EXPANDING THE MAP

A pair of MRO network acquisitions means even more support for Falcon customers

see page 6

Geoff Chick
SVP, Worldwide Service Center Network

CHECKING IN ON THE WORLD’S OLDEST FALCON 10
see page 8

FALCON GAINS CERTIFICATIONS FOR 100-FT EFVS OPERATIONS
see page 22

DASSAULT TRAINING ACADEMY MILESTONE
see page 25
As I inherit this treasured piece of real estate in Falcon Update, I am humbled and excited by the many opportunities that lie ahead. There is always a great deal of interesting news to share in these pages, and that is especially so in this issue.

We begin with an around-the-world update in our News & Notes section, whisking us from a Falcon reception in Davos to a spontaneous concert by Yo-Yo Ma in Paris to a star-studded affair in Los Angeles as one of our leaders was honored alongside Hollywood legend John Travolta. You will also find the latest updates on the Falcon 6X and a remembrance of a beloved member of the Falcon Family.

Next, I think you will find our feature articles quite interesting and informative. We’ll go deeper into the leadership updates in our worldwide Customer Service organization, plus explore our recent noteworthy acquisitions to expand our service center network. From there, we invite you aboard the oldest in-service Falcon 10 in the world. Still going as strong as ever at “45 years young,” as its chief pilot puts it, this aircraft is kept in pristine condition and remains an essential business tool for its corporate owner.

Elsewhere, we will introduce you to new customers on the Operator Advisory Board and key new team members in our various departments who are ready to assist you. We also say hello to some important new facilities in our network. Dassault Aircraft Services has inaugurated its new south Florida location in Stuart, and we are most pleased that the Paris–Charles de Gaulle Spares warehouse is now fully operational.

Additionally, you will read about our latest Products & Services news. We keep adding to our list of popular video tutorials and have now made them downloadable for your convenience and easy reference. We also share an update on the entry into service of FalconConnect.

Many great things are happening around Dassault and they are all designed to further enhance your Falcon customer experience. And I would like to note that my friend, Jacques Chauvet, has helped put us in the strong position we are in today. I hope you will join me in wishing him all the best in his retirement. Jacques also shared my view of treasuring each customer interaction and, to that end, I look forward to keeping the conversation going to ensure we continue to best serve your needs.

Jean Kayanakis
Worldwide Customer Service and Service Center Network
jean.kayanakis@dassault-aviation.com
The development of Dassault Aviation’s new 5,500 nm/10,186 km Falcon 6X ultra-wide-body twinjet is well underway and as scheduled.

The Falcon 6X engine, a PW812, has successfully undergone a first flight test campaign and is running bird ingestion tests, icing conditions trials and a climatic campaign. A new campaign on the flight test bench is on track for later this year. The Critical Design Review (CDR) phase (freeze of detailed definition) is ongoing. And sub-assemblies (front and rear sections) are on track for final assembly by the end of 2019.

The Falcon 6X, a PW812, has successfully undergone a first flight test campaign and is running bird ingestion tests, icing conditions trials and a climatic campaign. A new campaign on the flight test bench is on track for later this year. The Critical Design Review (CDR) phase (freeze of detailed definition) is ongoing. And sub-assemblies (front and rear sections) are on track for final assembly by the end of 2019.

Drawn from Dassault Aviation’s world-leading business jet and fighter aircraft expertise, the Falcon 6X integrates the most advanced design features on the market. It offers the longest range in its class and unmatched airport performance while providing more interior space than any other aircraft in its category. The Falcon 6X cabin offers the largest cabin cross-section on the overall business jet market, with a major advantage in headroom and width compared to direct competitors. It will accommodate 12-16 passengers in three separate lounge areas and offer multiple layout configurations. This includes a large entryway, a crew rest area, and a spacious aft lounge affording greater privacy – especially on long, overnight flights.

Equipped with a string of innovative design features – including a new ultra-efficient wing and a new-generation Digital Flight Control System (DFCS) that commands all flight control surfaces, including slats and flaps – the Falcon 6X will offer reduced pilot workload, enhanced performance, and safety. The Falcon 6X DFCS will feature a novel device called a flaperon – derived from fighter applications – which will enhance lift and roll control, especially during approaches with a steep descent profile. It will also integrate nose-wheel steering for safer runway handling in strong cross-winds or on wet runways.

FALCON CUSTOMER SUPPORT AT DAVOS WORLD ECONOMIC FORUM

Falcon Customer Service was on hand at the Davos World Economic Forum to welcome Falcon crews and their passengers who flew in from around the globe. Falcon representatives were based at the ExecuJet and Cat Air Services FBOs in Zurich and St. Gallen from January 21-25.

We were pleased to host a very successful and well-attended Falcon Crew Cocktail Dinner, which featured a FalconConnect presentation and a FalconEye demo. The Cocktail Dinner presented Falcon customers and Dassault specialists with the opportunity to share their Falcon Experience. Also in attendance were the OAB chairman and an OAB member, who offered valuable input.
NEWS & NOTES

IN MEMORIAM: CLAUDE FREY

Claude Frey, a well-respected Falcon Family leader, passed away in January at the age of 78. Claude started out as a military test engineer, working on MD-620 missiles, the Jaguar and the Mercure. He switched over to Falcon aircraft in 1965 when he started as a test engineer for the Falcon 50, later becoming head of the Little Rock Guardian flight tests. He was appointed Director of Total Quality Missions in 1988, Director of Falcon Customer Service in 1993 and then Vice President, Customer Service soon after. He retired in 2005.

Claude was a pillar of professionalism with a great sense of humor. And while he was very outspoken, he was always kind and respectful to others. He was an advocate of knowledge-sharing and fortified customer spirit in the company. Claude is credited with developing and successfully implementing a comprehensive action plan that significantly improved Falcon customer support.

YO-YO MA PLAYS FOR PEACE

Yo-Yo Ma, an American cellist and a music ambassador, performed during the Armistice ceremony in Paris, on November 11, 2018. He played the Sarabande from Bach’s Cello Suite No. 5 – a piece he feels is full of hope – to world leaders who gathered at the Arc de Triomph to mark the centennial of the World War One Armistice. After the ceremony, Yo-Yo Ma boarded a Falcon 900LX, parked at the Dassault Falcon Service FBO at Le Bourget Airport in Paris to fly back to the United States. But before his flight, he played a peaceful melody for a lucky few individuals.

READY TO KICK OFF OUR M&O ROADSHOW

It’s time for our annual Falcon Regional M&O Seminar series, which will make its way to eight cities in five countries on four continents, beginning April 9th.

Dassault welcomed more than 1,800 attendees to the 2018 M&O seminar series, including a record number of visitors from the Americas. Falcon customers and operators had the opportunity to hear from Dassault leaders and specialists, explore a wide range of technical and flight ops topics and interact with top aviation industry partners and vendors.

As in previous editions, the 2019 M&O series will provide in-depth information on Dassault’s latest products and services, including new performance software and app solutions. Participants will also hear about recent steps taken to expand Dassault Aviation’s global service center network and new Customer Service worldwide organization.

“These seminars provide crucial feedback that allows us to continuously improve the Falcon customer experience,” said Jean Kayanakis, Senior Vice President, Worldwide Customer Service and Service Center Network. “They provide a unique opportunity for Falcon operators to meet face to face and exchange ideas and information with representatives from our company, our partners and our suppliers.”
**HAIL TO THE CREW CHIEF**

Fans of our blog are likely aware of the recent handoff from Jacques Chauvet to our new crew chief, Jean Kayanakis. What hasn’t changed is the same great content and insights delivered in each post.

Jacques first created the Crew Chief blog as a way of sharing his personal thoughts on significant news and notes from around the company. Our audience has steadily grown and Jean is eager to now take the reins and share his views on a wide variety of subjects with the Falcon Family.

Having started his career at Dassault in 1990, supporting fighter prototypes, Jean has gained broad and deep experience to draw upon in his new role leading worldwide Falcon Customer Service. And that well of knowledge, coupled with his vision for taking the Falcon Customer experience to new heights, will surely produce some must-read blog posts!

**TELL US HOW WE’RE DOING**

Dassault is dedicated to continuous development and refinement of Falcon products and services based on your input – raising the caliber of support for each and every operator. When you speak, we listen, and whether it’s face to face at one of our many global events or through our various communication channels, we promise to respond to your needs!

As this year’s product support surveys are about to be sent to subscribers of *Aviation International News* (AIN) and *Professional Pilot* magazine, we encourage you to take the time to complete these surveys and let us know how we’re doing. If you haven’t already subscribed, please scan the QR codes below to sign up for complimentary subscriptions and the opportunity to receive a survey form.

We were delighted with the survey results from last year – which included six #1 rankings! – and continue to work hard at further elevating your Falcon experience. Your feedback is invaluable, so we urge you to participate and let your voice be heard.

**HONORING A LIVING LEGEND**

On January 19 in Beverly Hills, California, Dassault Falcon Jet President and CEO John Rosanvallon received the “Lifetime Aviation Industry Leader Award” during the 16th Annual Living Legends of Aviation award ceremony. The award honors “Remarkable people of extraordinary accomplishment in aviation.”

The star-studded event was hosted by actor John Travolta, and several aerospace leaders – including Amazon founder Jeff Bezos – were recognized.

John Rosanvallon has been with Dassault since 1975; he was named President of Dassault Falcon Jet in 1996 and CEO in 2003.
To that end, the start of 2019 ushered in several new changes for the Customer Service organization. Jean Kayanakis was appointed Senior Vice President, Worldwide Customer Service and Service Center Network, a newly created position. The role consolidates our vast global support network – as well as Operational and Pilot Support – under one executive leadership position, to deliver a further streamlined and more seamless Falcon customer experience.

Jean, in his most recent position, was General Manager of Dassault Falcon Service (DFS), the largest European-based aircraft service company that offers tailored and comprehensive maintenance services to Falcon operators, as well as charter operations and aircraft management. At DFS, headquartered at Le Bourget Airport in Paris, Jean spearheaded the development of a heavy-maintenance, repair and overhaul (MRO) facility dedicated to supporting the Falcon 7X and 8X business jet fleet at Bordeaux-Mérignac Airport in southwest France. Under Jean's leadership, DFS also set up and operated Falcon Response, Dassault Aviation’s Falcon airborne support solution, for the EMEA region. He also directed a major renovation of DFS’s FBO at Le Bourget, rated in multiple surveys as the No. 1 FBO in the Paris region. DFS’s Le Bourget facility is part of the Air Elite FBO network, serving a wide range of business aircraft.

Jean graduated from the École Nationale Supérieure d’Ingénieurs de Constructions Aéronautiques (ENSICA) engineering school in France. He started his career at the Dassault Design Office more than 25 years ago, working on the Rafale fighter prototype. He has held a variety of positions within Dassault Aviation’s Customer Service, logistics, purchasing, parts and maintenance services departments.

“We’re expecting great things from Jean in this new role. He takes over from Jacques Chauvet, who retired in March. Jacques joined Dassault in 1980 in the prototype workshop, and went on to establish the highest standards in customer care as well as develop a more vibrant network of dedicated professional experts around the globe,” said Eric Trappier, President and CEO of Dassault Aviation. “We thank Jacques for his valuable contribution and wish him the best in his well-deserved retirement.”
ADDITIONAL EXECUTIVE APPOINTMENTS

The company announced several other promotions and appointments to support and align with Jean Kayanakis’s new role.

Geoff Chick assumed a new strategic role as Senior Vice President, Worldwide Service Network, reporting to Jean. Geoff has been the face of Customer Service for Dassault Falcon Jet (DFJ) in the Americas and Asia, and he now brings his extensive experience to our network of more than 50 Company-owned and Authorized Service Centers around the globe. Geoff and his teams will take on challenges that focus solely on strengthening our network – further increasing its efficiency and enhancing Falcon customers’ experience.

Pierre Thielin has been promoted from Vice President, Eastern Hemisphere Customer Service, Dassault Aviation to Vice President, Worldwide Customer Service, based in St Cloud, France.

John Loh, previously Sr. Director, Customer Experience, succeeds Geoff as Vice President, Customer Service for Dassault Falcon Jet, based in Teterboro, New Jersey.

Pierre-Etienne Aubin succeeds Jean Kayanakis as General Manager of Dassault Falcon Service.

EXPANDING OUR MRO NETWORK

In just the first two months since these organizational changes took effect, the Dassault leadership team announced two major acquisitions. In January, the company acquired the worldwide maintenance activities of ExecuJet, a Luxaviation subsidiary, and in February took on the European MRO (Maintenance, Repair & Overhaul) activities of the TAG Aviation Group. Importantly, no organizational or operational changes accompany either acquisition.

Adding ExecuJet’s MRO Services operations will strengthen our global footprint, especially in Asia, Oceania, the Middle East and Africa. Meanwhile, acquiring the maintenance activities of TAG Aviation, a major MRO provider, will allow us to reinforce our European service center network. These moves further elevate our commitment to providing customers with fast, reliable and consistently excellent service that they can count on no matter where in the world they travel.

The integration process for both ExecuJet MRO Services and TAG Maintenance Services will be phased in over the course of the next several months, and we will share updates with you in Falcon Update and our other communication channels.
STILL FLYING HIGH

Keller Companies gets the most out of its 1974 Falcon 10
The oldest in-service Falcon 10 in the world is not in mothballs; it’s in Manchester, New Hampshire. That is, when it’s not hopscotching its way across the country to Oklahoma City or St. Louis or Pullman, Washington ... wherever official Keller Companies business is to be done.

And even at its advanced age – “45 years young,” as Chief Pilot and Director of Aviation Bill White puts it – the pristine and fully updated light jet looks as though it could have just rolled off the assembly line.

Zero defects
Headquartered in this northern New England city, Keller Companies serves the construction, recreation, aquaculture/solar and OEM market. And while its business arms must suit the evolving needs of a global marketplace, some aspects of the outfit are decidedly traditional. Richard Keller, the son of the founder, might represent the company ownership but he doesn’t own a computer – or a cell phone.

He has no use for email. But he does have a timeless motto – “it’s a badge on his desk that says ‘zero defects,’” White says. And it gets at the heart of the company’s “built to last” spirit, whether in products, services or in airplanes.

White has proven plenty durable himself; in August he will celebrate 50 years with the company – and with Mr. Keller.

“I started with Keller Companies as a young puppy in 1969, 21 years old,” White said. “Richard Keller, who was then a VP, hired me and I’ve been with him ever since. That’s probably history making in the corporate aviation world.”
When the Falcon 10 came on the scene in the early 1970s, Keller, an aviation enthusiast, took note. At the time the company operated a Mitsubishi MU2-B turboprop airplane (it operates two MU2s today – including one it acquired new in 1974 – which it uses primarily for short hops).

"In about 1972 or ’73, Richard Keller showed me an article showing a Falcon 10, fastest thing on the planet," White said. "'What do you think of that, Bill?' I said, 'Whoa, pretty nice, Rich.' He says, 'Well, we're not ready now but I think that's what we want to target in years to come.'"

**A perfect 10**

White said they watched the Falcon program from afar and in 1985 purchased serial number 008. "I fell in love with the Falcon 10 when I first flew it," he said of a demo flight at Teterboro Airport. It's absolutely a docile airplane to fly, very fast at cruise with slow approach speeds. We found that compared to a Lear and others we were considering – they were all 15-30 knots faster on landing, all a little slower in cruise than the Falcon 10. So we decided it would be a 10 or nothing.

It was a decision that would pay dividends for decades to come and there was never any second-guessing. Why would there be? White has seen and done it all on that airplane and can recall only one or two issues – just once was the airplane delayed until the following day to make a return trip to Manchester.

"Airframe and systems reliability is bulletproof," White says. "The airframe has never let us down. The systems on the airplane have never let us down over all these years – and I'm talking 34 years, probably an average of 200-300 flights a year."

It's also a testament to White's talented maintenance team, led by Director of Maintenance Matt Malloy. The team enjoys an easy chemistry and the family relationship isn't just metaphorical, as White's son, Mike, is a technician, alongside John Picard. And each member of the staff takes great pride in the upkeep of 108KC.

"As we progressed with the airplane, we baby'd it, kept it in good shape, updated it where it needed to be updated – we've got a wonderful maintenance crew that backs us up," White says. "We do everything right up through the C-Checks – our guys are perfectly competent and capable of doing a C-check. We've also assisted with engine removals."

And it always helps to have the boss's backing.

"He's 100% committed to the Falcon 10 and to his flight department," White says of Mr. Keller. "We're in a very unique position where as a flight department we work directly for the CEO of the company, which is a good thing. He's very in tune to the maintaining of his fleet – very similar to how he maintains his facilities. Everything is right up to snuff."

"I credit Dassault Falcon Jet, both on the technical end of it and on the parts end of it... We've got an old airplane – 45 years old – and it's still basically 100% backed."
Sometimes that may even include a mid-flight pop quiz. On one flight, White recalled Mr. Keller entering the flight deck and tapping the co-pilot on the shoulder, somewhere high above western Pennsylvania. He asked, "If we had to make an emergency landing right now, what airport would we use?" The pilot, startled for a moment, replied that in such a scenario he would defer to White, who was sitting in the left seat. After a laugh, Mr. Keller nodded approvingly.

**Dassault support**

For as well-colored and durable as the aircraft has proven, coupled with a top-flight maintenance team, the final ingredient for Keller is having a supportive partner in Dassault.

"This airplane has been 100% reliable and we could not have maintained that status had we not had the wonderful factory backing that we've had from Dassault," White says. "Bar none, I think it's tops."

For a relatively small flight department (comprised of pilots White, Paul Boening, Paul Poulicakos and Lou Buonnadonna, in addition to the maintenance team) supporting just one jet and two turboprops, the Keller team maintains a sizeable stock of spare parts in its back office. But there's comfort in the knowledge that an urgent part or tool that is not on hand can be quickly obtained.

"I credit Dassault Falcon Jet, both on the technical end of it and on the parts end of it, for keeping a relatively stable supply of parts readily available for a legacy aircraft. And I hear the same from Falcon 20 people – basically no trouble getting equipment or parts," White says. "We've got a legacy airplane – 45 years old – and it's still basically 100% backed. The backup has been phenomenal."

**Blue skies ahead**

After all these years, White doesn't sound like someone who's getting tired of firing up an airplane that's been flying since the Nixon administration.

"A lot of guys have said to me, 'How can you fly an airplane for 35 years?'" White says. "I still feel like the new kid on the block when I hop into it. It's so nice. Honest to God."

So what's next for an airplane with 14,000 flight hours under its belt (10,000 under Keller's ownership)? Well, certainly not retirement. White says he foresees the airplane continuing to serve the business for another 20 years.

"Mr. Keller is probably one of the major Falcon 10 boosters on the planet. He loves the airplane – that's why we still own it," White says. "He's developed into a relationship with me and the pilots and the mechanics and the airplanes that he owns likes it's his family. He wants these airplanes maintained in like-new condition."

"We'll have it forever," he continues. "It's our pride and joy."
2018 CUSTOMER SERVICE ACHIEVEMENTS

EVENT

DAVOS
Dassault hosts a reception for Falcon pilots and crew members who have flown in for the World Economic Forum.

PROGRAM

FALCON 6X UNVEILED
Dassault Aviation Chairman & CEO Eric Trappier introduces the Falcon 6X – the most spacious, advanced and versatile twinjet in the industry, scheduled for delivery in 2022.

SERVICE CENTER NETWORK

NEW DAS LEADER
Remy St. Martin is promoted to SVP/COO of Dassault Aircraft Services, responsible for Company-owned service centers in the Americas.

FALCON RESPONSE

FALCON RESPONSE APP
Dassault launches an updated version of our industry-leading app, which offers instant information and touch-call capability based on a user’s geo-location.

FRONT LINE SUPPORT

WINTER OLYMPICS SUPPORT
Where Falcons (and their operators) flock, support follows – anywhere in the world. That includes the Winter Olympic Games in South Korea.
PRODUCTS & SERVICES
GOGO AVANCE L5 INTEGRATION
Dassault becomes a leading integrator of the popular in-flight connectivity solution.

EVENT
EBACE
Dassault puts its best foot forward at Europe’s largest industry event, highlighting the new Falcon 6X and an array of technology upgrades.

OPERATOR ADVISORY BOARD
ANNUAL OAB MEETING
The Board meets for two days in New Jersey, discussing with Dassault leaders all aspects of the Customer Experience.

PRODUCTS & SERVICES
FALCON CONNECT
Dassault launches FalconConnect, a comprehensive package of in-flight communications solutions for crews and passengers alike.

SERVICE CENTER NETWORK
NEW DESIGN CENTER AT DAS-WILMINGTON
DAS opens an elegant new space to serve as a focal point for interior and exterior refurbishment design.

EVENT
FALCON M&O SEMINARS
The 2018 Maintenance and Operations seminar season draws a record number of Falcon customers – nearly 800 – across eight shows on four continents.
FRONT LINE SUPPORT

FIFA WORLD CUP IN RUSSIA
Our Front Line team is on the move again, this time supporting Falcon aircraft and crews in Russia for the World Cup.

SERVICE CENTER NETWORK

DFS FBO REFURBISHMENT
The #1 FBO at Paris-Le Bourget Airport receives a magnificent makeover, enhancing comfort and quality of services for crew and passengers.

PRODUCTS & SERVICES

NEW STC DIRECTOR, OLIVIER LANGEARD
Dassault Falcon Jet appoints Olivier Langeard to oversee aftermarket programs and business development.

NEW DAS-WILMINGTON GM
Mitch Dishman assumes leadership of the DAS-Wilmington service center.
**FALCON RESPONSE**

**2018 FACTS & FIGURES**
Highlights from Falcon Response®, our comprehensive portfolio of AOG support services:
- 2 aircraft
- 1395 flight hours
- 191 missions
- 114 AOG events handled
- 58 customer missions saved

**FALCON TRAINING**

**DASSAULT TRAINING ACADEMY MILESTONE**
The Academy, offering Falcon Immersive Practical Training with customized 3D virtual reality technology, marks its 1,000th graduate.

**EVENT**

**NBAA-BACE**
We are a hub of activity, both at our newly designed booth and at our static display, which included a full-scale cabin mock-up of the Falcon 6X.

**NEWS**

**WE’RE #1!**
*AIN* and *Pro Pilot* product support surveys yield glowing results for Dassault. In *AIN*, we notch six first-place rankings.

**PRODUCTS & SERVICES**

**FALCONEYE CERTIFIED FOR 100FT**
New enhanced flight vision system is certified by EASA and the FAA for poor visibility approaches down to 100 feet.
DEPARTMENTS

Operator Advisory Board

In the last issue of Falcon Update, we introduced you to our new Operator Advisory Board leadership – Chairman Marcus Brunninger and Vice Chairman BC Campbell. We are now pleased to welcome two additional members to the Board. Each brings a wealth of valuable experience and they will be key participants at the Board’s annual meeting in June in Bordeaux-Mérignac.

MEET THE NEWEST OAB MEMBERS

In Memoriam: Steve Perlini

The Falcon Family was saddened to learn of the passing of a cherished member of the Operator Advisory Board, Steve Perlini. Steve, Director of Maintenance at Allstate Insurance, passed away in December.

In addition to being an instrumental member of our Operator Advisory Board, Steve was a true ambassador for Falcon aircraft. Beginning with a Falcon 50, Steve shepherded three sets of two new Falcon 2000 aircraft at each replacement cycle over the past 22 years. Steve was well known and respected in the industry, and never hesitated to share his experience with others. His love of aviation, as well as Falcons, was obvious to all who knew him, and his passion and energy will be sorely missed. Our thoughts are with Steve’s family and friends.

Tom Noonan is the Senior Director of Aviation for Stryker Corporation, based in Kalamazoo, Michigan. He has been in his current position at Stryker for six years; prior to that, he spent 12 years with Eastman Kodak, where his last role was Chief Pilot. Tom currently operates two Falcon 2000LXS aircraft; he is type rated on other business jets, as well.

Rene Cervantes is the Vice President of Maintenance for SOLAIRUS Aviation, based in Petaluma, California. SOLAIRUS is a part 135 charter company that currently operates or manages 11 Falcons, including a 7X and several 900 and 2000 series aircraft. Rene has been with SOLAIRUS since the company was created in 2009 and he has been a technician on various aircraft types.
FALCON SPARES BEGINS OPERATION AT NEW SPARES FACILITY AT PARIS-CHARLES DE GAULLE

Falcon Spares is pleased to begin operation at its new flagship Spares warehouse facility at Paris-Charles de Gaulle Airport, ensuring speedy delivery of parts and tools for Falcon customers.

Replacing its smaller predecessor at Le Bourget Airport, the new $50M, 180,000-square-foot facility boasts state-of-the-art equipment, such as vertical lift machines and carrier robots. Combined with a new management system, which improves logistics monitoring and internal efficiency, the Paris facility will offer maximum speed and reliability.

“The new Distribution Center 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,” said Jean Kayanakis, Senior Vice President, Worldwide Customer Service and Service Center network.

Falcon Spares, which has achieved an industry-leading service level (98.5%), continues to invest and innovate in constant pursuit of perfection. It is currently working on many Spares initiatives to further improve the Falcon Customer Experience. Falcon Spares has a network of 16 distribution centers around the globe, housing more than $870 million in parts. Dassault was rated the #1 OEM in parts availability in the most recent AIN Product Support Survey.

TAKE ADVANTAGE OF SPARES SPECIAL PROGRAMS

Falcon Spares Special Programs (SSP) offer our customers options when they need to purchase spare parts, whatever the Falcon model. Our comprehensive SSP portfolio is designed to help reduce maintenance costs and offers an industry-leading two-year warranty, High-Volume Discount, free shipping on core returns and more.

Here’s a quick overview of programs available to all Falcon operators:

- 2-Year Warranty – on all parts purchased (terms and conditions apply)
- Annual High-Volume Discount
- Guarantees on parts found to be Defective on Arrival or No Fault Found
- Free Shipping on Cores Returned within 10 days
- No Supplemental Bill Guarantee on Genuine Dassault Falcon Replacement Parts
- Service Life Guarantee, in which all parts purchased with a TBO requirement will reach their next TBO or we’ll credit you for the unachieved time
- Tool Rentals are Free on Weekends – and now holidays, too!

For program details, visit the Customer Portal (Smart Programs > Spares > Spares Special Programs).

ORDERED PARTS ARE DELIVERED FROM:

DASSAULT AVIATION C/O DAHER
3, avenue du Valquiou, Zac Aérolians
93290 Tremblay-en-France - FRANCE
ED THIBEDEAU RECEIVES THE FAA ‘CHARLES TAYLOR AWARD’

In November, Ed Thibedeau, Falcon Support Engineer for Aircraft Systems, received the Charles Taylor Master Mechanic Award – the most prestigious award issued by the FAA to senior mechanics certified under Federal Regulations part 65. This award is named in honor of Mr. Charles Taylor, the first aircraft mechanic for the Wright Brothers, and recognizes individuals who demonstrate professionalism, skill, and aviation expertise for at least 50 years in the aircraft maintenance profession as “Master Mechanics.”

Ed joined Dassault Falcon Jet in 1978; he holds an FAA Airframe and Powerplant certification. Ed was a Member of the FAA FOEB (Flight Operations Evaluation Board) for Falcon 2000 certification. His portfolio includes Aerospace Research and Development (prior to joining Dassault), Field Service Rep for all military programs (as part of DFF’s customer support), Marketing Customer Quality Manager, Falcon 2000 Program Manager and, currently, Aircraft Systems Configuration. Congratulations, Ed!
MORE SUPPORT FOR FALCON CUSTOMERS

We are pleased to welcome new members to our Command Center team.

Mathieu Le Huec has joined the St-Cloud team as a Customer Service Engineer. Mathieu graduated from ENAC (Ecole Nationale de l’Aviation Civile) with an Aeronautics Master’s Degree and then specialized in Aircraft Maintenance and Continuing Airworthiness activities. His experience includes managing various projects, including MRO maintenance tasks on Rafale fighter engines.

Ronan Agnelot joins the St-Cloud team as a Customer Service Engineer (CSE). Ronan comes to us from the Structural Repair department, where he spent two years focusing on key factors for structural parts corrosion on business jets. His collaboration with the Design Engineering team helped him develop best practices and corrosion prevention for both in-production aircraft and the in-service fleet. And as a part of the FalconCare team, Ronan was in charge of feedback for implementation of fuel system Service Bulletins during Falcon 7X 1C inspections.

Mathieu comes to Dassault from Air Corsica (a French airline), where he was in charge of CAMO activities and technical assistance of their airliner fleet for nearly five years. Mathieu’s CAMO experience and aircraft systems technical analysis skills will be an asset to the Command Center team.

Viktor Levchuk has joined the Teterboro team as a Technical Representative. Victor comes to us from our DAS-Wilmington service center, where he spent more than seven years, first as a technician and then as a Crew Lead.

Ronan graduated from Institut de Maintenance Aéronautique (IMA) in Bordeaux, specializing in composite and aeronautical structures. Ronan’s fresh outlook and structures expertise will be a valuable addition to the Command Center team.

Case Roberts joins the Teterboro team as a Technical Representative, transitioning from our GoTeam in Wilmington, Delaware. As a technician, Case spent more than two years responding to AOG events, which also included Falcon Airborne Support missions in North America.

Yann Boyer has come aboard as a Technical Representative in Teterboro. He previously worked at our Europe service center, Dassault Falcon Service (DFS-Moscow), serving in multiple roles including Line Station Engineer and Line Station Manager. Yann brings 15+ years of overall aviation experience – 10 of which are with DFS – to our Command Center.

Daniel St. John has joined the Boise team as a Technical Representative. Prior to his transition over to Boise, Dan was based in Hong Kong as a Field Technical Rep for Falcon customers in Australia, New Zealand, South Korea and Japan. Dan holds an FAA A&P Certificate and has 35+ years of maintenance experience in the aviation field.

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PIERRE-ETIENNE AUBIN NAMED GENERAL MANAGER, DASSAULT FALCON SERVICE

In January, Pierre-Etienne Aubin has been appointed General Manager of Dassault Falcon Service (DFS), the company-owned Falcon service centers based in Paris-Le Bourget and Bordeaux-Mérignac, France. He succeeds Jean Kayanakis, who was promoted to Senior Vice President, Worldwide Falcon Customer Service & Service Center Network for Dassault Aviation.

In his previous role, as Vice President, Maintenance Operations at DFS, Pierre-Etienne concentrated on improving the quality of maintenance by raising on-time and on-cost delivery performance. He was also involved in the management of Falcon 7X maintenance growth – an effort that culminated in the construction of a new DFS Maintenance, Overhaul and Repair (MRO) facility in Bordeaux-Mérignac – and development of paperless maintenance documentation processes.

DFS offers comprehensive and customized maintenance plans for Falcon operators, along with a full range of charter and aircraft management services. It also operates satellite service stations in Nice, France; Moscow, Russia; Rome, Italy; and Lomé, Togo, and dispatches 24/7 mobile rapid response GoTeams throughout the region.

Pierre-Etienne holds degrees from Ecole Polytechnique, the Ecole Nationale Supérieure de l'Aéronautique et de l'Espace and the Massachusetts Institute of Technology. He’s a certified private aviation pilot and parachutist and the recipient of the For Merit and Médaille de l’Aéronautique awards.

NEW FALCON 8X IN DFS CHARTER FLEET

Dassault Falcon Service (DFS) is proud to add a Falcon 8X to its charter offerings at Paris-Le Bourget. DFS has operated a Falcon 7X for several years and now with the Falcon 8X customers can take advantage of its 15-seat configuration and 6,450 nm range, along with state-of-the-art technology.

Since its entry into service last April, this Falcon 8X has accumulated over 350 flight hours, shared between charter and operations for the owner. In addition to the longest range and largest cabin in the Falcon line, the 8X features the most extensive selection of cabin configurations of any large cabin business jet. It is also equipped with a third position for crew rest to accommodate a third pilot for long-haul flights. The 8X charter aircraft has already completed several missions to Los Angeles and a trip from Paris to Hong Kong and Mumbai. You can contact DFS charter services at: executive@dassault-falcon.com
DAS-WILMINGTON’S NEW GM BRINGS ORGANIZATIONAL CHANGES

Mitch Dishman was appointed General Manager of the DAS-Wilmington facility last August. In this role, Mitch oversees the day-to-day operations of the Wilmington service center, including all MRO activities, and supervises the structural repair center.

Mitch has been with Dassault (DAS and DFJ) for 11 years, and most recently served as Director of the Structural Repair Center. Mitch is a third-generation aviation professional with a degree in Mechanical Engineering from the Georgia Institute of Technology. He has worked in the aerospace and defense industry for more than 15 years and served in various positions with defense contractors prior to joining DAS.

Upon taking the reins as GM, Mitch announced some key organizational changes at the Wilmington facility to ensure a seamless experience while maintaining steady oversight, support and communication throughout each customer visit. DAS-Wilmington has introduced a new team of Operations Supervisors, who will each report to an existing Customer Project Manager (CPM) or an Operations Manager. The supervisors will be based at specific hangar locations, guaranteeing a strong presence on the hangar floor. DAS has also reorganized its team of technicians; each CPM and Operations Supervisor has been assigned a dedicated crew of maintenance, avionics, interior and sheet metal technicians who will work on the same aircraft throughout the project. Further, each planner is assigned to a CPM, so that the customer communicates with just one team – from their initial contact with the service center to the completion of the project.

With the new organization in effect since the beginning of the year, DAS is working diligently to deliver a more seamless experience for Falcon customers.
DEPARTMENTS  Flight Ops

FALCON 900LX AND FALCON 2000 SERIES GAIN CERTIFICATIONS FOR 100-FT EFVS OPERATIONS

Dassault recently gained EASA and FAA certifications for an Enhanced Flight Vision System (EFVS) capability for Falcon 900LX, Falcon 2000LXS and Falcon 2000S aircraft – greatly improving access to airports in bad weather as it provides operational credit for poor visibility approaches down to 100 ft.

The new EFVS capability, provided through Dassault Aviation’s revolutionary FalconEye Combined Vision System (CVS) and its unique combination of six fused sensors, was previously certified on the Falcon 8X ultra-long range trijet following the completion of joint EASA/FAA trials last year.

The recent operational improvement to FalconEye and certification is part of a series of enhancements and new options designed to extend Falcon mission capability. Others include Dassault’s FalconSphere II integrated Electronic Flight Bag (EFB) suite and FalconConnect, a comprehensive package of broadband communications solutions designed to facilitate the use, management and control of inflight connectivity.
STRENGTHENING FLIGHT OPERATIONAL SUPPORT

Dassault has a dedicated team of specialists with pilot backgrounds to assist our customers with their flight operation needs.

Philippe Conchon has joined the Operation Managers’ team – a part of the Operational Support Department – for Falcon 2000 and Falcon 900 EASy aircraft. Based in St-Cloud, France, Philippe will be handling pilot requests regarding aircraft operation and providing flight documentation updates. Philippe joined the Dassault Rafale Maintenance Department in 2007 and later moved to the Operational Support Department to supervise Falcon performance-related topics, in addition to working on Windows and Apple software development. Philippe is also a Flight Instructor (with 1,000 flight hours) for light airplanes and specializes in Upset Recovery training and acrobatic flights.

Thomas Desbree is the new Certification Operations Manager, based in St-Cloud. In this position, he will support Falcon operators with regulations and approvals, with a keen focus on Electronic Flight Bag and electronic solutions customer briefings. Thomas kicked off his aviation career with a French airline, Transavia, as a Flight Operations Engineer in 2014; he worked on Electronic Flight Bag, Weight & Balance and Operating Manuals. Thomas holds an Engineering degree, a Masters on Air Transport Management, and has a private pilot license.

Camille Caravaca comes to the Training and Simulation (TNS) team – a part of the Falcon Operational Support department – as a Cabin Crew Training Manager. Based in St-Cloud, Camille will be in charge of Falcon cabin support, ensuring that Cabin Familiarization training meets customer expectations, and addresses specific customer queries. She will also be responsible for:
- Gathering Falcon fleet information (to ensure course material remains relevant) and providing daily assistance to customers, cabin crew and instructors
- Providing ad-hoc briefings, internal and external, on cabin system usage
- Maintaining cabin operational documentation and Cabin Guides (specific to each serial number aircraft) on the Customer Portal
- Collecting cabin system feedback for future design and training content improvements

Christian Kounkou Massamba has been appointed Operational Program Manager for Falcon 2000, 2000EX, 2000 EASy and 900 EASy aircraft. Christian joined Dassault Aviation’s Falcon Operational Support department 11 years ago; he was responsible for operational regulation, assessing the impact of upcoming regulations and mandates on the Falcon fleet, as well as ensuring that customers are advised appropriately. Christian served as a project manager for the last five years, and was responsible for developing pilot and maintenance training course material. He worked closely with Dassault partners CAE and FlightSafety International on development of new training programs, with a keen focus on worldwide simulator upgrades.

Lucas Burel joined the Dassault Operational Support Department as Falcon 7X/8X Operations Manager, based in St-Cloud, to support Falcon 7X/8X pilots and operators with their daily operations. Lucas began his career with the French Air Force and then became a certified Weapons System Officer in the military. He then went on to work with several companies in the civil aviation industry, first as an operational avionics designer and then as a flight operations consultant in Asia. Lucas joined Dassault Aviation five years ago to work with military aircraft cockpits, later becoming a part of the Falcon team.

Valentin Bourlon has transitioned over to the Dassault Operational Support department as an EFB & Performance Operations Manager, based in St-Cloud. In his new position, he will support Falcon operators with all flight operations and EFB-related matters. Valentin joined Dassault Aviation in 2015 as a sub-contractor, working on the Rafale fighter and Falcon aircraft performance for two years. His experience also includes flight operations and engineering for Corsair and Aigle Azur airlines; he was in charge of the electronic flight folder project, in addition to other responsibilities. Valentin holds an engineering degree from the Ecole Nationale de l’Aviation Civile, as well as a private pilot license.

Philippe Conchon

Camille Caravaca

Christian Kounkou Massamba

Lucas Burel

Valentin Bourlon

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Falcon Smart

LASEREF IV IS FAA, EASA AND TCCA CERTIFIED FOR F900 A/B/C/EX AND F2000/EX

Dassault is pleased to announce FAA, EASA and Canadian TCCA certifications of the Laseref IV Inertial Reference Units (IRUs) – part numbers HG2001GD03/15/40 – for Falcon 2000, 2000EX, 900 and 900C/EX aircraft, under AML STC number ST03595NY. The Brazilian ANAC and Mexican DGAC applications are currently in progress. The IRU calculates navigation data such as flight attitude, heading, acceleration and other parameters, and delivers them to the Flight Management and Display Systems. The Laseref IV units are lighter and include new features such as an updated magnetic table, auto-calibration of the sensors (for optimal performance over time) and more.

The Laseref IV units are a simple replacement solution for Laseref II and Laseref III, which are obsolete. For STC installation, please contact your Falcon Service Center for a quote. If you have any questions, please get in touch with our STC team at STC@falconjet.com.

ENTRY INTO SERVICE

FalconConnect service is now available for both in-service and new-production aircraft; the service was initially activated on demo aircraft (Falcon 2000LXS and 8X) to fully assess the customer experience.

In partnership with Honeywell/GoDirect, Dassault Aviation’s FalconConnect service offers the best value in communications choices for the cockpit, passenger cabin and ground services. With its internet access, passengers can use popular apps, such as social media or videoconferencing, as well as text and stream. Value-added services are included with FalconConnect, providing the best connectivity experience for your VIPs, crew and maintenance team.

FalconConnect offers one-stop shopping for seamless connectivity services and peace of mind. You get 24/7 Customer Support – a single point of contact for hardware, network, billing and troubleshooting.

FOR MORE INFORMATION, PLEASE REFER TO FSA-23-00-007 OR CONTACT:

Phone: +1-602-365-6425 (Worldwide)
Phone: +1-833-227-3993 (Toll free)
falconconnect@honeywell.com

NEW: NOW YOU CAN DOWNLOAD FALCON VIDEO TUTORIALS!

Our how-to tutorials have been a huge hit, garnering more than 2,500 views in 2018. As we ramp up production of these easy-to-follow instructional videos, we are pleased to introduce a new feature to Falcon customers. Now, by right-clicking any video, you can download it directly to your device for easy access whenever you need it.

Available on the Customer Portal, under Flight Ops, Cabin and Maintenance categories, our tutorials are geared at informing and illustrating an array of Falcon operations and maintenance procedures.
DASSAULT TRAINING ACADEMY MILESTONE

The Dassault Training Academy® (DTA), established in 2007, graduated its 1,000th attendee at the end of last year. With two locations in France – Mérignac and Le Bourget – DTA offers Falcon operators a comprehensive portfolio of training options, from entry-into-service through the entire life cycle of the aircraft. The training complements Dassault’s approved training providers’ offerings – training on the actual aircraft – for pilots and maintenance staff.

DTA offers:
- 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 pilot license)
- EASA-approved Falcon type rating instructor or examiner ratings
- Structural repair training on structural damages and repair solutions (Mapping, Corrosion and Composite Repair)

DASSAULT SELECTS GLOBAL JET SERVICES AS A CLASSIC FALCON TRAINING PARTNER

Dassault Aviation is pleased to announce the addition of Global Jet Services as an authorized technical training provider for out-of-production Falcon aircraft, including the Falcon 10, 20, 20-5, 50, 50EX, 2000, 2000EX, 900 and 900EX models.

The agreement will bring more options for technicians seeking to improve their knowledge and skills for maintaining ‘Classic’ Falcon aircraft. Global Jet Services specializes in on-location aviation maintenance and professional development training. All Dassault-authorized training will be certified by the U.S. Federal Aviation Administration (FAA), the European Aviation Safety Agency (EASA) and other national authorities as required.

The Training Service Level Agreement covers practical and theoretical, mechanical and avionics training for Dassault customers, employees and affiliates. Global Jet Services is headquartered in Avon, Connecticut, and has been in operation since 1992. Their Falcon-focused team of instructors hold over a century of combined experience on the Classic models.
**TRAINING OPPORTUNITIES**

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

### APRIL 2019

- **MAINTENANCE PRACTICAL TRAINING**
  - Falcon 8X Practical Training (10 days)
    - Jul 1 *
  - Falcon 900EX EASy Practical Training (10 days)
    - May 13, Jun 11 *
  - Falcon 2000EX EASy Practical Training (10 days)
    - Apr 15 *

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

### MAY 2019

- **MAINTENANCE PRACTICAL TRAINING**
  - Falcon 900 EASy I/II, Troubleshooting (RCT) (5 days)
    - Jun 24
  - Falcon 2000 EASy III Pilot Initial (28 days)
    - May 27

For more information contact: bill.dougherty@cae.com

### JUNE 2019

- **MAINTENANCE**
  - Falcon 900EX EASy I/II Maintenance Initial (15 days)
    - May 6
  - Falcon 2000EX EASy I/II Maintenance Initial Update (15 days)
    - May 6

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

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Please verify availability of classes with each Training Provider.
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)
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+33 1 47 11 37 37
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24-HOUR AOG SPARES SUPPORT
Teterboro, NJ USA
+1 201 541 4809
+1 800 800 4036
customer.care@falconjet.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.

CONTACTS listed by regional base location. Actual territory coverage spans a broader region in addition to base location

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YOU CHOSE FALCON FOR A REASON. OUR NETWORK EXPANSION ADDED EVEN MORE.

Today, Dassault is going farther and working harder to provide a Falcon customer experience that is second to none. We are strategically investing in network capacity and quality so that operators will never be far from OEM-level support, whether they're in Asia-Pacific, Europe or the U.S. Falcon Customer Service. Another reason to fly Falcon.