As you can see, we are in a bit of a festive and nostalgic mood in this milestone edition of Falcon Update. On the occasion of our 100th issue, we thought it would be a nice treat for our loyal readers to enjoy a keepsake poster from us, as well as to see how the magazine has served as the logbook for so many noteworthy accomplishments across the last three decades. In the middle of this issue, you’ll find a pull-out timeline that chronicles that history.

In addition, you will hear from the man who created Falcon Update nearly 30 years ago. Admittedly, he wasn’t hard to find as he still works at Dassault! Fred Hachmeyer was a Falcon 900 Service Engineer in 1989 when the head of Dassault Falcon Jet Customer Service asked him to develop a quarterly newsletter – in his spare time – to provide customers in the Americas with useful tips and information. Fred provides some great details on the early days, and you’ll see how Falcon Update has evolved over time.

Of course, we are looking ahead in this issue, as well – and there are many exciting updates to share with you. First, in our News & Notes section, you’ll see that we have announced the dates and locations for our 2019 Falcon M&O Seminars. We will look to build on this year’s well-received shows as we travel next spring to eight cities in five countries on four continents to bring you the latest Falcon news and insights.

Elsewhere, we noted in the last Falcon Update that we are pleased to welcome new leadership to our Operator Advisory Board. In this issue, we go a little bit deeper with Chairman Marcus Brunninger and Vice Chairman BC Campbell, as they share their vision for the OAB.

Also, we are quite excited to have completed construction on our new state-of-the-art Spares warehouse in Tremblay-en-France, outside Paris. The $50M, 180,000-square-foot facility, opening in early 2019, will feature the latest technology and is located close to Roissy Charles de Gaulle Airport, meaning that parts and personnel can reach our customers even faster.

This issue of Falcon Update has it all – a look at the past, present and future. Whether you’ve been a reader since the beginning or are brand new to our publication, we thank you for being a part of the Falcon Family and hope you enjoy this special edition.

Jacques Chauvet
Senior Vice President,
Worldwide Customer Service
jacques.chauvet@dassault-aviation.com

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A WORD ON THE FALCON LEGACY

In this milestone issue of Falcon Update, we thought it would be the perfect opportunity to share a few words on the history and development of the Falcon fleet itself. And indeed, much is owed to the intuition and visionary genius of Marcel Dassault who, in the early 1960s, foresaw a strong market for small private jets. His intuition was rewarded with the successful launch of the Mystère-Falcon 20. On the day of the rollout – May 4, 1963 – famed aviator Charles Lindbergh visited Dassault’s Mérignac plant as part of a delegation from then-emerging Pan American Business jets. Lindbergh telephoned Pan Am Chairman Juan Trippe, saying, “I’ve found our bird.” And it turned out to be the platform that launched the “Falcon Family.”

Our celebrated Falcon 20 introduced business fliers to executive jet travel in 1965, captivating operators around the globe while asserting the Falcon brand’s passion for excellence, quality and technological innovation. Ever since, Falcon jets have led the way in introducing new technologies – frequently borrowed from the fighter jets we have developed – to business aviation. We created the first supercritical wing and digital flight controls, and implemented the first Product Life Cycle Management computer modeling system.

Most recently, FalconEye, the first Head Up Display (HUD) with a combined Enhanced and Synthetic Vision system capability (for enhanced safety and operating efficiency), the FalconSphere II integrated Electronic Flight Bag solution suite (a new standard in paperless cockpit operations) and FalconConnect (a comprehensive solution that facilitates the use, management and control of inflight connectivity) have been among our most heralded innovations.

During its 50+ years of operation, the Falcon fleet has accrued an amazing 19.2 million hours of flight time with more than 1,300 operators in 90 countries around the world. Moreover, of the 2,500 Falcons delivered to date, more than 2,100 are still flying – testimony to the high quality and robustness of Falcon aircraft.
NEWS & NOTES

CONGRATULATIONS TO SHELL AIRCRAFT LIMITED ON 60 YEARS

Shell Aircraft Ltd, a Falcon owner and operator based in Rotterdam in The Netherlands, celebrated its 60th anniversary in September.

Shell Aircraft Ltd became a member of the Falcon Family in early 1998 with the acquisition of two Falcon 50B aircraft. In 2005 and 2006, the Falcon 50B aircraft were replaced by newer Falcon 900EX EASY jets, operating between May 2005 and January 2010. Today, Shell’s fleet comprises four Falcon 7X aircraft.

SAVE THE DATE FOR 2019 M&O WORLD TOUR

This spring, we hosted nearly 800 Falcon customers at our eight regional M&O seminars around the world. On a per-show basis, it was our best attended season ever, and we thank you for taking time out of your busy schedule to join us.

We are now pleased to share the dates and locations of our 2019 regional shows. In a six-week span, we will be hosting eight events in five countries on four continents. It’s all part of our commitment to meet with as many Falcon operators as possible to exchange valuable, timely information and insights. There truly is no substitute for face-to-face interaction, and you’ll benefit not just from talking to Dassault team members, but to key partners and vendors and your fellow operators, as well.

Thanks to customer feedback, you will see some slight tweaks to the seminar agenda for next year and also a couple of new host hotels. So please mark your calendars and look out for an invitation soon – we hope you will join us!

SAVE THE DATE FOR 2019 M&O WORLD TOUR

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NEW LEADERSHIP AT A-PRO

We are pleased to announce the appointment of Ian Longstreth as President of A-PRO (Aero Precision and Overhaul), a joint subsidiary of Dassault Falcon Jet Corp. and SAFRAN Landing Systems. Located in Deerfield Beach, Florida, A-PRO offers high-quality repairs and overhauls on landing gear, hydraulic components, flight controls, wheels and brakes.

Ian comes to us from SAFRAN Landing Systems, where he served as the VP of Sales, Marketing and Business Development; he has been part of the SAFRAN/Messier/Dowty group for more than 30 years, primarily in Sales, Business Development and Customer Support roles. His extensive experience and strong business acumen will no doubt serve A-PRO and Falcon operators very well.

We also want to take this opportunity to thank Stephane Rollin – Ian’s predecessor – for his exceptional leadership at A-PRO, and wish him well as he goes back across the pond to take on a new challenge.

FALCON FAMILY MEMBER BERT VERWELIUS PASSES AWAY

The Falcon Family was saddened to learn of the passing of Bert Verwelius in an accident, in early August. Bert, a Falcon owner from The Netherlands, was a successful entrepreneur and businessman who also possessed a strong passion for flying.

Citing safety, dependability and comfort as the main attributes he looked for in an aircraft, Bert acquired a Falcon 50EX in 2007, quickly falling in love with the Falcon’s handling and cockpit features. And then, in an effort to meet the needs of his expanding business, Bert took delivery of his Falcon 7X in January 2011. With Bert we lost a dependable friend and a truly loyal member of the Falcon Family. Our condolences to his family and friends.

CHECK OUT OUR FALCON TUTORIAL VIDEOS

Sparked by a recommendation from customers and the Operator Advisory Board, the Dassault team has been hard at work creating ever more tutorial videos to assist Falcon operators.

The tutorial page on the Customer Portal offers videos arranged by category (Flight Ops, Maintenance and General) under the Library > Tutorials > Videos and Presentations section. As we have steadily added content to the library, our videos have racked up thousands of views just in the last 12 months. It’s all part of our team-wide effort to optimize your Falcon’s performance and reliability and to enhance your overall Customer Experience.

If you have a suggestion for a tutorial video you would like to see, please email Jeremy Dubert (jeremy.dubert@falconjet.com) or Isabelle Vittet (isabelle.vittet@dassault-aviation.com)
GET TO KNOW OUR NEW OAB LEADERSHIP TEAM

In the last issue of Falcon Update, we introduced you to our new OAB leadership team. Chairman Marcus Brunninger is the Managing Director of Aviation for a large Germany-based conglomerate, while Vice Chairman BC Campbell is the Aviation Director for a major Canadian bank. Between them, they have amassed more than 65 years of experience on Falcon aircraft. We thought we’d go in depth to learn more about these men and their thoughts and plans for the OAB.

While both are pilots, Marcus broke into aviation as a Munich-based aircraft technician for Lufthansa. He began his flying career as a First Officer in 1992 on a Falcon 10, accumulating 1,000 flight hours. From there, he captained a Falcon 50 and Falcon 2000, racking up 4,000 and 2,500 flight hours respectively from 1995 to today. Since 2010, he’s also served in his executive capacity for Bertelsmann Aviation.

“"I feel that the Board is doing a very good job helping Dassault look forward – future aircraft, programs, services."”

BC Campbell
Vice Chairman, OAB

Marcus Brunninger
New Chairman, OAB

BC Campbell
New Vice Chairman, OAB
BC, meanwhile, learned to fly in the Royal Canadian Air Force, primarily in combat support and training roles. In 1978, his first assignment was on the Falcon 20 – “the prettiest jet ever built,” he says. BC would spend 24 years in the military before moving into business aircraft. In his current role, he flies a Falcon 7X.

Possessing such intimate experience with Dassault and Falcon aircraft, both Marcus and BC played key roles on the OAB even before ascending into their new leadership positions. Each joined the board with the objective of truly making a difference. “It gives me the chance to participate in future Dassault projects,” Marcus says. “To develop new philosophies, to actively change things.”

Additionally, they relish their role as a conduit between operators and Dassault management. “Just being on the OAB means that you are more routinely talking to Dassault staff – not just when you have an issue and require assistance,” BC says. “That can only enhance communications and strengthen relationships. As the lone Canadian Board member, I look forward to getting and sharing regular feedback from Canadian operators as their representative.”

So what are their plans for the OAB going forward? “In my mind, it’s absolutely necessary to take advantage of the Working Groups,” Marcus says. “That’s the place where the work is done.”

“I feel that the Board is doing a very good job helping Dassault look forward – future aircraft, programs, services,” BC says. “I hope we can continue this important function, but also focus on some current issues for the various fleets that could be addressed with current resources and enhance our day-to-day operations.”

Falcon Customers are encouraged to reach out to Marcus and BC with any questions or ideas. Please visit the Operator Advisory Board page, located under ‘Contacts’ on the Customer Portal.

"[The OAB] gives me the chance to participate in future Dassault projects... to actively change things."

Marcus Brunninger
Chairman, OAB
APPROACHING MANDATES REMINDER

We urge Falcon operators to liaise with their avionics maintenance teams, review Service Bulletins and available Supplemental Type Certificates (STCs) and/or use the FAA’s/EASA’s new ADS-B Out and FANS equipage website to ensure compliance with the upcoming mandates.

The impending mandate compliance cost is dependent on a customer’s current aircraft type and avionics equipment, as well as the class of airspace in which the aircraft will be operating. For compliance with ADS-B Out by the January 1, 2020 deadline and with FANS 1/A+ by the January 30, 2020 deadline, researching the equipment availability for the aircraft configuration is highly recommended before scheduling an installation. Given that your aircraft’s existing configuration requires evaluation before an appropriate Supplemental Type Certificate (STC) or Service Bulletin can be obtained, the appointments will become more difficult to secure as the deadline approaches.
Get seamless connectivity with FalconConnect

Dassault Aviation, in partnership with GoDirect/Honeywell services, is pleased to offer FalconConnect, a comprehensive solution designed to facilitate the use, management and control of inflight connectivity.

Fully tested and approved, FalconConnect guarantees seamless inflight connectivity. And with our simplified all-in-one connectivity packages, obtaining a data plan matching your individual requirements has never been so easy. Data plans are available in multiple aircraft configurations (Iridium, Inmarsat, Ka band and more) and offer the flexibility to either modify or upgrade in line with your specific needs. You get one plan, one monthly bill and no surprises or additional fees.

Further, Dassault also provides tools to inform and control; the FalconConnect Manager App, and the customizable data control and filter tools on the Customer Portal offer our customers peace of mind that comes with knowing they will always be connected. Offering the flexibility that our customers have come to expect from Dassault, the FalconConnect Access feature allows a set-up by flight, tail, device, credit card and even voucher billing.
THE LAST THREE DECADES OF FALCON HISTORY
As chronicled in Falcon Update
**1ST ISSUE OF FALCON UPDATE**

- New hangar at DAS Little Rock
- Worldwide Spares operations move to Le Bourget

**JANUARY 1990**

- Dassault Falcon Jet and Dassault Aviation: A worldwide organization

**APRIL 1995**

- Network expansion in Africa

**WINTER 1998**

- New Falcon Authorized Service Center in Finland

**2ND QUARTER 2000**

- Falcon 7X Entry into Service

**4TH QUARTER 2005**

- New Falcon Authorized Service Centers in UK and Canada
- Two-year warranty on genuine Dassault spare parts

**2ND QUARTER 2006**

- New Falcon Command Center in St-Cloud, France
- Falcon Spares launches the No Supplemental Billing program
- Practical Training launched for 7X

**3RD QUARTER 2006**

- Worldwide Spares operations move to Le Bourget

**3RD QUARTER 2007**
2ND QUARTER 2012

New Spares programs
• Free shipping worldwide on cores returned within 10 days
• Free tool rentals on weekends with no minimum rental fee

New Company-owned Service Center in Reno, Nevada

Dassault network continues to grow: 26 ASCs and 5 Company-owned Service Centers

FalconSphere launches

New Falcon Dispatch Plus program

2ND QUARTER 2010

Introducing FalconBroadcast, along with multiple new support products

New Spares Depot in Singapore

Practical Training launched for Falcon 900EX EASy and 2000EX EASy

2000th Falcon delivered and managed by the Customer Service team

EASy II upgrade makes its debut

3RD QUARTER 2008

New Company-owned Service Center in Brazil

New Authorized Service Centers in Singapore and Hong Kong

New Authorized Service Centers in Singapore and Hong Kong

3RD QUARTER 2009

3RD QUARTER 2011

3RD QUARTER 2011

4TH QUARTER 2008

3RD QUARTER 2008

2ND QUARTER 2010

2ND QUARTER 2012

2ND QUARTER 2012
Falcon celebrates 50-year anniversary
New Company-owned Service Center in Van Nuys, California

1st Quarter 2013

Operational support in US
Introducing Cabin Familiarization Training
ATO for TRI/TRE qualification

3rd Quarter 2014

New Authorized Service Center in Nigeria
New Spares depot in Lagos, Nigeria
Falcon Response App launch
New Classic aircraft Authorized Service Center in France

November 2015

300th FalconCare contract enrolled

3rd Quarter 2015

Extended FalconCare to in-service aircraft
Falcon Flight Doc App debuts

1st Quarter 2016

Introducing Falcon Response – the new AOG solution
Dassault Training Academy delivers maintenance training to 500 customers

MARCH 2016

New Authorized Service Center in Turkey

2nd Quarter 2014

Falcon celebrates 50-year anniversary
New Company-owned Service Center in Van Nuys, California

1st Quarter 2013
**Falcon Update Evolution**

**FEATURES**

**APRIL 2017**
- Practical Immersive Training launch
- Louisville, Kentucky warehouse launch
- New Authorized Service Center in Kuala Lumpur

**AUGUST 2017**
- 2500th Falcon delivery
- FalconTalk launch
- New Authorized Service Center in Vienna

**DECEMBER 2017**
- New Spares warehouse in Reno, Nevada
- Falcon 6X unveiling

**AUGUST 2018**
- New Authorized Service Center in Toronto
- New Composite training course from Dassault Training Academy
- New connectivity solution: FalconConnect

**JULY 2016**
- Dassault Aviation 100-year anniversary

**NOVEMBER 2016**
- Falcon 8X Entry into Service
- DFS Mérignac inauguration
- New Spares depot in Moscow
- FalconSphere II announcement
- DFS 50-year anniversary

**APRIL 2018**
- New Authorized Service Center in Toronto
- New Composite training course from Dassault Training Academy
- New connectivity solution: FalconConnect

**AND THE BEST IS YET TO COME...**
FALCON UPDATE: A JOURNEY TO THE PAST

THE NEWSLETTER
Back in those dark days of office life before the advent of Wi-Fi and company-wide email, Falcon Update was brought into the world as a distant though still recognizable ancestor of its current form. It began as an informal, non-technical newsletter that was mailed to approximately 2,000 Falcon customers in the U.S., Canada, Mexico, Brazil and Australia, on a (somewhat) quarterly basis. While Gerry Meyer, then Sr. Vice President, Customer Support, had hatched the idea, it was Fred Hachmeyer, a Falcon 900 Service Engineer who brought it to life.

Fred, who is still with the company today as a Falcon Care Program Administrator, was the writer, editor, designer, photographer and logistics coordinator for the newsletter’s production and delivery. It was essentially a one-man show, although Fred did get some outside help from his wife, a Fashion Institute of Technology graduate, who created the header art and the department secretary, who helped type the newsletter (yes, on a manual typewriter).

The newsletter was well received internally and with Falcon customers and, as a result, it became a new permanent project for Fred, in addition to his normal job responsibilities as a Service Engineer. Despite the additional demands on his time, Fred, who enjoyed writing and had an interest in journalism, thoroughly enjoyed working on Falcon Update. The newsletter covered significant stories such as the introductions of new Falcon aircraft (50EX and 2000), Tech Rep and Documentation updates and news from around the aviation industry.

In 1995, the newsletter underwent its first facelift, as the header and header art were revised with a fresh look. Falcon Update continued to grow in substance and popularity through the ‘90s and Fred eventually handed the reins of the publication to the newly created Customer Service Communications team, which has managed it since late 1997. There were definite perks that accompanied the transition to a dedicated team of three. With more hands on deck, the newsletter received several facelifts over time, including changes to the logo, layout and content.

THE MAGAZINE
As Falcon Update continued to evolve, it morphed into a proper magazine in late 2013. Complete with striking cover imagery and a back-cover ad, Falcon Update contained in-depth features, announcements, program news and enhancements and eye-catching photography. It also began to follow a formal creative and production process, taking on a global flavor as Dassault personnel on both sides of the Atlantic worked together on a truly worldwide publication, sent to more than 6,000 customers, partners, FBOs and service centers. And while some of the names on the masthead have changed over the years, this process remains in place today, always looking to bring the most engaging and informative content to Falcon customers.

“Looking back now, I am proud to have been given the responsibility for the production of Falcon Update during its initial years. And it is gratifying to see that Dassault Customer Service recognizes the value of Falcon Update, and has now produced it for the past 28 years, up to issue 100. I still look forward to reading each issue, to find out the latest news within the Customer Service organization, as well as updates on the Falcon fleet!” -- Fred Hachmeyer

The current proprietors of Falcon Update (aka your Customer Service Communications team) welcome your comments and suggestions. Please contact: Jeremy Dubert Jeremy.dubert@falconjet.com Isabelle Vittet Isabelle.vittet@dassault-aviation.com Rohila Naqvi Rohila.naqvi@falconjet.com
Our Whatever It Takes® philosophy lives within the heart of each Falcon Rep stationed at our Global Command Center – strategically located at St-Cloud, France; Teterboro, New Jersey; and Boise, Idaho.

Since its inauguration in 1994, the Command Center has continuously evolved to utilize the latest technology to best meet customers' needs. Starting off as the ‘Help Desk,’ its main objective was answering customer calls via phone. Then with the opening of our Boise, Idaho location, it became the ‘Technical Center’ in 2007, offering 24-hour customer support; in 2015, it became the ‘Command Center,’ a true hub for Falcon Response, which is a comprehensive portfolio of services that gets grounded Falcon aircraft back into the air as quickly as possible. Falcon Response begins with our Command Center, which tracks AOG events around the clock, around the globe.

Now, the minute an AOG event occurs, the Command Center team springs into action, coordinating with Falcon Spares, Technical Representatives and Engineering teams to troubleshoot the failure and organize rapid on-site assistance. Two dedicated Falcon Airborne Support aircraft stand ready to dispatch spare parts, tools and GoTeams to the site of an AOG, wherever it may be. Based at Teterboro and Le Bourget Airports, these Falcon 900 jets can also provide long-range alternative lift for stranded customers – an industry first.

Unrivaled technical support around the clock

Professional, knowledgeable and cross-trained to cover the complete Falcon line, our Technical Reps have full access to the latest technology, including Product Lifecycle Management databases and collaborative tools. Our sophisticated systems connect our Reps to technical expertise and resources across the entire Falcon network.

Last year we introduced our proprietary 3D Immersive Practical Training technology at the Dassault Training Academy in Bordeaux-Mérignac, providing Falcon team members and customers alike with an innovative learning experience in a Virtual Reality (VR) environment. Now, we’ve expanded the scope of VR to include our Command Center.
New Customer Service Engineer in France

Rudy Gosseaume
Customer Service Engineer

+ 33 1 47 11 3737
commandcenter@dassault-aviation.com

Rudy Gosseaume has joined our Command Center team as a Customer Service Engineer, based in St-Cloud, France. Rudy comes to us from the French Air Force, where he served in various capacities over a span of 17 years, including Engineer for the Mirage F1 fighter, Flight Engineer for the Hercules C130 and Purser for the A310 and A340 for the Head of European Military Forces. Rudy’s primary focus now will be to organize Falcon Airborne Support activities on weekends. With an experienced veteran like Rudy onboard the Falcon team, our customers can rest assured that they’re in good hands.

Available on all in-production Falcon models, VR technology gives Technical Representatives access to aircraft configurations and tools in real time, improving their ability to troubleshoot and resolve customer issues. And thanks to our partnership with FlightSafety International, our Command Center is now equipped with Desktop Training Simulators (DTS) that enable our Tech Reps and engineers to readily navigate cockpit screens, create a flight plan or access other cockpit functions that can quickly help replicate and resolve an operator issue.

Credited with providing decades of top-notch support to Falcon customers, our Command Center ensures that your Falcon keeps flying safely, reliably and efficiently.
A WORLD OF SUPPORT

As a Falcon customer, you can expect prompt, personal assistance and support from our global service network. Dassault has established a Field Service Office, Authorized Service Center, Authorized Training Provider, and Spares Distribution Center network 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.
CONSTRUCTION OF NEW TREMBLAY WAREHOUSE COMPLETED

Falcon Spares is pleased to announce the completion of its brand new Spares warehouse facility in Tremblay-en-France. The Spares team is now diligently planning the logistics for a smooth transition of all tooling and equipment from the Le Bourget location to the new facility. The warehouse, which is expected to be operational by early 2019, will feature the latest technology and logistics monitoring.

The new $50M, 180,000-square-foot facility is located close to the main Paris airport, Roissy Charles de Gaulle, which will further strengthen Falcon Spares’ commitment to delivering the best and most timely service to Falcon owners, operators and Authorized Service Centers around the globe.
ENSURING A SMOOTH ENTRY INTO SERVICE

The Dassault Operational Support team is committed to helping Falcon pilots and flight attendants around the world succeed in their day-to-day aircraft operations. With a presence at our Flight Operations bases in St-Cloud, France and in Teterboro, New Jersey, the Operational Support group is comprised of specialists with a pilot or flight attendant background who can assist with all operational aspects of any Falcon aircraft – from performance to regulatory compliance to flight crew training.

Your first experience with the Ops Support team generally comes prior to the delivery of your new Falcon. One or more members of the team are pleased to meet with you, either in Teterboro, Paris-Le Bourget or at a pilot training facility.

Together, you review everything you need to know about your new aircraft to ensure that your pilots, flight attendants and passengers enjoy an easy, effortless transition. After the airplane has been delivered and been flown for a couple of months, the Ops Support team looks to arrange another meeting to address any questions or provide additional guidance as requested.

While the Ops Support team is a fantastic resource for you upon transitioning to a new airplane, these dedicated individuals are available to you at any and all stages of your Falcon Customer Experience. They are a fixture at our regional M&O seminars each spring and also maintain a regular presence at recurrent training facilities. We encourage you to contact them anytime at falconpilot@dassault-aviation.com.
TRAINING OPPORTUNITIES

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

DECEMBER 2018

MAINTENANCE PRACTICAL TRAINING
Falcon 7X/8X Practical Training (10 days)
Nov 26* Bordeaux-Mérignac, France
Falcon 900EX EASy Practical Training (10 days)
Oct 22* Bordeaux-Mérignac, France
Falcon 2000EX EASy Practical Training (10 days)
Nov 5, Dec 3* Bordeaux-Mérignac, France

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

CAMP
Advanced Maintenance Module (1 day)
Nov 13, Dec 4
Paris, France
Advanced Camo & Quality Control Aspects (1 day)
Nov 14, Dec 5
Paris, France

For more information visit:
www.campsystems.com

*Session date and training site can be modified according to aircraft availability

**The training durations do not include days off

REALCASE**
Falcon 7X, Troubleshooting (RCT) (5 days)
Dec 3 Morristown, NJ USA
Falcon 900 EASy I/II, Update (5 days)
Dec 10 Morristown, NJ USA
Falcon 2000 EASy I/II, Update (5 days)
Nov 12, Dec 3 Dallas-Fort Worth, TX USA; Morristown, NJ USA

PILOT**
Falcon 7X Pilot Initial (22 days)
Nov 4, Nov 5 Dubai, UAE; Burgess Hill, UK
Falcon 900 EASy I/II Pilot Initial (21 days)
Nov 5, Nov 26 Burgess Hill, UK; Dallas-Fort Worth, TX USA
Falcon 2000 EASy I/II Pilot Initial (21 days)
Nov 18, Nov 24, Dec 19 Dubai, UAE; Morristown, NJ USA; Burgess Hill, UK

PILOT
Falcon 8X EASy III Pilot Initial (28 days)
Oct 15 Paris, France
Falcon 7X EASy II Pilot Initial (28 days)
Nov 19, Nov 26 Paris, France; Dallas-Fort Worth, TX USA
Falcon 900EX EASy II Pilot Initial (25 days)
Oct 26, Oct 31 Dallas-Fort Worth, TX USA; Paris, France
Nov 26 Dallas-Fort Worth, TX USA; Teterboro, NJ USA
Falcon 2000EX EASy II Pilot Initial (24 days)
Oct 25, Nov 26, Nov 28 Teterboro, NJ USA; Teterboro, NJ USA; Dallas-Fort Worth, TX USA

MAINTENANCE
Falcon 7X/8X Maintenance Initial (20 days)
Oct 22 Dallas-Fort Worth, TX USA; Paris, France
Falcon 900EX EASy I/II Maintenance Initial (15 days)
Oct 29 Dallas-Fort Worth, TX USA; Wilmington, DE USA
Nov 12, Nov 26 Paris, France; Dallas-Fort Worth, TX USA
Falcon 2000EX EASy I/II Maintenance Initial (15 days)
Oct 29 Dallas-Fort Worth, TX USA; Wilmington, DE USA
Nov 5, Dec 3 Paris, France; Dallas-Fort Worth, TX USA

PW307 LINE & BASE MAINTENANCE (5 days)
Nov 26 Dallas-Fort Worth, TX USA; Paris, France
PW308 LINE & BASE MAINTENANCE (5 days)
Dec 10 Dallas-Fort Worth, TX USA; Wichita, KS USA

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

Please verify availability of classes with each Training Provider.
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

Paris, France
+33 1 47 11 37 37
commandcenter@dassault-aviation.com

24-HOUR AOG SPARES SUPPORT
Teterboro, NJ USA
+1 201 541 4809
+1 800 800 4036
customer.care@falconjet.com

Mérignac, France
+33 5 56 18 44 44
dafsorders@dassault-aviation.com

FALCON PILOT SUPPORT
For information or non-AOG assistance with pilot operations,
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

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

Field Service Contacts

Denis Farret, Director  +33 6 80 05 60 72
Glenn Hart, Director  +1 201 286 2614
Bernard Curtis  +86 1381 036 4930
Doug Hansen  +1 201 264 1427
Gene Hembrock  +1 908 246 3703
Didier Rouyer  +33 6 87 18 39 66
Leo de la Torre  +1 201 699 2281

FRANCE (LE BOURGET)
Alexandre Jeunehomme  +33 6 17 55 29 33

INDIA (MUMBAI)
Marc Douton  +91 98 10 124 277

MIDDLE EAST (CAIRO)
Bernard Delouye  +966 5 6466 4789

GERMANY (HANOVER)
Jean-Christophe Lim  +49 1 777 88 90 40

NETHERLANDS (EINDHOVEN)
Tom Kouters  +31 6 242 2382

PORTUGAL/SPAIN (LISBON)
Daniel Garcia  +351 919 461 401

SWITZERLAND (BASEL)
Bertrand Casier  +33 6 72 83 46 99

UNITED KINGDOM (LONDON)
Christophe Honoré  +44 796 928 5227

GERMANY HEADQUARTERS
Jean-Pierre Agenlot  +33 6 80 63 89 67
Thierry Bouquet  +33 6 79 70 27 26
Jérôme Buset  +33 6 26 09 19 85
Emilien Etienne  +33 6 89 53 45 19
Julien Fabre  +33 6 08 10 31 62
Cédrix Genevaise  +33 6 22 93 66 83
Nicolas Martin  +33 6 26 79 50 50
Christophe Picantin  +33 6 76 01 42 55
Laurent Saisse  +33 6 89 53 76 00
Laurent Silvente  +33 6 77 12 27 24

SOUTH AMERICA
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

MEXICO, CARIBBEAN, CENTRAL AMERICA
Jose Martinez  +1 908 872 6376
Juan Gutierrez  +52 1 777 88 90 40

USA
Arizona  +1 516 459 1277
Arkansas  +1 201 421 5543
John Taylor  +1 908 601 3208
Steve Forwe  +1 501 438 1143
Dan Perry  +1 201 661 1296

California
Ray Hughes  +1 914 261 5319
Miguel Germani  +1 551 206 4807
Tim Noble  +1 201 282 8377
Bob Young  +1 551 265 6004

Colorado
Jeff McLain  +1 201 673 2915
Scott Bohl  +1 908 246 6249

Delaware
Jay Sigmann  +1 201 264 1781
Florida
Randy Boyles  +1 201 956 7939
Georgia
Lloyd Hardwick  +1 908 246 0686
Illinois
David Bollow  +1 201 527 8896
Paul Gutzman  +1 201 264 1612
Tony Hulsebus  +1 908 347 5476
Shawn Karnes  +1 973 224 8744

Michigan
Roger Courcy  +1 908 208 2625
Tim Sobania  +1 908 601 2895

Minnesota
Andrew Townshend  +1 908 461 7872

North Carolina
David Graham  +1 551 206 4832
Diana Dagostini Barsanti  +1 551 486 9145

New Jersey
Gary Tchorzewski  +1 908 601 3384
Ed Fiorentino  +1 201 566 8197
Brian Ray  +1 201 370 9375

New York
Bill Masloski  +1 914 261 5157
Dave Lustgarten  +1 914 261 5478
James Healy  +1 201 452 8011
Gregory Thompson  +1 973 476 7529

Ohio
Jeff Leisey  +1 201 407 5408
Dan Lucas  +1 201 264 1366
George Marsh  +1 973 769 4024

Texas
Mike Hoffman  +1 551 206 4835
Nathan Jones  +1 908 347 5159

Washington State
Pat Reardon  +1 973 769 6327

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