YOU VOTED US #1. TWICE. THANK YOU.

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News from Falcon Customer Service
As we head into the final stretch of 2019, we again find ourselves with an abundance of exciting news to share with you. Whether it’s recapping events from a very busy and momentous summer, or looking to new enhancements for Falcon operators, you’ll find it all here in another jam-packed issue of Falcon Update.

We begin with our customary ‘trip around the world’ in our News & Notes section, highlighted by a Falcon 8X cross-country speed record in the U.S. and a milestone Falcon 7X delivery in Australia. And don’t miss an update – and links to two great new videos – on the new Falcon 6X. Lastly, you will also read about longtime Dassault Executive Carlos Brana’s new role and meet our new DFJ senior director in charge of customer experience.

From there, we move on to a trio of feature articles – the first two of which come with a big Thank You to Falcon customers. First, we were ecstatic and quite humble to learn of our #1 ranking in the recent product support surveys – we’ll dive into the details on that. Then, you’ll find a recap of our 2019 M&O season, which drew a record number of Falcon operators around the world. And we’ll share some insights into what makes Dassault an industry leader when it comes to flying efficiently and sustainably.

Next we check in on our Operator Advisory Board, which held its annual meeting this summer. It was an extremely productive two-day session, at which many of my Dassault colleagues and I heard directly from Board members who expressed their views and those of fellow customers in their respective regions. Their many great insights will continue to influence our decision making in a variety of areas.

Further on, you’ll read about a European pilot who has flown an incredible 15,000 flight hours on Falcons. (You have to read his priceless quote about the beauty and elegance of Falcon aircraft!) And you will of course find the latest spares, front line, pilot support and service center network news – including our latest network expansion – as well as meet key new Dassault team members.

As always, we are busy on many fronts, all with the goal of providing you with the best possible Falcon customer experience. I hope you enjoy exploring all that we have been up to.

Jean Kayanakis
SVP, Worldwide Customer Service and Service Center Network

jean.kayanakis@dassault-aviation.com
CARLOS BRANA TAKES THE REINS AS EXECUTIVE VICE PRESIDENT OF CIVIL AIRCRAFT

Carlos Brana has been appointed Executive Vice President, Civil Aircraft, taking over for Olivier Villa, who retired on June 30. Carlos has served as Olivier’s deputy since 2016, as Senior Vice President, Civil Aircraft, with a special focus on worldwide Falcon business jet sales and marketing. In his new role, Carlos will be responsible for defining and implementing global sales, marketing, customer service and product development strategies.

“Carlos’ leadership and vision will be essential to maintaining the competitiveness of our Falcon operation and continuing the modernization of our product line,” said Dassault Aviation Chairman & CEO Eric Trappier. “His two decades of experience in sales and product support will be vital to our continuing effort to deliver top-quality service to Falcon operators and maximize the customer ownership experience.”

Carlos began his career at Dassault in 1984 as a design engineer for the Rafale, Mirage F1 and Mirage 2000 combat aircraft programs. He crossed over to Dassault’s business jet operation in 2005 as a Director of Sales for Asia at Dassault Falcon Jet (DFJ), the company’s wholly owned subsidiary headquartered in Teterboro, New Jersey. He later became Vice President for Contracts & Specifications, and subsequently Senior Vice President for DFJ Operations, leading customer service, finance and contract management. He also oversaw activities at Dassault Aircraft Services (DAS), which manages company-owned service centers in the Americas.

Carlos holds an engineering degree from the Ecole Centrale de Paris and a Master’s in Business Administration from France’s HEC.

FALCON 8X SETS NEW CROSS-COUNTRY SPEED RECORD

This spring, a Falcon 8X set a new coast-to-coast speed record in the U.S., showing off its unmatched airport performance. With four passengers and 200 pounds of payload, it flew from Santa Monica’s notoriously short 3,500-foot runway to Teterboro, New Jersey. The flight took just 4 hours and 28 minutes, even with overall poor tailwinds (averaging just five knots) throughout the trip.

Santa Monica represents a specific challenge because of its short runway and strict noise abatement departure procedure. The airplane needed less than 2,000 feet of runway upon landing in Santa Monica; on departure, at 8:08 a.m. local time, a balanced field length of only 3,200 feet was needed. Incredibly, the departure procedure and climb-out measured significantly below the 95 dBA SEL sound limit. The Falcon 8X landed in Teterboro at 3:36 p.m. local time.

Since its entry into service in late 2016, the Falcon 8X has been widely recognized for its superior performance, allowing it to land at airports like Aspen, Colorado, Lugano and Gstaad, Switzerland, where challenging approaches restrict access to many ultra-long range business jets.

“Business aviation is about flying precisely where you need to be. Today’s flight on the Falcon 8X embodies everything that advanced design can accomplish: unparalleled airport performance, a quiet noise footprint and extended capability, all in a large cabin business jet,” said Eric Trappier, Chairman and CEO of Dassault Aviation. “This is not possible in any other business jet in the ultra-long-range class.”
AUSTRALIA RECEIVES FALCON 7X VIP AIRCRAFT

Dassault Aviation recently delivered the last of three ultra-long-range Falcon 7X aircraft to Australia, for government VIP service with the Royal Australian Air Force (RAAF).

These VIP aircraft are equipped with state-of-the-art connectivity solutions, allowing for seamless access to high-speed broadband data across the globe. With a combination of range and operational flexibility that no other large cabin business jet can match, the 5,950 nm/11,000 km 7X can fly from Canberra to any point in Asia nonstop, or link Canberra to Washington or London with just one stop. Capabilities such as landing on short and challenging runways and operating across a wide range of environmental conditions – including extremely hot and humid climates and scorching, arid deserts – are standard with our Falcon 7X trijet.

“We are extremely honored that Australia has once again demonstrated its confidence in the Falcon product line,” said Eric Trappier, Chairman & CEO of Dassault Aviation. “The RAAF already has decades of successful experience operating Dassault aircraft, from the Mirage III fighter to the Falcon 20 and Falcon 900 business jets.”

Falcon aircraft have been based in Australia for more than half a century, dating back to the Falcon 20’s first days. Today, more than 120 Falcons – including more than 50 Falcon 7Xs – are flying in Australia and other Asia-Pacific countries.
At EBACE and the Paris Airshow earlier this year, attendees had a chance to step inside Dassault's full-scale, fully outfitted Falcon 6X mockup.

And now we invite you to indulge in the Falcon 6X experience – by video, at least. Our newest aircraft, now in production, features an elegant design and a spacious cabin that offers industry-leading comfort whether you are working or relaxing. The Falcon 6X has the widest and tallest cabin cross section of any purpose-built business jet, as well as an extraordinarily quiet and comfortable cabin.

Jacques Blondeau rejoins the Falcon family as Senior Director of Customer Experience, Dassault Falcon Jet, based in Teterboro.

Jacques had previously served as the Vice President and General Manager of DAS-Wilmington, in 2007-08. Additionally, Jacques’s portfolio includes senior management positions with Cessna, Embraer and Pratt & Whitney Canada – all either in an engineering or MRO capacity. Most recently, he was Director/GM of Pratt & Whitney's Engine Services facility in Bridgeport, West Virginia.

In his new role, Jacques will ensure an enhanced Falcon customer experience. He will oversee DFJ’s technical and engineering support groups (including after-market product development), Spares operations, Operator Advisory Board activities, as well as Authorized Service Centers and Maintenance Training activities in the Americas and Asia/Pacific Rim.

“Jacques is a valuable addition to our Customer Service team, and I am quite certain that he will continue to build on our Customer Experience legacy,” said John Loh, Vice President, Customer Service, DFJ.

The Falcon 6X cabin awed Sam Chui, a well-known blogger and aviation lover, who was captivated by its unique attributes, like a galley skylight and French-touch interior design.
A CLEAN SWEEP FOR DASSAULT IN PRODUCT SUPPORT SURVEYS

The results of the industry’s two major product support surveys – conducted by AIN and Professional Pilot – were revealed just days apart this summer, and the takeaway was crystal clear: Dassault is #1.

This year marks the first time we have finished first in either survey, let alone both. A huge thank you to all Falcon customers who participated and gave us such sterling reviews.

In addition to the overall top ranking in each survey, Dassault took first place in Parts Availability, Cost of Parts, AOG Response and Overall Aircraft Reliability among newer (<10 years old) aircraft in AIN, while also snagging top honors in Spares Availability and Service Satisfaction in Pro Pilot.

This achievement marks the pinnacle of a steady climb in the rankings in recent years. In 2018, Dassault was rated number one in newer aircraft and also topped several individual categories. There has been a similar upward trend in Pro Pilot the last several years.

“It’s ... a direct result of the unwavering commitment to excellence by our employees.”

Eric Trappier
Chairman and CEO of Dassault Aviation

Chairman and CEO of Dassault Aviation. “It’s also a direct result of the unwavering commitment to excellence by our employees.” Indeed, the Dassault global workforce is comprised of individuals with unsurpassed skills, smarts and passion.
The number-one rankings reflect the efforts and commitment of everyone from our field representatives and operational support staff to spares and our service centers. Each team member embraces our shared goal of delivering the best possible Falcon customer experience.

The top finish also reflects numerous improvements and new ventures undertaken in 2019. In the first half of the year, the company expanded its global Maintenance, Repair and Overhaul (MRO) network with the acquisitions of ExecuJet MRO Services and TAG Maintenance Services. Dassault also enhanced spares performance and operator support by opening a new flagship, state-of-the-art distribution center near Charles de Gaulle Airport in Paris and moving technical personnel closer to customers and their destinations.

These steps followed a number of innovative customer support solutions introduced previously, including FalconResponse, a comprehensive portfolio of AOG support services supported by a pair of dedicated Falcon 900s. These aircraft, based in Paris and Teterboro, are available day and night to transport technicians, parts and tools to return an AOG aircraft to service and provide alternate lift to passengers, if needed. Dassault remains the only OEM to offer this type of comprehensive service.

Now that Dassault has reached the top of the mountain, the task is to stay there, while listening to customers and continuing to innovate to meet their evolving needs.

“We realize that retaining industry leadership in product support is a continuous effort,” Trappier said. “And we will do our utmost to maintain and elevate the standard of customer service we have achieved.”
In a whirlwind six weeks this spring, Dassault’s annual M&O roadshow touched down in eight cities across five countries on four continents.
For all of the impressive statistics racked up during our global tour, the most significant number was 873. That’s how many Falcon operators attended one of our events.

The roadshow got underway April 9 in Denver, followed by our flagship Paris M&O on April 10-11. From there, we landed in Shanghai, Dallas, Toluca, Chicago, São Paulo and Mahwah, New Jersey.

Each U.S. venue drew more than 100 operators, a first for us. Mahwah saw an eye-popping 158 customers – by far the highest regional M&O attendance we’ve ever recorded in the Americas. Meanwhile, the Paris M&O drew 249 operators, up about 10% from last year.

These figures are so exciting because it means that we earned invaluable time with more of our customers. Especially in an industry that requires such frequent travel and in which schedules are so uncertain, there is truly no substitute for face-to-face interaction to build relationships and help us deliver the best possible customer experience. And as we see it, our M&Os are a two-way street. Dassault executives and department heads presented the latest Falcon news and updates, but also learned a lot from our guests.
Our technical sessions, open discussions, presentations, and one-on-one interactions helped further educate us about what you are experiencing as a customer, and how we can assist you. These exchanges allow us to better serve individual needs and also to identify trends that inform our broader support strategy and allocation of resources.

As we always like to do, we debuted some new innovations at this year’s M&Os. Most notably, in Paris, we had a dedicated booth for maintenance innovations (including a demo of the 3D Scan) and hosted a session on cabin usage that was open to both pilots and flight attendants. And in the U.S. we expanded our use of technology, including virtual reality demonstrations for pilots, technicians and passengers alike.

Gratefully, we have received excellent feedback on the surveys that were sent to attendees to all eight shows. A great deal of customers spoke of enjoying the ‘experience,’ which is really what we strive for, because we know the benefit is more than sitting through presentations. Respondents mentioned the valuable interactions they had with Dassault team members, vendors and suppliers, and their fellow operators.

We are pleased that Dassault is gaining a reputation within the industry for putting on by far the best M&Os of any business jet OEM. We thank all of our customers and sponsors for making them such a success and we are already working hard on further innovations for our 2020 roadshow.
Thank you to all of our sponsors and vendors, huge contributors to the success of our Falcon M&Os!
While the entire aviation sector's contribution to global CO₂ emissions is relatively low—about 2%, our industry has committed to substantial reductions in the coming decades.

Dassault is at the forefront of this effort. The company's engineering ethos revolves around lean, efficient design concepts that naturally lead to low emissions and environmental responsibility; it's embedded in our Falcon DNA. Indeed, it's fair to say Dassault Aviation was eco-responsible before there was a green movement.

Hyper-efficient aerodynamics
To ensure the industry's most efficient thrust-to-weight ratios, Dassault works closely with engine manufacturers. Each set of engines is integrated into the aircraft's design to optimize thrust and minimize drag, while maintaining Falcon's reputation for the quietest cabin in the sky. To design an aircraft close to ideal, each part of a Falcon is created concurrently with the wing, which is the main aerodynamic element. Dassault's clean wing design and the optimization of its shape reduces drag and lowers fuel consumption.

By utilizing leading edge slats, slotted fowler flaps and winglets, engineers increase the efficiency of the aircraft over the whole flight regime. Falcon digital flight control systems also add to the overall efficiency, since they promote a smaller empennage and automatic trimming of the aircraft in flight.

Falcon engineers use CATIA, one of Dassault Systèmes' world-leading PLM (Production Lifecycle Management) solutions, to design and perform aerodynamic analysis of external shapes as well as structural analysis of parts, sections and the aircraft as a whole. CATIA also drives numerically controlled machines that cut various materials to critical tolerances.
With these capabilities, engineers can arrive at a design that is very near the aerodynamic ideal. And with a near-perfect design, Dassault can deliver uncompromising efficiency. In addition, CATIA contributes to reducing the development phase without compromising the aircraft’s quality. For example, the Falcon 7X – the first business jet ever designed and built in an entirely virtual environment using PLM philosophy – was manufactured and ready for flight testing 50% faster than previous Falcons.

**Lightweight structures and materials**
A Falcon superstructure uses the best aerospace materials – titanium, magnesium, composite laminates, hybrids and aluminum alloys. These materials are skillfully incorporated to create a lighter-yet-stronger and longer-lasting business jet that extracts every mile of fuel efficiency without giving up an ounce of strength. Right from the design phase, the weight of the structure and systems is minimized, using a multifaceted approach: integrating composite materials, reducing the number of fasteners, lightening internal fixtures and using electrical systems instead of hydraulic systems when possible.

**Space-age materials for a greener world**
Ahead of its time, in 1979, the Falcon 50 was the first civil aircraft to be certified with a vital component made of composite material. In 1985, the first all-composite wing for a civil aircraft, and the first to achieve FAR Part 25 certification, was joined to a Falcon 10 fuselage. It remained in service for 20 years. The Company has also made use of its many years of combat aircraft experience. Dassault’s Rafale multi-role fighter, for example, contains 30% carbon composites, while the Falcon 7X, with its Carbon Fiber-Reinforced Polymer (CFRP) vertical fin and horizontal tailplane, has around 20%.

In terms of weight, maintenance and painting, composite is a very good material to use in the production of an airplane; however, its recycling phase is not as efficient as that of aluminum. Dassault understands the optimum balance between aluminum and composite material and carefully selects the right materials for each aircraft component to obtain the finest design. New advances in alloys as well as new manufacturing processes (such as on the Falcon 7X upper wing panel) and production tooling have yielded great advancements for aluminum in recent years, which will continue to evolve in the future. Moreover, thanks to extensive operational feedback from the Falcon 7X, the Falcon 8X reached a new standard in weight optimization: increased range specification, increased cabin size and improved acoustic insulation without significant impact on the aircraft empty weight.

Otherwise, Dassault enforces the REACH (Registration, Authorization, and restriction of ChEmicals) regulation. REACH aims to curb environmental risks by prohibiting the use of substances of concern (for example, chromates in surface treatments and primer paints) and stimulates innovation by requesting that industries find alternatives to hazardous processes and products.

**The process of green**
All Dassault manufacturing plants, including the U.S. completion center in Little Rock, Arkansas, have been certified ISO14001 since 2007. This international standard demonstrates that an organization has developed and implemented an effective Environmental Management System.

Dassault Aviation is strongly committed to improving its energy and resource consumption in the aircraft manufacturing process. Our environmental policy is focused on reducing energy, greenhouse gases (including CO₂) emissions, volatile organic compounds (VOCs), waste and water consumption.

Building on these accomplishments, Dassault is also very engaged in a sustainable policy for the future by participating in many different programs.

**Industry sustainability leader**
Dassault is an active member of the International Civil Aviation Organization’s CAEP (Committee on Aviation Environmental Protection) in continued efforts to improve efficiency. We have worked through CAEP and other partners to achieve new environmental CO₂ standards and the development of CORSIA (Carbon Offsetting and Reduction Scheme for International Aviation).

In addition, Dassault is involved in the following worldwide environmental research programs to develop cutting-edge technologies for green efficiency:

- **EU Clean Sky program** – the largest European research program responsible for innovative, cutting-edge technology aimed at reducing CO₂, gas emissions and noise levels produced by aircraft

- **SESAR program** (Single European Sky ATM Research) – a collaborative project to completely overhaul European airspace and its air traffic management (ATM) – for operational optimization

- **CORAC** – French aeronautical industry’s technological roadmap supported by the Ministère de la transition écologique et solidaire’s Direction Générale de l’Aviation Civile – a coordinated effort among OEMs and their supply chains preparing technologies and concepts for greener next-generation aircraft

All of these efforts – from brilliant aerodynamics to the most forward-thinking manufacturing techniques – are making Falcon jets the greenest in business aviation.
FALCON OPERATOR ADVISORY BOARD MEETS IN MÉRIGNAC

The Falcon Operator Advisory Board (OAB) convened in June in Mérignac, France, for its annual meeting. Held in the shadows of the Dassault aircraft manufacturing facility, the gathering produced excellent recommendations and insights from customers with vast experience operating Falcons.

Such suggestions included expanding FalconCare coverage and pressing our advantage on fuel efficiency and other measures that can lessen the impact on the environment.

Comprised of 20 Falcon operators hailing from 14 countries, the OAB represents the interests of fellow customers in their respective regions. Each member was asked in advance to prepare comments addressing both general and specific issues so that they could be shared before an audience consisting of Dassault executives, department heads and subject matter experts.

A portion of the two-day session was devoted to three workshops – on communications, cabin usage and service center network – in which the group split up into smaller factions. The 90-minute breakouts led to valuable exchanges that are sure to influence future decision making.

The meeting was run by OAB Chairman Marcus Brunninger and Vice Chairman BC Campbell – it was the first that they presided over in their new leadership roles. Brunninger is a Managing Director of Aviation for a German conglomerate and Campbell is an Aviation Director for a large Canadian bank.
The Board also said goodbye to two retiring members – Jose Morales and Kimon Danilidis – who made tremendous contributions during their long tenures of service. Dassault EVP, Civil Aircraft Carlos Brana recognized them at the conclusion of the meeting. Though not in attendance, retiring Board member Emerson Schmidt was likewise acknowledged for his service.

In addition to the meeting itself, Dassault arranged for a tour of the wing and final aircraft assembly factories.

At the Bordeaux-Mérignac plant, OAB members were able to see the production lines for not just Falcon aircraft but also Rafale military jets, as well as the new DFS service center and the Bordeaux-Martignas plant.

As always, the Board highlighted some areas of great opportunity for Dassault, and also had a great deal of praise for the level of service provided to Falcon customers. Many members said that Dassault does not just make great airplanes, but also has the best customer support in the industry, citing our M&Os, Falcon Response and newly expanded service center network.

The gathering produced excellent recommendations and insights from customers with vast experience operating Falcons.
FANS 1/A LATENCY TIMER FIX IS FAA CERTIFIED FOR FALCON 900C/EX AND 900B

Dassault is pleased to announce FAA certifications for a FANS 1/A latency timer fix for Falcon 900C/EX and 900B (without CDSR) aircraft via an update of STC No. ST02969NY and ST01615W1, respectively, allowing an IAC software upgrade to FMS version 6.1.1. The IACs (Falcon 900C/EX) or FMZ computers (Falcon 900B) can either be upgraded in-house or sent to Honeywell, depending on the service center capability. The latency timer fix allows Falcon operators to obtain an LOA (Letter of Authorization) A056 “Data link Communications” with restored aircraft-allocated performance requirements of RCP 240 and RSP 180 (ADS-C). A similar fix will be available for Falcon 900B aircraft with CDSR in Q4 2019.

Falcon operators that already have FMS 6.1 installed can obtain the latest FMS 6.1.1 package free of charge by contacting our Aftermarket team at aftermarket@falconjet.com.

A NEW SALES POLICY FOR FALCON AFTERMARKET SOLUTIONS

Dassault Aviation has implemented a new, globally harmonized, Aftermarket Solutions sales policy. As of September 30, aftermarket upgrades and solutions are offered through Dassault Service Bulletins (SBs) only – giving our customers easier access, as well as a simplified process.

The new SBs, void of kits, provide manufacturing instructions for sub-parts and assemblies that can be carried out by any of our major Maintenance and Repair Organizations (MROs). The existing and new STCs will be migrated to the “SB-S” format, similar to what is currently available for the ADS-B Out retrofit solutions for non-EASy Falcons.

Information on pricing, availability and ordering is available on the Customer Portal, under the “Service Bulletins” section. Please refer to FSA-00-50-004-R00-A for more details. For aftermarket upgrade queries and quotes, please contact aftermarket@falconjet.com.
eWAS is available for all Falcon models through a dedicated subscription

The eWAS application is an important component of FalconSphere II – Dassault’s all-in-one EFB software suite – which provides real-time graphical weather observations and forecasts. eWAS receives live feeds from weather service providers worldwide, aggregating optimized data for your flight.

eWAS comes with moving map weather display capability as well as a vertical profile display along the flight plan. And while weather updates require an Internet connection, the eWAS application supports offline use, extrapolating weather conditions based on the latest weather data download.

eWAS is available for all Falcon models through a dedicated subscription from Dassault.

DASSAULT RELEASES AN IPAD-COMPATIBLE VERSION OF FALCON PERF

Dassault Aviation is pleased to release an iPad-compatible version of Falcon Perf, allowing quick and intuitive computation of Falcon takeoff and landing performance.

"Falcon Perf for iPad will be critical in helping crew and operators optimize their mission and save fuel," said Frédéric Leboeuf, Vice President, Falcon Operational Support. "Based on input from customer pilots and Dassault's own flight operations, it is designed to permit quick calculation of aircraft payload requirements, including last-minute adjustments, and help ensure accurate performance limits."

For more information, email: documentation-sales&support@dassault-aviation.com or documentation-sales&support@falconjet.com

DASSAULT INTRODUCES ONLINE DOCUMENTATION ORDERING SERVICE

Earlier this year, Dassault introduced a new online documentation ordering service, allowing Falcon customers to place a new order directly through the Falcon portal (Smart Programs tab > Documentation > Documentation ordering). For more information and process details, refer to FSA-00-50-010-R00-A.

For more information, email: documentation-sales&support@dassault-aviation.com or documentation-sales&support@falconjet.com
DEPARTMENTS  Flight Ops

15,000 FLIGHT HOURS AND GOING STRONG

Tony Di Carmine, a captain on the Falcon 7X and 8X with ExecuJet U.K., has racked up more than 15,000 flight hours on Falcon aircraft. He started in 1981 on a Falcon 10 and has since piloted multiple Falcon models.

Tony received his certification in “Perito Aeronautico (Air Navigation)” in 1975 in Italy. Authorized on the Falcon 10, 20, 200, 50, 900A/EX/EX EASy II, 7X and 8X, few have flown a broader range of Falcons.

Tony is well-versed in Oceanic (NAT/MNPS) operation and CPDLC, and is certified for operation into London City and Samaden Airports. Additionally, Tony has served as an Instructor (CRM1) and Examiner (NOTECHS) on Human Factors, and is an ENAC Senior Examiner on the Falcon 900EX EASy.

“The most amazing feature of all Falcon aircraft is their aerodynamics. I refer to them as ‘the sound of silence’ because they are powerful yet quiet machines,” said Tony. “In addition to being safe, efficient and versatile, Falcon aircraft are elegant.

A few months ago, in Milan, I was standing next to my Falcon 8X entrance, when I noticed that an Italian VIP was walking toward my aircraft and I had to tell him that his plane was the one next to ours. It can happen because beauty attracts people.”

Today, flying across the Atlantic – from Milan to Teterboro in about 8 hours at Mach .85 – is routine for Tony, but back when he first did it in 1984, with a Falcon 10, the story was quite different. He had to fly from Paris to Reykjavik, then on to Goose Bay, before finally arriving at Teterboro. That oceanic mission was a milestone achievement back then and was well celebrated, even appearing in Dassault’s Falconer publication.

MORE FALCONS CAN NOW FLY TO SAINT-TROPEZ

Dassault Aviation has gained DGAC (France’s Directorate General for Civil Aviation) authorization to land Falcon 8X and Falcon 2000LXS/S aircraft at La Môle airport in Saint-Tropez – a gateway to the French Riviera. La Môle requires a 1.67 landing factor for commercial and private operations. This limitation had prevented our Falcon 8X and 2000LXS/S from landing in Saint-Tropez previously but, on July 25, Dassault obtained an administrative dossier allowing a landing factor lower than 1.67. Then, on August 30, our flight crew successfully landed a Falcon 2000S aircraft at the airport. With this update, the Falcon 7X, 8X and 2000LXS/S are all authorized for landing at La Môle Airport. French DGAC is currently validating a specific dossier we have created for our customers, which should be available shortly.
**PERSONNEL ANNOUNCEMENTS**

**Alexandre Martel**

Alexandre Martel joined our Pilot Operational Support team, based in Teterboro, earlier this year. His main responsibility is to advise Falcon pilots on all operations-related topics (procedures, regulations, performance, etc.). After gaining pilot experience in Madagascar, Alexandre served as an engineer for the A380 program. In 2006, he joined Dassault Operational Support in Saint-Cloud, France to work on the development of the Falcon 7X Electronic Performance Manual. Starting in 2012, he assisted Falcon 2000 series and 900EX EASy pilots.

Alexandre holds an Aeronautics Engineering degree from IPSA and a professional pilot license with instrument and multi-engine ratings.

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**Frank Michel**

Frank Michel joins the Falcon Operational Support team as a Cabin Operational Manager, based in Saint-Cloud, France. In charge of Falcon cabin support, Frank will team with Camille Caravaca to ensure that cabin familiarization training meets customer expectations and to address customer queries.

Frank started his career at Dassault Aviation more than 20 years ago and has worked with both civil and military customers. Frank has served as a Technical Coordinator for Falcon Spares, Aircraft Sales Contracts Manager, Aircraft Delivery Manager and Aircraft Project Manager. Since 2007, he has been with Dassault Falcon Jet, Little Rock, overseeing aircraft completion and delivery processes. He has also served as head of the Falcon pre-owned fleet, managing the buy-back and delivery process. In 2015, Frank moved to the International General Directorate to manage export support sales on the Mirage III fleet (on the military side), providing support in spares, training and documentation.

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**Guillaume Tabary**

Guillaume Tabary recently joined Falcon Operational Support, based in Saint-Cloud, France. Guillaume will oversee training procedures for full flight simulators with CAE and FlightSafety International.

Guillaume began his career in 1999 in the engineering department of a French airline that operated DC–10 aircraft. He joined Dassault Aviation in Saint-Cloud in 2002 as part of the NetJets GMCP (maintenance plan) administration team. Guillaume went on to support the FalconCare project in 2005.
**EXECUTER MRO-BELGIUM DELIVERS FIRST FALCONCARE INSPECTION ON FALCON 7X**

ExecuJet MRO Services Belgium recently completed its first 12-Month/800-Hour and 24-Month/1600-Hour inspections on a Falcon 7X aircraft under the FalconCare program at its Kortrijk facility. Although ExecuJet MRO Services Belgium (formerly Abelag Technics) has previously performed base maintenance on Falcon 2000, 900EX EASy series and 7X/8X aircraft at both its Brussels and Kortrijk facilities, these were the first inspections of their kind on the 7X under FalconCare. With additional support from ExecuJet’s Brussels-based engineers, the inspection was completed on time. Immediately after its release (from Kortrijk facility), the Falcon 7X aircraft took off the same day on a successful non-stop flight to West Africa.

**DASSAULT ACQUIRES RUAG MAINTENANCE ACTIVITIES IN GENEVA AND LUGANO**

In July, Dassault Aviation announced the acquisition of RUAG’s maintenance activities in Geneva and Lugano, Switzerland, as well as its FBO in Geneva.

RUAG has been a longtime partner of Dassault Aviation, having been an authorized Falcon service center. The acquisition reinforces our MRO development strategy in a top European aviation hub; it consolidates our network in both locations, while Geneva’s FBO activities complement the full range of services offered by Dassault in Switzerland. In September, it was announced that RUAG would become part of TAG Maintenance Services, which Dassault acquired earlier in 2019. When also taking into account Dassault’s acquisition of ExecuJet MRO Services, it means that we have added more than 1,000 people and 19 company-owned service centers this year.

**DAS-RENO AND DAS-SOROCABA CELEBRATE MILESTONE ANNIVERSARIES**

Dassault Aircraft Services (DAS) recently celebrated 10-year anniversaries at both its Reno, Nevada and Sorocaba, Brazil facilities.

The celebration for the DAS-Reno facility included customers, employees, DAS executives, and former site General Manager Ed Mirzakhianian. During the event, Tracy Kalbkleisch, Vice President & General Manager, DAS-Reno, announced future expansion plans for the Reno facility.

The DAS-Sorocaba facility also marked the milestone occasion with a celebratory lunch for employees and media. Opening the same year as DAS-Reno, DAS-Sorocaba has provided vital support for Brazilian operators, and for the many customers based in or flying through Central and South America.
DASSAULT FALCON SERVICE OFFERS A SECOND LIFE TO A HEAVILY DAMAGED FALCON

In December 2017, a parked Falcon 7X at an airport in Malta, was blown from its position by strong winds, sending the aircraft crashing into a nearby building. The front section of the aircraft sustained severe damage. The owner of the aircraft selected DFS in April 2018 to perform an on-site repair. DFS was tasked with a full renewal of the aircraft, which required replacement of all damaged parts (i.e. frame, skin, cockpit arches, etc.). Repairs commenced in September 2018 and, by May 2019, the aircraft was back in the air. With the assistance of Dassault Aviation factories (at Argenteuil and Seclin), DFS successfully completed its most extensive structural repair project ever.

DFS Completes a Falcon Select II Retrofit on a Falcon 900B Aircraft

The Dassault Falcon Service (DFS) modification team recently completed a Falcon Select II upgrade – an all-in-one comprehensive solution – on a Falcon 900B aircraft. The full cockpit retrofit entailed replacement of obsolete CRT displays with the latest and more reliable LCD displays and compliance with the upcoming ADS-B out and CPDLC-FANS mandates. Plus, it included installation of a new Flight Management System (FMS 6.1) for enhanced cockpit capabilities, which will keep this Falcon airborne well into the future.

The Falcon Select II retrofit is both FAA and EASA approved and can be installed as a package or a la carte, in line with the operator’s needs and maintenance schedules. For installation, please contact DFS, DAS, or a Falcon Authorized Service Center.

Happy Retirement, Dean

After 17 years of dedicated service, Dean Anderson, Manager, ASC Network and NDT Program (Asia, Pacific Rim), retired in July.

Dean joined the Falcon Family in 2002. While leading Maintenance Training efforts in the Americas, Dean was credited with creating the Falcon Training Policy Manual (FTP), which continues to guide our training partners today. He also supported the development of the FalconCare program.

Dean holds an Airframe and Powerplant certification from Idaho State University and has served in the heavy maintenance capacity within top business aviation entities. We thank Dean for his valuable contributions on behalf of Falcon operators around the world and wish him the best in retirement.

Dassault Falcon Service offers a second life to a heavily damaged Falcon

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Dassault Aircraft Services (DAS) is pleased to announce additional support for Falcon operators traveling through, and based in, the Colorado area. As of July 15, a Mobile Repair Unit (MRU) was added and the GoTeam is now available to quickly respond to any Falcon operator needing AOG assistance in and around Denver. Managed by the Reno, Nevada facility, the highly trained GoTeam is ready to be dispatched at a moment’s notice via the Falcon Command Center at +1 201 541 4747.

DASSAULT FALCON SERVICE OFFERS A SECOND LIFE TO A HEAVILY DAMAGED FALCON

In December 2017, a parked Falcon 7X at an airport in Malta, was blown from its position by strong winds, sending the aircraft crashing into a nearby building. The front section of the aircraft sustained severe damage. The owner of the aircraft selected DFS in April 2018 to perform an on-site repair. DFS was tasked with a full renewal of the aircraft, which required replacement of all damaged parts (i.e. frame, skin, cockpit arches, etc.). Repairs commenced in September 2018 and, by May 2019, the aircraft was back in the air. With the assistance of Dassault Aviation factories (at Argenteuil and Seclin), DFS successfully completed its most extensive structural repair project ever.

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Falcon Spares is pleased to introduce ‘FalconFirst,’ a worldwide offering that brings all Spares Special Programs under one umbrella, delivering more savings and greater value to Falcon customers.

FalconFirst, which is available to Dassault owned and Authorized Service Centers, Falcon operators and those who directly manage Falcon aircraft, bundles existing programs and introduces new money-saving options (highlighted in blue):

- Two-year Spares Warranty
- High Volume Discounts
- No Supplemental Bill Guarantee on Genuine Dassault Falcon replacement parts
- Service Life Guarantee on TBO Components
- Free Tool Rentals on Weekends and Holidays
- Free Shipping on Cores Returned within 10 Days
- Annual one-time 10% Discount on Discountable Parts – one sales order per year
- DOA credit increase from $500 to $750
- DOA preceded by an NFF credit increase from $2500 to a maximum of $5000

Visit the Falcon portal for more information on Spares Special Programs:
https://customer.dassaultfalcon.com/support-services/spares/Pages/Spares-Special-Programs.aspx
STRENGTHENING FALCON SPARES SUPPORT

We are pleased to announce several additions to our Falcon Spares team.

David Greenman joins the Teterboro-based Falcon Spares team as a Government and Fleet Account Specialist. David comes to us from Target Corp., where he was responsible for logistics management. David is a graduate of SUNY New Paltz and has a background in international economics and international relations; he is fluent in Russian.

Séverine Mitrovitch joined the DAFS Mérignac team this April as a customer Warranty Administrator. Previously, Séverine worked as an airfreight forwarding and import/export customer service agent for 18 years, the last eight of which were spent responding mainly to AOG events. Her aviation experience stems from her passion for piloting small planes and gliders, which she started doing at age 17.

Emily Sconzo has joined the Falcon Spares team in Teterboro as a Customer Service Representative. Emily interned with DFJ in 2018 with the Communications and Marketing department. She graduated from Kutztown University of Pennsylvania with a BA in Communication Studies in May.

Xavier West joined the Falcon Spares team in Teterboro as a Customer Service Representative, as he pursues his International Business degree at William Paterson University. Xavier has worked as an Operations Specialist at Louis Vuitton and a Customer Service Representative for Signature Flight Support.

SPARES CUSTOMER SURVEY LEADS TO SUPPORT REFINEMENTS

Our thanks to more than 400 customers who completed a recent five-minute survey on support issues. The latest results point to opportunities for us to improve backorder follow-up and customer communications during the spares ordering process, as well as enhancements to our Spares Special Program offering.

The Falcon Spares survey measured overall customer satisfaction on spares-related topics. These regular surveys help us continue to fine-tune our service to you. Each includes a set of core questions in addition to a number of customized queries that are aligned with a current area of focus. With your answers, we can assess trends, as well as concentrate on various objectives.

While we are pleased that the responses overall paint a very positive picture, we are equally keen to address areas where we can improve. We know everyone sees a lot of customer surveys these days. Please know that the ones you see from us get translated into action benefiting the whole Falcon Family.
PERSONNEL ANNOUNCEMENTS

Romain Fuster has joined the Command Center team as a Customer Service Engineer, based in St-Cloud. Romain comes to us from Dassault Falcon Service (DFS), where he worked for 11 years as a Ramp Service and Falcon Response Engineer. Romain is rated on Falcon 900B/900EX/900EX EASy/2000/2000EX EASy/7X/8X aircraft. In his new role, Romain will provide dispatch and troubleshooting support for all Falcon models.

Anthony (Tony) Saliba joins the Command Center team, based in Teterboro. Tony began his career with Falcon Jet Service Center in 1980, serving in a heavy maintenance capacity as an Airframe and Powerplant (A&P) Technician until 1986. Tony would continue working with Falcons for another 28 years, working in flight departments for several corporate entities, including 22 years with Sony Aviation.

Romain Combeau joins Dassault Aviation as a new Customer Service Manager (CSM), based in St-Cloud, France, and will take over the Geneva portfolio. Romain started his career in 2011 and worked as an integrated logistic support consultant for seven years. He contributed to the development of various Airbus programs (A400M, A320neo, A350XWB and H160) before joining Falcon Maintenance Engineering, in Merignac, in 2015. For the last three years, he was part of the maintenance program optimization campaigns for in-service Falcons, and was involved in ensuring compliance for in-development programs.

Romain holds a Master’s in Science degree in Mechanical Engineering from the Paris Higher Institute of Mechanics, as well as an Advanced Master’s Degree in Aeronautical Maintenance and Support from the Higher Institute of Aeronautics and Space.

Pamela Sieng You has been promoted to Customer Service Manager, based at the Dassault Falcon Service (DFS) facility at Paris-Le Bourget Airport. Pamela joined the Dassault Falcon Jet (DFJ) completion center in Little Rock, USA, in 2012 as a project coordinator, overseeing Falcon interior design improvements. Three years later, she became part of the Falcon Customer Service team as an Avionics and Options Specialist in Saint-Cloud, France, providing troubleshooting support to Falcon service centers across the globe.
DASSAULT TRAINING ACADEMY CONDUCTS FIRST COURSE IN U.S.

In June, the Dassault Training Academy completed its first Structural Repair Training Course in the U.S., in Fort Worth, Texas. The four-day beta course had seven trainees from several entities – including representatives from Dassault Falcon Jet and Dassault Aircraft Services.

The objective of the instruction, developed in conjunction with the Dassault Structural Engineering Group, is to empower maintenance crews to examine Falcon aircraft for structural damage and deliver repair solutions in line with the Structural Repair Manual (SRM) or Dassault-designed repair schemes. Pierre Madrenas, Manager, DFJ structural engineering, delivered the initial training, which comprised theoretical and practical elements, and focused on aircraft stress, corrosion, protection, and damage identification, mapping and reporting.

The feedback from the class will be used to improve future training content. Falcon Structural Repair Training courses will be offered twice a year, and the next course is anticipated in Q1 of 2020. As part of the Dassault Training Academy’s expansion into the U.S. market, more course offerings are in development and will include content dedicated to aircraft composites.

For information and queries, contact Brad Jacobs:
Phone: +1 817 908 8400
Email: brad.jacobs@falconjet.com
TRAINING OPPORTUNITIES

The following are just some of the training dates scheduled in the months ahead.

OCTOBER 2019

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DECEMBER 2019

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Please verify availability of classes with each Training Provider.

MAINTENANCE PRACTICAL TRAINING
Falcon 7X/8X Practical Training (10 days)
Dec 2* Bordeaux-Mérignac, France
Falcon 2000EX EASy Practical Training (10 days)
Nov 12* Bordeaux-Mérignac, France

For more information contact:
dassaulttrainingacademy@dassault-aviation.com

CAMP (MAINTENANCE)
CAMP for Maintenance Organizations (1 Day)
Dec 3 Paris, France
CAMP Annual Refresher (1 Day)
Dec 4 Paris, France
CAMP Maintenance Module (1 Day)
Nov 13 Montreal, QC, Canada
CAMP for Aircraft Management/CAMO Organizations (1 Day)
Nov 12, Nov 13 Paris, France

For more information visit:
www.campsystems.com

REALCASE**
Falcon 7X, Troubleshooting (5 days)
Dec 16 Dallas-Fort Worth, TX USA
Falcon 900 EASy I/II, Troubleshooting (5 days)
Dec 2 Morristown, NJ USA
Falcon 900 EASy I/II Update (5 days)
Dec 2 Morristown, NJ USA
Falcon 2000EX EASy, Troubleshooting (RCT) (5 days)
Dec 9 Morristown, NJ USA

PILOT**
Falcon 7X Pilot Initial (22 days)
Nov 30 Morristown, NJ USA
Falcon 900 EASy I/II Pilot Initial (21 days)
Oct 28 Burgess Hill, UK
Nov 17 Dubai, UAE
Nov 30 Morristown, NJ USA
Falcon 2000 EASy I/II Pilot Initial (21 days)
Oct 30 Morristown, NJ USA
Nov 25 Burgess Hill, UK
Dec 15 Dubai, UAE

PILOT
Falcon 7X EASY II Pilot Initial (28 days)
Oct 28 Dallas-Fort Worth, TX, USA
Nov 18 Paris, France
Falcon 900EX EASy II Pilot Initial (25 days)
Oct 28 Dallas-Fort Worth, TX USA
Oct 31 Teterboro, NJ USA
Falcon 2000EX EASy II Pilot Initial (24 days)
Oct 31 Teterboro, NJ USA
Nov 1, Dec 1 Dallas-Fort Worth, TX, USA
Nov 6 Paris, France

MAINTENANCE
Falcon 7X/8X Maintenance Initial (20 days)
Oct 21 Dallas-Fort Worth, TX, USA
Oct 28 Paris, France
Falcon 900EX EASy I/II Maintenance Initial (15 days)
Oct 29, Dec 3 Dallas-Fort Worth, TX USA
Nov 5 Paris, France
Falcon 2000EX EASy I/II Maintenance Initial (15 days)
Oct 29 Dallas-Fort Worth, TX, USA;
Nov 5 Wilmington, DE, USA
Dec 3 Paris, France
PW307 LINE & BASE MAINTENANCE (5 days)
Nov 6 Wichita, KS, USA
Nov 11, Nov 18 Dallas-Fort Worth, TX, USA
PW308 LINE & BASE MAINTENANCE (5 days)
Oct 21, Dec 16 Dallas-Fort Worth, TX, USA
Oct 28, Dec 2 Wichita, KS, USA

For more information contact:
lori.parrish@flightsafety.com

*Session date and training site can be modified according to aircraft availability
**The training durations do not include days off
# Falcon Worldwide Customer Service

The Falcon Command Center and the Falcon Response App* are your best resources for AOG assistance!

## 24-Hour AOG Command Center

**Teterboro, NJ USA**  
+1 201 541 4747  
+1 800 2FALCON (232 5266)  
[commandcenter@falconjet.com](mailto:commandcenter@falconjet.com)

**Paris, France**  
+33 1 47 11 37 37  
[commandcenter@dassault-aviation.com](mailto:commandcenter@dassault-aviation.com)

### 24-Hour AOG Spares Support

**Teterboro, NJ USA**  
+1 201 541 4809  
+1 800 800 4036  
[customer.care@falconjet.com](mailto:customer.care@falconjet.com)

**Mérignac, France**  
+33 5 56 18 44 44  
[dafsorders@dassault-aviation.com](mailto:dafsorders@dassault-aviation.com)

*Available for download through the Apple App Store and Google Play.*

## Falcon Pilot Support

For information or non-AOG assistance with pilot operations, [falconpilot@dassault-aviation.com](mailto:falconpilot@dassault-aviation.com)

## Falcon Cabin Support

For any question related to cabin equipment use in operations and cabin training program, [falconcabin@dassault-aviation.com](mailto:falconcabin@dassault-aviation.com)

## Field Service Contacts

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td><strong>SOUTH AMERICA</strong></td>
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</tbody>
</table>
|                      | Carlos da Silva  
|                      | +55 11 99767 3431                                  |
|                      | Johnny Sucre  
|                      | +1 551 206 4831                                    |
|                      | Sergio Ribeiro  
|                      | +55 11 98265 8777                                  |
|                      | Ivan Juchimiuk  
|                      | +55 11 99707 0214                                  |
| **ASIA, PACIFIC RIM**|                                                  |
|                      | Kathy Liu, Director  
|                      | +86 136 0126 2249                                  |
|                      | John Godward  
|                      | +61 447 766 780                                    |
|                      | Stephane Petitgirard  
|                      | +65 8738 2481                                       |
|                      | Peng Jiang  
|                      | +86 188 1105 8896                                  |
|                      | Pinjie “Joe” Qiao  
|                      | +86 189 1011 5291                                  |
|                      | Ting Ming Wu  
|                      | +86 189 1011 1637                                  |
| **USA**              |                                                  |
|                      | Arizona  
|                      | +1 516 459 1277                                    |
|                      | Carl Menne  
|                      | +1 201 421 5543                                    |
|                      | Brandon Atkinson  
|                      | +1 908 601 3208                                    |
|                      | John Taylor  
|                      | +1 201 661 1296                                    |
|                      | Dan Perry  
|                      | +1 914 261 5319                                    |
|                      | Ray Hughes  
|                      | +1 551 206 4807                                    |
|                      | Miguel Germani  
|                      | +1 201 282 8377                                    |
|                      | Tim Noble  
|                      | +1 551 265 6004                                    |
|                      | Bob Young  
|                      | +1 201 673 2915                                    |
|                      | Jeff McLain  
|                      | +1 908 246 6249                                    |
|                      | Scott Bohl  
|                      | +1 201 264 1781                                    |
|                      | Delaware  
|                      | +1 201 956 7939                                    |
|                      | Florida  
|                      | +1 908 246 0686                                    |
|                      | Georgia  
|                      | +1 973 224 8744                                    |
|                      | Illinois  
|                      | +1 201 527 8896                                    |
|                      | Michigan  
|                      | +1 908 208 2625                                    |
|                      | Minnesota  
|                      | +1 908 601 2895                                    |
|                      | North Carolina  
|                      | +1 551 206 4832                                    |
|                      | New Jersey  
|                      | +1 908 601 3384                                    |
|                      | New York  
|                      | +1 201 370 9375                                    |
|                      | Ohio  
|                      | +1 914 261 5157                                    |
|                      | South Dakota  
|                      | +1 201 454 7529                                    |
|                      | Tennessee  
|                      | +1 914 261 5478                                    |
|                      | Texas  
|                      | +1 201 452 8011                                    |
|                      | Utah  
|                      | +1 914 261 5157                                    |
|                      | Virginia  
|                      | +1 201 407 5408                                    |
|                      | Washington  
|                      | +1 201 454 7529                                    |

*CONTACTS listed by regional base location. Actual territory coverage spans a broader region in addition to base location.*
WE GOT TO BE FIRST BY PUTTING YOU FIRST.

What a year. Our expanding network, parts distribution, service programs and Falcon Airborne Support are all elevating the experience of our customers. And now they have elevated us by voting Falcon #1. It’s an achievement to be proud of, thanks to a team of professionals who stand ready to help Falcon fly even higher.