.

Airbus Helicopters is now offering a proactive monitoring service that contributes to improving the flight safety of your helicopter fleet without infringing on the autonomy of your operations, while leaving you fully responsible for the safety of your operations.

This service, available seven days a week, alerts customers to potentially hazardous phenomena by triggering recurring alarms that require special attention.

Airbus Helicopters Sentinel experts support customers with appropriate maintenance recommendations related to the alarm, with the aim of reducing the risks associated with the situation.

This service, available to all customers who agree to share their data with Airbus Helicopters, contributes to enhanced flight safety.



PROACTIVE MONITORING

Alerts about potentially hazardous phenomena



INDICATOR REVIEW

Daily monitoring of health indicators



CONTINUOUS SERVICE

Daily monitoring, alerting and feedback

(1) HUMS: Health and Usage Monitoring Systems

SUPERVISE

WE DO IT FOR YOU...

If you have not implemented any HUMS analysis team in your organisation, 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⁽¹⁾.

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**

(1) Maximum 600 flight hours/year



PROACTIVE MAINTENANCE



DATA DOWNLOAD

No skills required/Single laptop needed



DATA ANALYSIS



GROUND TOOLS MANAGEMENT



HEALTH INDICATORS FOLLOW-UP & THRESHOLDS MANAGEMENT



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:

- **Check and monitor all the indicators of your helicopters**
- **Advise you in case of any event validated as abnormal**
- **Report on actions to be performed on the system, or on the helicopter**

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



PROACTIVE MAINTENANCE



INDICATOR REVIEW

Weekly review of each recorded condition indicator



BEHAVIOUR STATUS

Detection of changes to vibration behaviour



FAULT CASE REVIEW

Fault case matching

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 weekly feedback through review of the entire set of Aircraft data.

Our experts:

- Check and monitor all recorded indicators of your helicopter
- Advise you in case of any event validated as abnormal
- Report on actions to be performed on the system itself, or on the helicopter

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*
- Commits to a response within a few hours in case of AOG situations



PROACTIVE MAINTENANCE



INDICATOR REVIEW

Weekly review of each recorded condition indicator



BEHAVIOUR STATUS

Detection of changes to vibration behaviour



FAULT CASE REVIEW

Fault case matching



ASSISTANCE

Hotline 24/7*



REPLY COMMITMENT

Commitment on AOG and non-AOG answers

* Not available for H135 and H145 aircraft.

FLYSCAN

	Sentinel ⁽¹⁾	Supervise ⁽²⁾	Advise	Guard
PROACTIVE MONITORING Airbus Helicopters HUMS experts report to the customer about situations with recurring warnings above maximum red threshold for more than 3 continuous flight hours	✓	✓	✓	✓
BEHAVIOR DETECTION AIRBUS HELICOPTERS HUMS expert report to Customer any change of vibratory signal behavior through maintenance recommendations and ground station thresholds settings		✓ Monthly up to bi-weekly (*)	✓ Daily Monday through Friday	✓ Daily Monday through Friday
FAULT CASE MATCHING AIRBUS HELICOPTERS HUMS expert report to Customer any detection of vibratory pattern in correlation to known fault cases from experience return		✓ Monthly up to bi-weekly (*)	✓ Daily Monday through Friday	✓ Daily Monday through Friday
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)		✓		✓
HOTLINE ASSISTANCE 24/7** English & French languages				✓
REPLYING TIME COMMITMENT FOR RED WARNING AIRBUS Helicopters response lead time < 3 Hours				✓
REPLY COMMITMENT FOR AMBER 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 an alternative solution any time it is feasible				✓
OPERATIONAL SUPPORT AIRBUS HELICOPTERS can provide on Customers request specific data analysis and assistance for data downloading				✓

Note:

- Commitments and/or performance of the services mentioned in this brochure are for information purposes only. They are subject to change without notice.
- (1) Only available for customers who share their data with Airbus Helicopters
- (2) Only available for customers without a HUMS organisation

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

** Not available for H135 and H145 aircraft.

