Since the very first Falcon flew in 1963, we’ve been building a global reputation for creating the best flying business jets in the industry, backed by a no-compromise organization built on the belief that each customer is part of the global Falcon Family. Our four fundamental goals:

- Develop innovative and efficient service solutions
- Maximize the availability of every aircraft we support
- Maintain and enhance the value of your Falcon
- Listen to our customers, understand their needs, and pro-actively deliver the right solution at the right time – every time

Throughout the life of your Falcon, our 1,700 dedicated professionals will bring you the unrivaled skill, experience and passion to guarantee your satisfaction and live up to our promise: Whatever it Takes™.
A WORLD OF SUPPORT

As a Falcon customer, you can expect prompt, personal assistance and support from our global service network. Dassault has established Field Service Offices, Authorized Service Centers, Authorized Training Provider, and Spares Distribution Center networks around the globe to provide you with the highest level of expertise and dedicated local support. Our network of Authorized Service Centers and Spares Distribution Centers, in particular, is the broadest in the business jet industry.
AS A FALCON CUSTOMER, YOU DESERVE THE MOST PROMPT AND PROFESSIONAL CUSTOMER SUPPORT AVAILABLE, TAILORED TO YOUR PRECISE NEEDS, WHEREVER AND WHENEVER YOU NEED IT.

Falcon Response, our worldwide AOG support service, guarantees the availability of state-of-the-art parts, tools and engineering resources to get a grounded Falcon back into operation as quickly as possible.

Dassault is the only business jet manufacturer to not only dedicate an aircraft for alternative lift in the event of an AOG, but it is also the only one to use a large cabin aircraft to offer this service over such a broad geographic footprint.
Falcon Command Center
Located in Totowa, New Jersey, Boise, Idaho, USA and Saint-Cloud, France, the Falcon Command Center tracks AOG events around the clock. And its frontline team of technical experts and Spares Representatives coordinate with one of the world’s most comprehensive service networks spanning five continents and over 100 Technical Representatives. Customer Service Managers and Engineers are ready to provide on-demand troubleshooting and/or on-site technical assistance.

Falcon Spares
Where AOG events occur, Falcon operators have significant resources at hand. Spare parts support is one such example. We work continuously to maintain the most critical parts and components in stock, ready for everyday delivery. With over $870M+ in parts inventory in stock at 16 Regional Distribution Centers, our customers have access to the highest level of available spares parts in business aviation.

Falcon GoTeams
When AOG events occur, Falcon operators have significant resources at hand. Packet support is one such example. We work continuously to maintain the most critical parts and components in stock, ready for everyday delivery. With over $870M+ in parts inventory in stock at 16 Regional Distribution Centers, our customers have access to the highest level of available spares parts in business aviation.

Falcon Airborne Support
Falcon Airborne Support satisfies two aspects of our service promise. It enables us to return an AOG aircraft to service fast. And it ensures that passengers have options if their trip is interrupted. Two large-cabin, long-range Falcon 900s are available at Teterboro Airport and Paris-Le Bourget Airport, ready to speed technical teams and necessary parts and tools to the AOG’s location, if required, to provide passengers with alternate lift in Falcon comfort and style.

Falcon Response
WHATEVER IT TAKES
Falcon Response App
Falcon Response App offers all the tools and information you need in the event of an AOG. App features include Authorized Service Center and Field Service search capability by proximity, as well as instant touch-call capability to our hotlines, Command Center and global network of field service personnel. An all-important AOG form is available to instantly send pertinent information and photos to our AOG support team. While AOGs can be unpredictable, the Falcon Response App offers the reliability of always-available data upon download, regardless of the user’s online status or cellular coverage.
OUR MISSION IS TO ENSURE YOUR FALCON’S QUICK RETURN TO SERVICE USING OUR WORLDWIDE SPARES TEAM AND GLOBAL NETWORK OF DISTRIBUTION CENTERS.

Falcon Spares provides premier product support for Falcon operators and service centers by working in close collaboration with all the Customer Service teams and an extensive worldwide maintenance repair network.
FalconSpares
COMMITTED TO DELIVERING A RELIABLE PART, TO THE RIGHT PLACE, WITH THE RIGHT PRICE

The FalconSpares commitment is to provide the entire Falcon fleet with genuine Dassault Falcon parts, quickly and efficiently. And we prove it with our worldwide industry-leading Spares Service Level of 98.5% for all Falcon models.

To meet your expectations and needs, we have designed programs for your Falcon:
- 2-year Spares warranty / 30 months on the shelf
- Free shipping on cores returned within 10 days
- Our guarantee that all parts will reach their TBO requirement or a replacement will be provided at a reduced price
- “Right Size Pricing” program which provides fair and consistent pricing

We have customized our services to fit your way of ordering and consuming parts:
- 24/7 live support, 3 call centers: New Jersey, USA; France and China
- AOG orders ready to ship within 2 hours or less
- Over $870M+ inventory worldwide in our 16 distribution centers strategically located around the globe
- FalconSpares Online – obtain quotes, place orders, view inventory in multiple locations, check invoices and core status plus submit warranty claims
- Monthly Spares Special Programs offering discounted pricing on high-demand parts
- Partnership with DHL (France), UPS and FedEx (US) for shipping and customs solutions
- We go beyond supporting your immediate needs. We can also provide you with a recommended list of parts and tools customized for your maintenance level, facilities, and budget to maintain your Falcon. Ask us for the list!

For customers requiring tool rentals, we also offer free tool rentals on weekends.

FalconSpares
COMMITTED TO DELIVERING A RELIABLE PART, TO THE RIGHT PLACE, WITH THE RIGHT PRICE
MAINTAINING THE LONG-TERM VALUE OF YOUR FALCON

Designed to meet your needs now and in the future, Dassault offers a wide array of innovative products and services to help you maximize the safety, dispatchability, efficiency, comfort and performance of your aircraft.

To that end, we are committed to providing the most advanced technologies available.
First-of-its-kind connectivity

Connectivity has become the driver for business success, for either to provide your crew with a fully capable, seamless experience. Dassault Aviation has chosen Honeywell GoDirect services to power FalconConnect.

FalconConnect is a unique all-in-one solution which provides enhanced connectivity services for all Falcons. It is available as an option on new aircraft and as a retrofit for in-service Falcons. Falcons stand connected to providing you with a simple, flexible solution that will meet your needs present and future.

FalconConnect was designed to offer the best Falcon Customer Experience by resolving specific issues in the fast-growing connectivity market, with increasing system complexity. This first-of-its-kind innovation simplifies and transforms the way new connectivity technologies are implemented across generations.

No hidden fees. No surprises.

Competitively priced, all-in-one packages deliver cabin high-speed internet (video conferencing, email and voice over IP) and cockpit safety services, with value-added services folded into one plan, with one bill. These packages are designed to fit all users and Falcon fleet needs. You can access real-time information on your system and data consumption through mobile apps or a portal, in-flight and on the ground. It’s that easy.

Flexible and under control

Only FalconConnect provides such value-added services as the ability to monitor and control data flow and costs. With enabled, optimized, data filtering services; connectivity advisories; and per-device/per-tail billing through vouchers or credit card, Falcon operators will be able to fly with true peace-of-mind.

Industry-leading connectivity

FalconConnect is a comprehensive suite of services with state-of-the-art connectivity and functionalities over multiple networks.

Available networks for your cabin and cockpit include 3G/4G on ground, Wi-Fi, Iridium, Inmarsat, Viasat Ku and Ka, Jet Connex KA-Band, with future technology readiness. And depending on your needs, routers and antennas are available as upgrades to your Falcon. All this means reliable connectivity 24/7, worldwide, and a better flying experience for passengers and crews.

Global support

FalconConnect also includes fully integrated support combining Dassault and Honeywell’s vast expertise and resources. It’s simple and is ensuring a single point of contact for commercial, service and system technical support. And in their available 24/7, worldwide, and always being connected experience for passengers and crews.

CONTACTS

WORLDWIDE


E-MAIL: FalconConnect@honeywell.com

FALCON PRODUCTS & SERVICES  I  FALCON CONNECT

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We strive to ensure every single element of owning, flying, enjoying and maintaining your jet is taken care of. For this reason, we designed Operating Manual and Crew Operational Documentation to provide you with:

- All recommended Dassault Aviation operational workarounds for normal, abnormal and emergency situations
- Briefings and task sharing
- Call outs
- Crew management

Electronic Check List, Status & Consequence, Consequence Database and Fault Code are also available. Web access and/or USB flash drives can be provided, depending on the publication item.

Falcon Flight Doc for iPad®

The Falcon Flight Doc App offers easy access to aircraft flight documentation, whether online or off. Free of charge for all operators with a subscription to Flight Doc Online, the App permits flight crew to download related FSAs and FSNs in a personalized portfolio.

Falcon Sphere II

THE ULTIMATE INTEGRATED ELECTRONIC FLIGHT BAG (EFB) SOLUTIONS FOR PILOTS & FLIGHT OPS

For all Falcon EASy models

Falcon Sphere II comes with a vast array of apps that can be easily downloaded and updated from the Falcon Sphere II store, such as:

- A suite of eDoc Apps: Falcon Manuals that lets you access, update and browse Falcon flight documentation customized to your aircraft, Falcon Library, which provides access to Falcon master documentation and FSAs/FSNs, Ops Doc, which allows operators to share company documents with their fleet

Falcon Sphere II is the Dassault all-in-one suite that encompasses a great variety of features and technologies customized for each Falcon, allowing pilots, flight ops, administrators and crew to prepare and manage business jet missions.

This solution yields a substantial time and cost savings and a considerable improvement in operating safety and efficiency while providing an intuitive and unique user experience.

Flight Folders to keep information specific to your flights readily accessible and share it with your flight ops department
- eDispatch, a software application that assists in dispatch decision making
- A Weather App that provides worldwide, continuously updated graphical data on thunderstorms, icing, volcanic ash and many other weather phenomena
- Flite Deck Pro, a Jeppesen app that provides en-route and terminal charts, airway manuals and other flight information in user-friendly touch screen mode

Falcon Sphere II offers a fully customized integrated EFB solution that enables flight crews to minimize workload and gain access to data that can be synched automatically, optimizing paperless cockpit operations.

Frederic Leboeuf, Vice President, Falcon Operational Support

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Frederic Leboeuf, Vice President, Falcon Operational Support
Falcon Perf

OPTIMIZING TAKE-OFF AND
LANDING PERFORMANCE

for all Falcon EASy models

Falcon Perf performance tool calculates take-off and landing performance in compliance with Dassault’s Aircraft Flight Manual (AFM) and your operational regulations.

Whatever the runway condition, it provides operators with:
- Take-off and landing cards
- Take-off and landing parametric cards
- Maximum Take-Off Weight, Take-Off Safety Altitude and Maximum Landing Weight calculations, taking into account runway characteristics (TORA, LDA, etc.), departure or manual approach climb gradients and obstacles along a contingency procedure defined by Jeppesen’s OpsData
- Minimum Turn Around Time
- Maximum aircraft weight versus pavement characteristics
- Landing calculation update according to aircraft status
- In-flight landing assessment
- Multiple runway analysis

Falcon Perf guarantees a worldwide solution and includes the Dassault Aircraft Performance Database along with monthly updated Airport Data from Jeppesen (over 3,250 airports available).

Dassault has designed for you a solution fully compliant with Certification & Dassault Design Office requirements, allowing flight crews and Operational Support teams to save time, with or without Internet connection.

Electronic Weight & Balance

FAST, ACCURATE WEIGHT & BALANCE CALCULATION

for all Falcon EASy models (except Falcon 2000DX)

Electronic Weight & Balance application conducts pre-flight W&B calculations and provides load sheets customized to your company settings taking into account:
- Basic aircraft and customized cabins
- Information regarding several regulations as EASA AIR OPS, FAR91, FAR135 or custom settings
- Crew and operational items
- Payload (PAX and cargo)
- Fuel settings
- E-signature according to EASA AMC 20-25

In addition to making computations, eWB lets you retrieve charts and graphs for determining aircraft weight and Center of Gravity (CG) position. With all violations displayed visually, adjusting loads to keep all within limits is simple. Potential PAX displacement limitations are highlighted.

You can share the manifest with your dispatch office and also easily perform Last Minute Changes and compute the data for the return flight set according in accordance to previous flight.

Dassault has designed for you a solution fully compliant with Certification & Dassault Design Office requirements, allowing flight crews and Operational Support teams to save time, with or without Internet connection. Results for W&B reports are calculated instantaneously and take into account specific maintenance operations (removal/installation).
**Electronic Performance Manual (ePM)**

**IN-FLIGHT STRATEGY MANAGEMENT**
For Falcon 2000S / 7X. Upcoming availability for Falcon 900LX.


This cruise performance calculation module enables flight crews to assess in-flight strategy data versus flight conditions to optimize flight preparation.

Electronic Performance Manual helps you select optimized parameters for:
- "In-flight performance" data and functions for Flight Planning – upstream use as Flight Planning, fuel/oxygen reserves computations, etc.
- "In-flight Management" – real-time use for Normal operations (altitude management, Flight Planning, fuel/oxygen reserves computations, etc.)
- "Overset operations" (two or more engines out, FL restricted, EICAS, etc.)

Dassault has designed for you a solution fully compliant with Certification & Dassault Design Office requirements. Streamlining your fuel costs and allowing flight crews to save time, with or without Internet connection.

**Flight Data Monitoring (FDM)**

**ENHANCING THE SAFETY OF FLIGHT OPERATIONS**
For Falcon models equipped with a Quick Access Recorder (QAR).

Flight Data Monitoring is a service for pro-actively analyzing flight data in order to enhance the safety and efficiency of Falcon operators’ flight operations. It also can be referred to for investigating the cause of a maintenance action.

Flight Data Monitoring helps you select optimized parameters for:
- "In-flight performance" data and functions for Flight Planning — upstream use as Flight Planning, fuel/oxygen reserves computations, etc.
- "Flight Management" — real-time use for Normal operations (altitude management, Flight Planning, fuel/oxygen reserves computations, etc.)
- "Overset operations" (two or more engines out, FL restricted, EICAS, etc.)
- "In-flight Management" — real-time use for Normal operations (altitude management, Flight Planning, fuel/oxygen reserves computations, etc.)
- "In-flight Management" — real-time use for Abnormal operations (one or two engines inop, RAT extended, L/G down, etc.)

In close coordination with your safety officer, the FDM service provider will analyze the data and detect preparing events like deviations from the standards or undesired situations. FDM analysis is part of the Safety Management System. Systems comprehensive picture of your operation and can support various initiatives, among which are:
- Debriefing pilots based on real data
- Spotting the need for additional pilot training
- Detecting trends and severity
- Comparing your pilot’s records with anonymously shared data from other operators

Standard in major commercial airlines, FDM has demonstrated a dramatic reduction of flights exceeding operating parameters, resulting in improved safety levels and records.

FDM service works:
- 100% secured data transfer
- Full, fast & easy automatic decoding and analyzing process
- Web-based interface to access all your records and services
- Debriefing reports (alerts, statistics, trends)
- Powerful powerful tools like 3D animation and graphical analysis available on request
- Data, reports and studies are the operator’s property and remain confidential

**CONTACTS**
- **FRANCE OFFICE**
  - Maryse Percie du Sert
  - PHONE: +33 1 47 11 62 72
  - E-MAIL: documentation-sales&support@dassault-aviation.com

- **USA OFFICE**
  - John Dahl
  - PHONE: +1 201 541 4684
  - E-MAIL: documentation-sales&support@falconjet.com

- **CONTACT**
  - E-MAIL: falconsmart@dassault-aviation.com

**AVIATION SAFETY OFFICER**
**FALCON QUICK ACCESS RECORDER**
**PILOT / MRO**
**STORIES THE FLIGHT DATA**
**DOWNLOADS AND SENDS THE DATA**
**ANALYZES THE DATA**
**USES THE RECORDS TO SUPPORT HIS/HER INITIATIVES**

**FALCON PRODUCTS & SERVICES I FLIGHT OPERATIONS**
Falcon Care is the guaranteed maintenance cost management program for Falcon owners and operators. Whether you are a first-time Falcon buyer with no formal flight department or a large company with a full staff, Falcon Care has a plan that fits your needs and budget. Originally created for new aircraft, Falcon Care is now available for in-service aircraft at first C inspection.

Based on a “Pay As You Fly” philosophy, Falcon Care helps you to:
- Keep your budget on track
- Reduce your administrative and procurement workload
- Fulfill your resale value of your aircraft (published in Aircraft BlueBook®)

All Dassault resources are at your disposal:
- Access to the Dassault Authorized Service Centers network
- Genuine Dassault Falcon parts
- All scheduled and unscheduled labor

With more than 400 contracts since program inception, Falcon Care has become the solution for operators who wish to stabilize their maintenance budgets and have consistent, predictable costs.

Falcon Care program covers labor, parts and consumables for:
- All scheduled maintenance and inspections
- Unscheduled maintenance
- Airworthiness Directives
- Mandatory Service Bulletins and Service Bulletins which address deficiencies related to dispatch and/or reliability
- Tires, brakes, landing gear, avionics, starter generators, etc.
- All airframe, avionics and cabin systems

Additional Services:
- On-site AOG service
- Subscription to Dassault Flight, maintenance and service documentation
- Yearly subscription to CAMP Aircraft Maintenance Tracking System
- Upload of aircraft system software updates
Falcon Broadcast

THE EVOLUTION OF TROUBLESHOOTING
For all Falcon EASy models

We know you count on your Falcon to be “mission ready” anytime, anywhere.

Falcon Broadcast gets you there by providing a link between your on- and off-site maintenance and ground maintenance crews, thus enhancing your ability to identify and address maintenance issues and virtually maintain the aircraft while in the air.

Falcon Broadcast offers expedient solutions:
- Anticipate potential AOG situations
- Receive real-time notification of aircraft issues
- Prepare troubleshooting
- Organize parts ordering and delivery
- Manage aircraft status
- Remote access to aircraft maintenance data
- Anticipate unscheduled maintenance operations
- Link to maintenance documentation and service documentation

“Live” situational results in an immediate call to action. Identifying maintenance tasks such as crew to maintain a flight from the ground and immediately take the necessary steps to minimize an aircraft’s downtime or avoid an AOG.

To ensure security, the system does not transmit localization of the aircraft. Transmitted data are not used by Dassault without prior customer authorization.

Maintenance Documentation

SAVING TIME WITH DIRECT ACCESS TO YOUR MAINTENANCE MANUALS
For all Falcon models

Falcon Interactive Electronic Library by Dassault (FIELD) ensures that you have the latest electronic documentation technology wherever and whenever you need it, and includes:
- Complete set of maintenance documentation
- Scheduled Maintenance
- Aircraft Maintenance Manual
- Fault Isolation Manual
- Illustrated Parts Catalog
- Structural Repair Manual (Part 1)
- Illustrated Tools and Equipment Manual
- Consumables, Products Manual
- Wiring Diagram Manual
- Loadable Diagnostic Information (LDI) is available on web access upon subscription to Access Software.

Falcon Maintenance Doc for iPad®
Free of charge for all Falcon customers

Falcon Maintenance Doc App permits you to consult, update and manage your set of maintenance documentation directly on your iPad.

Falcon Maintenance Doc for iPad®
For all Falcon EASy models

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Falcon Maintenance Doc for iPad®
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Falcon Maintenance Doc App permits you to consult, update and manage your set of maintenance documentation directly on your iPad.
Optimized Continuous Inspection Program (OCIP)

MAXIMIZING AIRCRAFT AVAILABILITY

For all Falcon models except Falcon 10

The Optimized Continuous Inspection Program improves on standard inspection schedules by allowing you to maximize aircraft availability, while adjusting workload to suit your schedule (within calendar/hourly block intervals).

Maintenance programs for business jets are based on inspections due on calendar dates and at flying hour intervals. Each inspection requires certain man-hours to complete, and these hours vary widely from inspection to inspection, often conflicting with the use of the aircraft.

OCIP divides these requirements into regularly scheduled blocks that can be planned in advance and performed around your flying schedule. This program is specifically designed for each aircraft, depending on its operating environment, installed equipment, modification level and Service Bulletin status.

With a higher than 90% subscription renewal rate, CATS is recognized as an efficient and troubleshooting tool:
- Quick, user-friendly software diagnostics based on actual operator experiences
- Integrates case-based and probability-of-failure rates to develop a list of suspected components and solutions
- Incorporates actual occurrences into the database providing subscribers with the confidence of knowing that real solutions corrected the issue

Computer Assisted Troubleshooting System (CATS)

INSTANT ANALYSIS FOR RAPID RESPONSE

For all Falcon models

Computer Assisted Troubleshooting System is an easy-to-use web-based software application that enables Falcon operators to quickly diagnose and correct a malfunction on the aircraft.

In multiple solution cases, CATS also provides the most probable to least probable scenarios, for your most effective troubleshooting solutions.

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Company-Owned Service Centers

FALCON EXPERTISE ON THE HANGAR FLOOR

For all Falcon models

Wherever your travels take you, Dassault-Owned Service Centers are your Falcon’s home away from home. Dassault Aircraft Services and Dassault Falcon Service compose our Company-Owned Service Center network with strategic locations, offering services for your aircraft’s maintenance, modification, interior, paint, engines, and upgrade options to keep your Falcon airborne.

For even greater support, Company-Owned Satellite Service Stations operate in Luton, England; Nice, France; Rome, Italy; Moscow, Russia; Libreville, Gabon; West Palm Beach, Florida; Van Nuys, California; Teterboro, New Jersey; Dallas, Texas; and at the Spirit of St. Louis Airport, Missouri.

Dassault has also established GoTeams to get you flying again when you have an AOG. GoTeams are highly trained, travel-ready technical experts, armed with the tools and parts they need and the attitude you want when the clock is ticking.

Structural Repair

DASSAULT STRUCTURAL REPAIR EXPERTISE AT YOUR SERVICE 24/7

For all Falcon models

When you encounter structural damage following an incident such as a bird strike, lightning strike or an on-ramp accident, our dedicated experts will find the right solution to return your aircraft to service by providing Dassault approved technical dispositions, repair drawings or if needed temporary repair solutions.

During programmed maintenance, any structural damage will be addressed in the form of:

- Stress analyses for technical dispositions
- Approved repair drawings
- On-site expertise

Working with an Original Equipment Manufacturer (OEM) for these structural repair needs is a straightforward operation. First your team submits the concern to us and the stress analysis and repair drawings are performed by the same Dassault engineers who designed Falcons.

Unlike what might be offered by a Designated Engineering Rep (DER), the technical dispositions and Dassault-designed repair drawings provided by our Structural experts are valid for the lifetime of the aircraft. Numerous repair solutions are also available through the Structural Repair Manual (SRM).

During programmed maintenance, any structural damage will be addressed in the form of:

- Stress analysis for technical disposition
- Approved repair drawings
- On-site expertise

Dassault Aircraft Services and Dassault Falcon Services compose our Company-Owned Service Center network with strategic locations, offering services for your aircraft’s maintenance, modification, interior, paint, engines, and upgrade options to keep your Falcon airborne.

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The development of EASy II avionics introduces a new wave of features to make your Falcon more efficient and the EASy cockpit even more intuitive in terms of:

Safety & Situational Awareness
- Improved PFD
- SmartVue™ Synthetic Vision System
- SmartRunway™ Runway Awareness and Advisory System
- Advanced FGCA Mode
- Second Electronic Check List
- Dual Express Chart* - EMS "Weather in the Display"

Navigation Capabilities
- Satellite Based Augmentation System GPS
- Baro VNAV Temperature Compensation
- LPV Approaches* - Circling Approaches in the navigation database
- Gating Approaches in the navigation database

Surveillance Capabilities
- ADS-B Out
- ADS-C (Included in FANS 1/A+)
- FANS 1A - Forward (CPDLC & ADS-C)*
- FANS 1A
- FANS 1/A+
- Enhanced GPS/Com navigation system

Communication Capabilities
- ATN-B1 DataLink (Protected Mode CPDLC)*
- FANS 1/A DataLink (CPDLC & ADS-C)*
- SATCOM upgrades
- IP Integration

* optional

Falcon Customer Service has dedicated resources to bring state-of-the-art options and solutions to market for the Classic fleet. By purchasing Supplemental Type Certificates (STC) data packages and other in-service aircraft upgrades from Dassault, you can ensure compliance with mandates and enhance safety, efficiency, and performance, often increasing aircraft value.

Nearly 1,300 Falcon aircraft in service today operate with Classic configurations and avionics. In fact, a Falcon jet from 1965 is still flying and operational today, demonstrating Dassault’s commitment to support all Falcons.

In-Service Falcon Upgrades
MAINTAINING YOUR EDGE, PROTECTING YOUR INVESTMENT

For in-service Falcon models

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The STC team at Dassault is continually developing programs aimed at elevating your asset’s value while maximizing its efficiency and performance.
The Falcon Pro Line 21 is an avionics solution that provides new capabilities in LCD displays, sensor and flight management technology to help operators meet constantly changing operational, regulatory and performance requirements.

This upgrade offers a mix of hardware and software solutions, including navigation capabilities like LPV and improved situational awareness features like SVS, electronic charts/maps and XM weather overlay, which allow operators to access larger number of airports with increased levels of safety and efficiency.

Key features include:
- Compliance with ATM mandates
- Improved operational safety and situational awareness
- Optimized navigation capabilities
- Enhanced surveillance capabilities
- Superior communication capabilities
- Performance enhancements based on operator feedback

Falcon Elite II and Falcon Select II apply new features with the most advanced technologies and represent a major advancement for Falcon operators.

Developed in partnership with Honeywell, these upgrades implement several new features and capabilities to help Falcon 900EX/B and Falcon 900EX/C fleet operators optimize the use of their aircraft.

Key features include:
- Compliance with ATM mandates
- Improved operational safety and situational awareness
- Optimized navigation capabilities
- Enhanced surveillance capabilities
- Superior communication capabilities
- Performance enhancements based on operator feedback

Falcon Pro Line 21
GET THE MOST OUT OF YOUR PRO LINE FLIGHT DECK
For Falcon 50EX, 2000, 2000EX

Falcon Elite II
GET THE MOST OUT OF YOUR PRIMUS 2000 FLIGHT DECK
For Falcon 900EX and Falcon 900C

Falcon Select II
GET THE MOST OUT OF YOUR HONEYWELL NZ-2000/SPZ-8000 FLIGHT DECK
For Falcon 900A and Falcon 900B
DASSAULT BELIEVES THAT EACH CUSTOMER’S NEEDS AND INTERESTS ARE UNIQUE.

Our training solutions are designed and taught by highly experienced cross-functional teams of experts that apply global best practices and knowledge sharing to ensure we deliver the highest quality skills training, all in accordance with aviation authority standards worldwide.

We work with you to help you achieve your primary goal – to ensure safety, efficiency and service excellence for your customers.
Falcon Training
YOUR KEYS TO OPERATIONAL EXCELLENCE

Dassault relies on a network of contractual partners that are able to deliver Falcon owners and operators the training they need, as close as possible to where they need it. Our Dassault Authorized Training Providers, training pilot crews, maintenance staff and flight attendants to work with Falcon in strict accordance to OEM standards and recommendations. Aircare FACTS provides customers with aircraft cabin familiarization training where they need it upon delivery of their new Falcon. Additionally, Dassault has elected to create its own training organization to adequately complement its approved training providers’ offerings with training on the actual aircraft for pilot and maintenance staff.

The Dassault Training Academy® is the unique OEM training facility capable of delivering:
- EASA-approved maintenance staff practical training
- EASA-approved pilot aircraft base training (take-off and landing on actual aircraft required to add any Falcon type rating on an EASA's pilot license)
- EASA-approved Falcon type rating instructor or examiner ratings
- Structural repair training on structural damages and repair solutions (Mapping & Corrosion and Composite Repairs)

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For all Falcon models

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- Structural repair training on structural damages and repair solutions (Mapping & Corrosion and Composite Repairs).

Initial type rating training programs necessary to fly a Falcon are delivered through the network of the Dassault Authorized Training Providers, FlightSafety International and CAE both offering courses at locations all around the world by various aeronautical authorities.

Continuous monitoring of Falcon customer satisfaction during their training and diverse and multiple contacts between the training providers and Dassault contribute to enhance Falcon customers training needs and experiences.
Specific Training Services
CUSTOMIZED TRAINING FOR EVERY NEED

In addition to the specific operational technical assistance dealing with the wide range of operational areas (such as aircraft systems use, flight crew operating procedures, performance calculations and operational approval), Dassault provides a wide range of training services to include:

- Entry-into-service flight crew briefings and/or flight experience
- EASA approved pilot aircraft base training (take-off and landing on actual aircraft required to add any Falcon type rating on an EASA’s pilot license)
- Line training or line flying under supervision
- EASA approved Falcon type rating instructor or examiner ratings

More than 20 Falcon pilots, instructors and examiners are at your service, with the experience to perform the training needed wherever you may be.

Cabin Familiarization
WELCOME ABOARD
For Falcon 900LX, 2000S / LXS, 7X, 8X

Because every Falcon is unique, Dassault provides new owners with customized, hands-on Cabin Familiarization training aboard their newly delivered aircraft.

Training is generally provided upon delivery of the aircraft, and can take place either at the operator’s base or another preferred location. It lasts no more than a day and covers everything owners, pilots, mechanics and flight attendants need to know about their new Falcon.

The training includes a comprehensive review of cabin equipment such as SATCOM, In-Flight Entertainment, Cabin Management System, galley equipment, and cabin amenities.

It also includes a review of aircraft technical documents and cabin configuration specifics, an overview of Falcon specifications and performance data, and a comprehensive aircraft exterior familiarization tour.

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HOW TO GET FALCON-TYPE RATING QUALIFICATION IN ACCORDANCE WITH EASA PART 66 APPENDIX III

THEORETICAL TRAINING
Dassault Authorized Training Provider
EASA Part 127

PRACTICAL TRAINING
Dassault Training
EASA Part 147

ON THE JOB TRAINING (OJT)
Falcon MRO
EASA Part 145

EASA FALCON TYPE RATING QUALIFICATION (B1/B2)

Completed within the 3 years preceding the application for a type rating endorsement

THEORETICAL TRAINING
Dassault Authorized Training Provider
EASA Part 127

PRACTICAL TRAINING
Dassault Training Academy
EASA Part 147

Maintenance training organization approved EASA Part 147

6012 program includes 4 weeks of training for Falcon 10, Falcon 20 and Falcon 200.

Other Falcon type rating are available - Contact our CAE / FSI training provider.

* Only at FlightSafety International

Dassault Training Academy
EASA Part 147

Maintenance training organization approved EASA Part 147 Training accomplished on personnel and green aircraft (demonstrations using equipment, components).

5 weeks of training for Falcon 900EX EASy / 2000EX EASy / 5 weeks of training for Falcon 7X / 8X

In 2013, Dassault Aviation received regulatory approval from EASA to operate as a Part 147 Training Center, the first Practical Training authorization to be granted to a business jet manufacturer. This approval allows Dassault Aviation to comply with new European regulations that require technicians to be offered practical maintenance instructions in addition to theoretical training and permits them the ability to obtain an EASA certificate for their Part 66 license.

* Under instructor supervision, each trainee performs real maintenance tasks, in dedicated installations:
  - Engine run up area
  - MAU Bench installation
  - Practical Training area and meeting rooms
  - FIELD 5 supplied during the training
  - A Factory Tour is planned at the issue of the training.

Falcon Immersive Practical Training

Introduced on Falcon 900EX, Falcon 2000S/LXS, Falcon 7X and Falcon 8X, Falcon Immersive Practical Training utilizes high-end virtual reality technologies in addition to the Practical Training conducted on an actual aircraft. This new technology offers unprecedented access and perspective to a wide variety of maintenance operations. Furthermore, instructors can add transparency to parts or panels, highlight key systems or equipment including part numbers and perform “show and tell” assessments.

Located in Bordeaux-Mérignac and Paris-Le Bourget in France, the Dassault Training Academy offers accredited two-week, model-specific courses for B1 and B2 technicians on Dassault-approved aircraft.

The Dassault Training Academy is now approved by National Aviation Authorities, to deliver practical training instructions under DGCA, GCAA, CAAC and CASA regulations.

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For all Falcon aircraft except Falcon 10, Falcon 20 and Falcon 200

Under instructor supervision, each trainee performs real maintenance tasks, in dedicated installations:
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  - MAU Bench installation
  - Practical Training area and meeting rooms
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Further Information:

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When your Falcon requires structural repair, you want to know it’s in the very best of hands. That’s why Dassault Training Academy is now offering state-of-the-art training in structural repair. Our commitment is to give you peace of mind knowing that Dassault Falcon Service Centers and customers are equipped with the knowledge and experience to address your needs. And have your Falcon in the air as quickly as possible.

Working in partnership with AEROCAMPUS Aquitaine in Latresne near Bordeaux, France, Dassault Training Academy has developed a one-week program consisting of several training modules that will enable the maintenance crew to examine the Falcon aircraft for structural as well as corrosion and composite damage and efficiently deliver repair solutions in-line with the Structural Repair Manual (SRM) or Dassault-designed repair schemes.

**Instruction includes:**
- Detailed inspection of the Falcon aircraft
- Overview of stress analysis
- Damage assessment along with repair
- Drawing expertise
- Ability to map the damage as part of the repair process

Each Training Module consists of theoretical, as well as practical instruction on AEROCAMPUS site (Latresne / Bordeaux).

**Dassault offers three Non-Destructive Testing (NDT) training courses for technicians performing Falcon-specific NDT procedures:**
- Eddy Current and Penetrant Refresher
- Ultrasonic and Magnetic Particle Refresher
- NDT of composites

The courses feature a combination of classroom and hands-on laboratory exercises, and are intended primarily for those who are currently Level II or III certified NDT personnel. An abbreviated, familiarization version of these classes is also available, and recommended for A&P mechanics, engineers, and management.

Anyone performing Falcon-specific NDT procedures must attend these courses every three years.
EVERY DAY, THOUSANDS OF OPERATORS LOG IN TO THE DASSAULT CUSTOMER PORTAL TO GET THE INFORMATION THEY NEED TO KEEP THEIR FALCONS FLYING.

From accessing the latest service documentation to ordering parts and finding a nearby Dassault Authorized Service Center, the Customer Portal is your single source for all things Falcon. Portal features include a modern interface, intuitive navigation, customization options and secure log-in via your PC, laptop and mobile device.
Recognized as one of the best resources for operators in the business aviation industry, the Falcon Customer Portal is the go-to resource for maintaining and optimizing Falcon aircraft. It provides instant access to all maintenance and operations documentation, as well as the latest Falcon News and Service Advisories for all Falcon models. Customers can also sign up to receive or make short-term use of information releases available, including alerts associated with Service Bulletins, FSAs, FSNs, Spares Special Programs, and more.

Available on your laptop or tablet, the Portal provides immediate access to e-Service Reports, Remote Order Entry documentation discrepancies, service requests, and many more valuable services and functionalities, all in a secure environment.

Falcon Customer Portal

YOUR DIRECT CONNECTION TO BEST-IN-INDUSTRY SERVICE

Customer Portal Features:
- Comprehensive Service Documentation Library (Service Bulletins, Service Letters, FSAs, FSNs) displayed by ATA chapter and document number
- Easy-to-use Fault History Database decoder
- Feedback section providing multiple contact options based on your specific needs:
  - Monthly Operating Report
  - Aircraft Event Report
  - Service Product Info Request
  - Service Request
  - Aircraft Product Info Request
  - Spares Price Feedback
  - Forms and Surveys
  - Training Feedback
  - FAQs
- Customized options to suit your viewing preferences

NOT A PORTAL USER?
Join today by visiting www.dassaultfalcon.com and clicking on the “How to Gain Access” link under the “Customer Service” tab.