

AIRBUS

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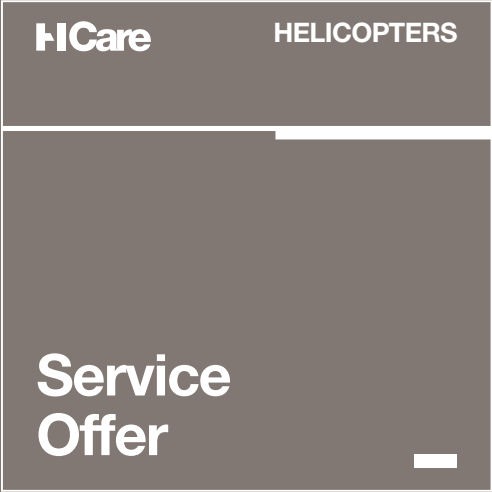
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HCare SO 02-2022



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AirbusWorld

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Important to you, essential to us.

EVERY AND EACH OPERATOR HAS ITS SPECIFIC PROFILE...

- New or regular users
of our helicopters
- High or moderate flyers
- With different structures and size
- Operating various missions in different
locations around the world

Our HCare service offer is flexible and
proposes the most adapted services solutions
to better serve your operations.

HCare

Our new offer reshaped with the **best combination of support & services** for each customer profile



Enhanced safety



Higher availability



Optimised costs



Sustained asset value

HCare Lifetime

For operators who wish to start a long-term service collaboration with Airbus. Provides end-to-end service coverage from day one.

HCare Initial

For new operators & new aircraft. Secures the start of operations.

HCare In-service

Optimises operations for customers already operating Airbus helicopters.

HCare Classics

The right services for the older range of helicopters. Daily and close OEM accompaniment.

ACH HCare First

Dedicated to the ACH helicopter range.

Levels of performance commitment

GUARANTEED REPAIR

Commitment on repair & overhaul turnaround times

PART AVAILABILITY

Commitment on delivery lead times based on a fixed-hourly-rate payment

FLEET AVAILABILITY

Commitment on full fleet availability performance

HCare Store



The on-demand catalogue of HCare services



Material Management



Helicopter Maintenance



Technical Support



Training & Flight Ops



Connected Services

AIRBUS

AS PER YOUR NEEDS,

MATERIAL
MANAGEMENT,
TECHNICAL SUPPORT,
HELICOPTER
MAINTENANCE,
TRAINING & FLIGHT
OPS AND CONNECTED
SERVICES
ARE AVAILABLE
THROUGH ...



... FIVE MODULAR
SOLUTIONS UPON
YOUR CHOICE

HCare Initial

**MAKE ITS ENTRY INTO
SERVICE A SUCCESS**

HCare Initial is tailored for you if you are starting operations with a new helicopter from our range or if you are taking delivery of an additional helicopter in your fleet.

A set of services that will enable a successful entry into service for your fleet, regrouped in a single contract and making you benefit from commitments and advantageous business terms.

HCare In-Service

**MAKE IT FLY !
TAILORED TO IN-SERVICE
FLEETS REQUIREMENTS**

Airbus Helicopters proposes HCare In-Service for customers that are already operating an Airbus helicopter type. Matching services to operators' needs, HCare In-service contracts are designed to optimise the aircraft's maintenance, health and usage, and longevity.

HCare Lifetime

**PROVIDES END-TO-END
SERVICES COVERAGE
FOR A FULL PEACE OF
MIND**

This offering is made for you if you need to benefit from a daily care and accompaniment at all steps of your operations for a long-term commitment.

The best balance of services required over the defined period, to assure the aircraft's sustained value over time, maximise performance and safety and provide successive, sustained support.

HCare First

**EXCLUSIVE TO ACH
HELICOPTERS RANGE**

For Private and Business Aviation operations, Airbus Helicopters offers HCare First, a service delivering the excellence and the performance you expect. It brings maximum helicopter availability and budget control while embedding hassle-free solutions.

HCare Classics

**KEEP ON OPERATING
FOCUS ON LEGACY
HELICOPTERS NEEDS**

With the HCare Classics programme, Airbus Helicopters helps users of older ranges to keep their helicopters at the highest level.

The service ensures a daily and close OEM accompaniment to make sure every flight is a success. HCare Classics is fully customisable and offers operators specific monitoring and solutions to keep the fleet fully operational and mission-capable at all times.

THREE POSSIBLE COMMITMENT LEVELS ON MATERIAL MANAGEMENT SOLUTIONS

CHOOSE THE ONE
MOST ADAPTED
TO YOUR NEEDS



Guaranteed Repair

COMMITMENT ON REPAIR & OVERHAUL TURN- AROUND-TIMES

The Guaranteed Repair program focuses on component repair & overhaul (R&O) management.

It is covering:

- Dynamic components
- Main & tail rotor blades
- Equipment (basic configuration)
- Mission equipment (option)

The program also offers two payment schemes:

- By-the hour: for a smooth distribution of maintenance expenses and an early anticipation of foreseen budget
- By-event: at the time the repairs or the overhauls have to be performed

Selecting this commitment level allows the operator to secure R&O Turn-Around-Times by contract, in view to improving maintenance planning efficiency.

Part availability

COMMITMENT ON DELIVERY LEAD TIMES

The Part availability program is an exchange service based on the replacement of parts reaching their Time Between Overhaul or service life or the replacement of failing parts within short lead times

It is covering:

- Dynamic components
- Main & tail rotor blades
- Equipment (basic configuration)
- Mission equipment (option)

The program is fully customisable and can entail below coverage upon customer's choice:

- Unscheduled maintenance events
- Scheduled and unscheduled maintenance events
- Scheduled, unscheduled maintenance events and non-repairable parts supply

The Part availability solution is built upon fixed hourly rate payments to make maintenance expenses predictable and streamlined.

By selecting this solution, parts delivery lead times are committed through the contract, in view to optimising part availability while giving the operator a precise view of the necessary maintenance budget to be implemented.

Fleet availability

COMMITMENT ON FLEET AVAILABILITY PERFORMANCE

The Fleet Availability program is dedicated to operators who need to focus on their flight operations, and partially or fully delegate other activities to a major player in the industry.

The plan is customisable and can be composed of CAM* services partially delegated, base maintenance execution, component R&O by-the-hour service, technical services and expertise, supply chain and stock management, 24/7 AOG service...

This can be complemented with a wide-range of other activities such as line & base maintenance execution, CAM* services fully delegated, FlyScan predictive maintenance service (for A/C equipped with a HUMS**), on-site technical representative, or training and connected services as an option.

The program is based on fixed hourly and monthly rates defined by contract for a comprehensive anticipation on maintenance budget and streamlined payments.

By selecting this solution, fleet availability performance is committed through the contract, in view to maximising the availability of the fleet while giving the operator a complete view of the necessary maintenance budget to be implemented.

* Continuing Airworthiness Management

** Health & Usage Monitoring System

