

Service

HCare[®]

Technical
Support



 **AIRBUS**
HELICOPTERS



Airbus Helicopters puts a worldwide Technical Support network at operators' disposal, acting according to three main priorities:

- Safety enhancement
- Fleet availability
- Customer satisfaction

Night and day, our technical experts accompany more than 3,000 customers worldwide and make sure that our helicopters are used in the most efficient way to handle operational needs.

Taking care of you on every flight

Outstanding OEM expertise
supporting your daily operations

Technical Support

Continuing
Airworthiness
Services



HUMS
services



Technical
Assistance



Technical
Publications



24/
7

Technical
Expertise

Continuing Airworthiness services

Our consulting & training services improve operational performance of your fleet. Such services are complemented by Continuing Airworthiness Management services offering diagnosis up to full implementation. Take advantage of our advanced services in direct link with Airbus Helicopters Type Certificate holder sources.



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



HUMS services

Manage helicopter Health & Usage in your Keycopter portal

HUMS services allow operators to closely follow the status of their fleet and anticipate any symptom, for enhanced safety and availability.

Access our web services and benefit from a global view on a fleet or a component behavior in operational conditions



SAFETY

Immediately detect any symptom and safely apply corrective actions

EXPERT SUPPORT

Data treatment with design office and technical experts for optimal analysis

AVAILABILITY

Anticipate maintenance actions before unexpected grounding of your aircraft



Technical Assistance

A team of more than 150 skilled and qualified Technical Representatives ready to assist directly at operators' premises, anywhere in the world. A comprehensive technical service ranging from On-the-Job-Training, troubleshooting, up to advanced logistics services.



EFFICIENT

Single technical point of contact.
Direct access to Airbus Helicopters
technical department

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



eTechPub

Benefit from state-of-the-art technical publications accessible on the web or on-site.

A set of advanced functions and new features to support your daily tasks and make your life easier.

Your documentation is now also available on mobile devices for an optimal use during flight preparation and maintenance operations.

PDF LIBRARY



USER-FRIENDLY

Intuitive interface with advanced search functions

UP-TO-DATE

Online manufacturer updates

READY-TO-USE

No installation required

Access 3D models for main maintenance tasks and navigate through a simple and intuitive interface



eTechPub

Your publications on iPad

Download and organize your manuals

Check updates and synchronize



Download on the
App Store



Technical Expertise 24/7

For any technical question, get in direct contact with our worldwide technical network of tech-reps & customer centers positioned close to your operations.

For AOG needs, a comprehensive 24/7 service around the clock taking care of you anytime, anywhere is also accessible through a unique number and through our web portal

Keycopter
Airbus Helicopters Customer Portal

In addition, our Senior ATA Expert team is available:

- to conduct complex troubleshooting
- to design repair Solutions
- to issue Technical Agreements



AIRBUS
HELICOPTERS

HICare®

24/7 Worldwide Customer Support

Toll free*: + 800 55 55 97 97
Other countries: + 33 (0)4 42 85 97 97
Keycopter
customersupport.helicopters@airbus.com
Fax: + 33 (0)4 42 85 99 96

* list of countries on www.airbushelicopters.com

REACTIVE

Reach one of our technical experts whenever the need arises

CUSTOMER SATISFACTION

Evaluate final answer adequacy in the technical request tool

KNOWLEDGE CENTER

Capitalize on technical information compiled by the company

WORLDWIDE

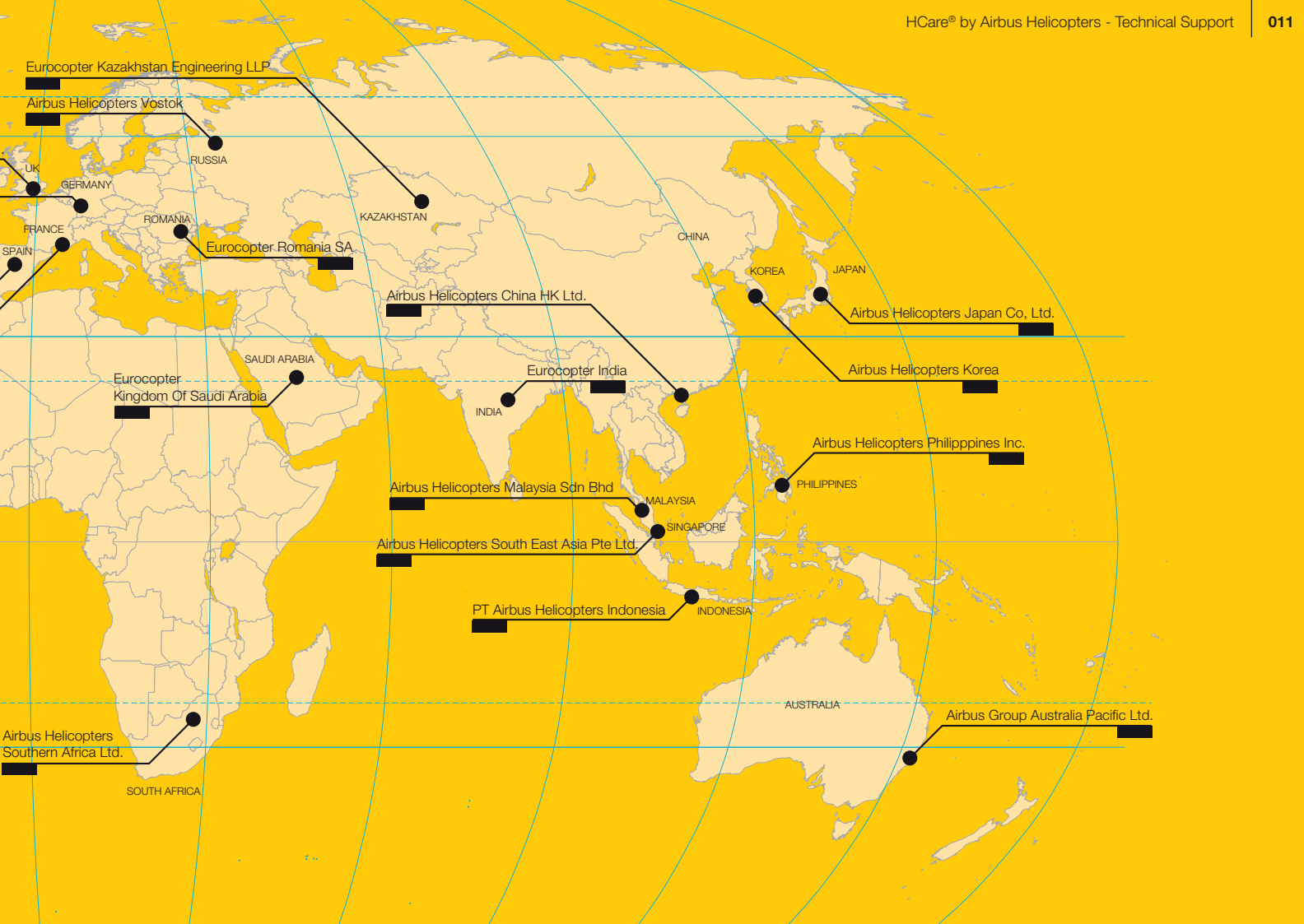
A global network of technical hubs, Customer Centers and Senior ATA Experts at your service



WHATEVER YOUR OPERATIONAL NEEDS... WE SUPPORT YOU

- Serving some 3,000 customers in nearly 152 countries
- A dedicated Technical Support network:
 - 23 Airbus Helicopters Customer Centers
 - 4 regional technical hubs





For more information, please contact:
marketing.helicopters@airbus.com



For all your Customer Service needs:

Toll free* : + 800 55 55 97 97
Other countries: + 33 (0)4 42 85 97 97
Fax: + 33 (0)4 42 85 99 96
Email: customersupport.helicopters@airbus.com

* Free phone call for the following countries:

Argentina, Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Hong-Kong,
Hungary, Ireland, Israel, Italy, Japan, Korea, Luxembourg, New Zealand, Norway, People's
Republic of China, Portugal, Spain, Sweden, Switzerland, The Netherlands, United Kingdom,
United States.



© AIRBUS HELICOPTERS, Aéroport International Marseille Provence - 13725 Marignane Cedex - France, 2016
All rights reserved, Airbus Helicopters' logo and the names of its products and services are registered
trademarks. Concept design by Micro-Mega - Photos by ©RAZ eric - ©Anthony Pecchi - ©CORDWELL Paul -
©DAWSON Ned - ©Lorette Fabre - ©Nicolas Gouhier - ©Olivier Balmain - ©Charles Abarr -
HCareTech Sup 0416E