

OPERATIONAL SUPPORT PLAN

AW TEAM UP
EXCELLING TOGETHER



INTRODUCTION

The new range of Leonardo Helicopters Service offerings consist of:

- **4 new plans**, focussed on different levels of customer operational needs
- **Service level**, with committed performance guarantee

Multiple combinations available, **providing customers with flexibility and a clear solution to their support needs.**



Routine maintenance



Repair & Overhaul



Part replacement

SCOPE OF COVERAGE:

The Operational Support Plan, provides:

- **A Logistic Support Guarantee covering all material components considered in the basic helicopter configuration.**
- **The Base Maintenance labour, provided at an approved AW Service Centre.**

The plan provides repair, overhaul, replacement and/or exchange of parts including Life Limited parts, Time Between Overhaul parts and parts for Mandatory technical bulletin application.

Coverage extends to scheduled and unscheduled events, enhancing Customer aircraft availability, reducing inventory costs and minimising R&O expenses.

COVERED COMPONENTS:

- Airframe & Mechanical Components.
- Avionic Components (for AW139 the coverage of the Honeywell avionic systems is guaranteed under the signature of the Honeywell Avionic Protection Plan).

COMPONENTS & ITEMS EXCLUDED:

- Engines & Engine Accessories, Auxiliary Power Unit (APU)
- Primus Epic System (only for AW139)
- Optional kits (can be included upon Customer request)
- Items with a unit price less than 200 EUR/250 USD
- Aircraft paint, upholstery, carpets, interior panels
- Fuel, lubricants, and consumable materials
- Line maintenance labour
- Any costs attributable to abuse or misuse of the aircraft
- Transportation charges
- Tools and Ground Support Equipment for Line Maintenance.



SERVICE LEVEL AVAILABLE

A **transparent** and **guaranteed Service Level**, in terms of delivery time and delivery schedule adherence

Refund if the contracted performance is not adhered to

An AOG service with 24 hours ex-work delivery

PAYMENT METHOD

- **Payment By Hour guarantees a fixed cost per flight hour**, with insurance on covered components. The price doesn't vary, no matter how many times the component is changed – regardless of maintenance frequency.

ADVANTAGES OF ENTERING INTO A LEONARDO HELICOPTERS SERVICE PLAN

- **Higher aircraft availability: all service plans provide a guaranteed service level**, with enhanced performances compared to transactional purchases
- **No Up-front Investment:** Leonardo Helicopters takes care of spares provisioning to ensure aircraft are supported.
- **Higher resale Value of aircraft**
A Leonardo Helicopters Service Plan enhances the aircraft resale value by ensuring the aircraft has been maintained in an authorised maintenance facility using OEM approved parts.
- **Product improvement service bulletins** now included inside the plan to keep the helicopter configuration state of the art
- **Transportation services** optionally included in the plan to enhance customer service and to optimize logistics.

Leonardo Helicopters is committed to developing and expanding its Customer support solutions to meet your needs. We always welcome discussions with our current and potential Customers to help us deliver solutions focused on your operational needs.

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