OPTIONS, UPGRADES, ENHANCEMENTS
SOLUTIONS FOR KEEPING YOUR FALCON AT ITS OPERATIONAL BEST

GOING THE DISTANCE: THE FALCON 8X
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When you buy into the Falcon Family, your investment comes backed by Dassault’s no-compromise, customer-focused global support team, ready to do Whatever it Takes® to help you succeed in your flight operations and ensure maximum dispatchability of your aircraft. We’re keen on maintaining our pledge to provide you with an outstanding customer experience, from start to finish. Operating a Falcon is often a long-term commitment, which is why we’re continuously developing solutions for the entire in-service fleet to keep your aircraft flying safely, reliably, and as economically as possible. Learn more about the solutions we’ve brought to market in recent years, along with the ones we’re relentlessly pursuing certifications on to help you get your aircraft compliant in time for an authority mandate (see p. 5).

Falcon Customer Service is doing more than just developing solutions—we’re also taking action to significantly improve the cost and reliability of our parts (see p. 12).

At EBACE this past May, we were thrilled to unveil our new flagship, the Falcon 8X. This ultra-long range aircraft will really help our customers go the distance, with the ability to fly 6,450 nm at Mach .80. Learn more about the newest Falcon family member that will let you fly nonstop from New York to Beijing, Sao Paulo to Moscow, or Paris to Singapore (see p. 9).
THAT’S A WRAP!

AS WE CONCLUDE ANOTHER SUCCESSFUL YEAR OF REGIONAL M&O SEMINARS, WE WANT TO THANK ALL OF THE MORE THAN 650 FALCON OPERATORS, AS WELL AS OUR PARTNERS AND VENDORS WE MET ACROSS NINE CITIES WORLDWIDE—WE TRULY VALUE YOUR TIME AND PARTICIPATION!

Looking for our M&O presentations? All presented material, broken down by location and topics, can be found under the “Reference Center” section of the private Customer Portal. (Not a current Customer Portal user? Join today by logging on to www.dassaultfalcon.com and clicking the “How to Gain Access” link under the “Customer Service” tab.)

Your M&O feedback is a key element in helping us plan our customer events to meet your needs. Send your comments or suggestions to us any time by emailing us at customer.service.communications@falconjet.com.

CORNERING THE COMPLIANCE COUNTDOWN

In order to keep Falcon operators informed of the numerous airworthiness authority mandates, a “Master List of Regulations” has been posted on the Falcon Customer portal. The document provides a detailed list of every present and future mandate affecting the Falcon fleet, operational benefits, and significant advisories, categorized by implementation dates.

A link to the “Master List of Regulations” can be found in FSA-00-00-052. Or, use your smart phone device to scan the QR code on p. 8.

NEW FALCON CUSTOMER PORTAL GETTING “BETA” EVERY DAY!

We’re thrilled to announce we’re now in the beta phase of new Falcon Customer Portal development—which, for those of you not up to speed on computer terminology, refers to the testing phase prior to a website’s official release.

Featuring an enhanced user experience via simplified navigation and an intuitive platform to easily access pertinent news and information, we’re quite sure the final product (launching this September) will meet and exceed your expectations.

From a customizable homepage to single-click access to your most frequently visited pages, there’s a lot to like and learn about the new portal. For more information, check out our in-depth article in the 1st quarter 2014 issue of the Falcon Update (Volume 86), and check out our video tutorials for logging in and setting your portal “favorites” at www.dassaultfalcon.com/falconportaltutorials. Not a current Customer Portal user? Join today by logging on to www.dassaultfalcon.com and clicking the “How to Gain Access” link under the “Customer Service” tab.
MILESTONE MARKER: 250TH FALCON 7X MAKES ITS FIRST FLIGHT

In April, the 250th Falcon 7X made its debut at Dassault Aviation’s Charles Lindbergh Hall in Merignac, France. The aircraft recently made its first flight and will be delivered to its customer by end of this year. Since it was introduced in 2007, the Falcon 7X has rapidly “spread its wings,” becoming the fastest-selling Falcon jet ever produced. The fleet has accumulated more than 250,000 flight hours since its entry into service.

SURVEY SAYS: FALCON SPARES IS DELIVERING A 98 PERCENT SERVICE SATISFACTION LEVEL

We asked…you told us! Falcon Spares is committed to providing the highest level of customer support and continuously improving the customer experience. In addition to placing more than $750 million in inventory at our Distribution Centers worldwide, over the last five years we’ve delivered a 98 percent service satisfaction level to Falcon operators.

In fact, a recent survey revealed Falcon operators and Service Center facilities are highly satisfied with parts availability, AOG response, packaging and shipping of parts, the ease of doing business with us, our ongoing communication with operators, and our industry-leading two-year warranty on parts. But, we know there is still progress you’d like to see from Falcon Spares—and we’ll continue to introduce initiatives in the months ahead aimed at improving the cost of parts, backorder follow-up, and reducing the rate of NFF and DOAs (for more, see p. 12).

300
—Newly extended number of flight hours between basic Falcon 7X inspections

As part of its mission to improve operational availability for the Falcon 7X, Dassault has launched a new program which extends the aircraft’s maintenance intervals. The program is a direct result of the “In-Service Fleet Feedback” Dassault has received on the 7X. In March, Dassault implemented a major improvement for the fleet by extending the basic inspection interval from two months to 300 flight hours. The move has already significantly reduced aircraft downtime and improved dispatchability. To follow suit, Falcon will also now extend ‘A’ Check intervals to 12 months by 2015.
OPTIONS, UPGRADES, ENHANCEMENTS

We're supporting our operators with various aircraft solutions designed to keep your Falcon at its operational best.

It’s no secret operating and maintaining a business jet requires significant and continuous investments. There are times when an investment to upgrade is optional, and other times when the need is based on complying with an authority mandate.
No matter the motive, every solution Dassault Falcon develops for its global fleet is aimed at keeping you flying safely, efficiently, reliably, and as economically as possible.

Whether retrofitting your aircraft with EASy II, making it ADS-B Out compliant, or upgrading it to take advantage of the latest technologies onboard, our commitment to strengthening your Falcon’s performance and increasing its value spans our entire range of aircraft, from the classic Falcon 50 to the in-production 7X. We’ve recently introduced exciting new cabin upgrades for our in-production fleet to further enhance your overall flying experience, bringing modern advancements onboard your aircraft.

Various airworthiness authorities began announcing their airspace deadlines, beginning in 2013. And, for the more than 64 percent of Falcons operating today with legacy configurations, Dassault is dedicated to doing Whatever it Takes™ to bring state-of-the-art options and solutions to market to optimize the performance of your Falcon, while increasing its value.

THE FUTURE BEGINS NOW: GETTING AHEAD OF THE MANDATES

From GPS receivers to CPDLC FANS 1/A to TCAS, the motivation behind every airworthiness authority mandate is clear: in order to fly safer, we need to ensure all in-service aircraft are harmonized and “up to speed” on avionics technologies and advancements. Not as clear is the path to certifying solutions to get your aircraft compliant. The road to introducing Dassault-approved solutions for mandates such as ADS-B Out was never destined to be a straight one—something Dassault anticipated from the very beginning. While some deadlines may seem a far distance into the future (i.e. the FAA’s required date for retrofitting an aircraft with ADS-B Out was recently pushed to 2020), Falcon operators—and Dassault—know there is an urgent need to plan ahead. To address the demand, Dassault has brought to market a number of solutions specifically aimed at helping you comply with these mandates.

**ADS-B OUT.** As the cornerstone of the FAA’s NextGen initiative, ADS-B Out (Automatic Dependent Surveillance Broadcast) is a satellite-based system which allows for optimized flight paths and reduced separation in areas of limited or no radar coverage. Dassault first started developing a solution for its applicable models in 2010. To date, Falcon has brought solutions to market for the Falcon 50EX (FAA, EASA, and Transport Canada certified), 2000, and 2000EX (FAA, EASA, and Brazil certified), along with options to address various aircraft configurations.

“Over the last four years, we’ve encountered roadblocks and challenges which have prevented us from releasing specific solutions to some models sooner,” explains Glenn Hart, Manager of After-Market Programs. “But, our tireless and unyielding efforts to
bring this solution to market in its entirety are ongoing, and today we are able to offer some models complete solutions and provisional alternatives for others.” Today, ADS-B Out is already a requirement when flying above FL 290 over Singapore, Australia, and some routes over Hong Kong. ADS-B Out preferential routing is also already in effect over southern Greenland and some areas over Canada. EASA deadline is set for 2017 and 2020 for the FAA. For full details on ADS-B Out and the current availability of a solution for your specific aircraft configuration, see FSA-34-50-006-R01-B.

**TCAS CHANGE 7.1.** In 2012, Dassault introduced an STC solution for Falcon 900EX EASy, 900DX, 2000EX EASY, and 2000DX aircraft equipped with TCAS 2000 addressing the mandate for Change 7.1. Required for any aircraft equipped with TCAS II flying to, from, and within EASA airspace by December 2015, this upgrade is intended to significantly reduce the possibility of a mid-air collision. At press time, Dassault is also working on a solution for the Falcon 900B. See our chart on p. 8 for solutions we currently have available or the program brochure at www.dassaultfalcon.com/STC for current authority certifications we’ve achieved to date.

**GPS RECEIVER.** Dassault’s WAAS/ SBAS-capable GPS solution is not to address a specific mandate, but satisfies the prerequisite for installation of other mandates and highly recommended functionalities, including ADS-B Out, FANS 1/A, and LPV (also referred to as FMS 6.1). Our solution allows for approaches at smaller airports, eliminates low-temperature approach checking requirements, all while providing more "direct" operations which can provide operators with significant fuel savings. Available for Falcon 900A, 900B, 900C, and 900EX models, our FAA-approved GPS solution can be installed alone or in conjunction with future ADS-B Out, FANS 1/A or LPV certifications (Brazil approval is also now available for the Falcon900C and 900EX). Additional approvals from EASA and Transport Canada authorities are expected in the near future.

**FALCON ELITE II.** In late 2013, Dassault introduced its newest avionics package for Falcon 900C and 900EX operators designed to enhance capabilities and comply with air traffic mandates, including ADS-B Out and FANS 1/A. (At press time, solutions for Falcon 900B operators are currently in development.) The program aims to reduce flight crew workload and enable the use of new beneficial approach procedures such as WAAS-LPV and RNP. Developed by Dassault engineering in conjunction with Honeywell, Falcon Elite II is like EASy II: retrofit consists of a baseline STC for installing WAAS/ SBAS-capable GPS units, along with a series of current and upcoming optional STCs. The program allows for installation to be completed as a package or individually in order to cater to each Falcon operator’s operational needs and maintenance as well as LCD DU-875 displays. Since Falcon Elite II was introduced late last year, 19 operators have chosen to upgrade their aircraft to date with more than half choosing the LCD DU-875 display.

**INNOVATION AND PURSUIT OF PERFECTION IS IN OUR DNA...AND NOW AVAILABLE FOR YOUR FALCON!**

Like a homeowner who chooses to knock down walls between rooms or renovate their outdated space, it’s natural for a Falcon operator to have their aircraft improvement needs and wants. From upgrades aimed at reducing maintenance costs, to improving the reliability and safety of parts, to enhancements which take advantage of the latest technological advancements, Dassault has brought to market a number of solutions to keep your
in-service aircraft flying at its optimal best.

Last year, Dassault introduced Falcon EASy operators to its latest cabin upgrade option Falcon Cabin HD+, an innovative high-definition entertainment and cabin management system replete with touchscreen monitors, WiFi capabilities, a renowned Alto sound system, and mobile device compatibility. Installations have already been performed at Dassault Aircraft Services (DAS) on a 7X as well as at Dassault Falcon Service (DFS) in Paris-Le Bourget on a Falcon 2000EX EASy during a routine ‘C’ check (see our story in Falcon Update—Volume 85, p. 19). Falcon Cabin HD+ also features a new SkyBox option, which embeds two Apple TVs in the plane’s cabin and utilizes Apple's Airplay technology to stream movies, view photos, play music off iTunes, or work on business documents through their mobile device.

Other solutions Falcon has brought to market in recent years include a Wireless Tire Pressure Monitoring System for Falcon 50 and 50EX operators, and modern LED tail, taxi, and landing lights for the Falcon 50 Series, 900 Series, and 2000 Series. Our wireless Tire Pressure Monitor makes it nearly effortless for operators to check tire pressure of their aircraft: a simple, preventative task which immediately improves the operational safety of your aircraft. Our LED solutions vastly improve the reliability of older lights typically installed on many classic Falcons. These modern lights require little-to-no maintenance, saving operators time and money.

Got questions on any of the aircraft upgrades we’ve mentioned in this article? Send us an e-mail at: STC@dassaultfalcon.com or visit www.dassaultfalcon.com/STC for program brochures and our latest initiatives in progress.
GOING THE DISTANCE:
THE FALCON 8X

Dassault Aviation introduces its newest tri-jet combining extra-long range with outstanding operating economy

Unveiled at EBACE in Geneva in May, the Falcon 8X will feature the longest range and the longest cabin of any aircraft in the Falcon family. The new Falcon flagship will capitalize on many of the outstanding industry-leading technologies of the popular Falcon 7X, including advanced aerodynamics, high fuel efficiency, and low noise, while enhancing range and flying comfort.

“We see a growing trend in worldwide business aviation towards more rational purchasing decisions,” said Dassault Aviation Chairman/CEO Eric Trappier, “with customers paying increasing attention to real-world operational capabilities and total ownership cost.”

With eight passengers and three crew members, the 8X will fly 6,450 nm nonstop at Mach 0.80 (with a maximum speed of Mach 0.90), sufficient to link far-flung city pairs like Beijing-New York, Hong Kong-Seattle, Paris-Singapore, and São Paulo-Moscow. But thanks to an improved version of the Pratt & Whitney PW307 engine, an optimized design, and a more efficient and lighter wing, it will offer the same low operating costs and remarkable operating efficiency as other Falcons. In fact, the 8X will be 35 percent more fuel efficient than any other aircraft in the long-range category. Its three PW307D engines will develop 6,722 pounds of thrust each—a 5 percent increase over the PW307A that powers the 7X—affording a corresponding reduction in fuel consumption and noxious emissions.

At the same time, the improved wing design, with optimized profile and winglets and a 600-pound lighter wing structure, will significantly increase aircraft lift-to-drag ratio, ensuring best-in-class short-range performance. At typical landing weight, the 8X is expected to have a balanced field length of roughly 6,000 ft (1,829 m) and an approach speed of 106 kts.

The new model will also borrow some features from the new Falcon 5X wide-body twinjet, introduced at the
For more of the latest Falcon 8X news, visit our dedicated page at www.dassaultfalcon.com/8X.

NBAA in Las Vegas, Nevada last year. Most notable will be the cockpit, featuring a third-generation EASy flight deck with a head-up display combining synthetic and enhanced vision and a dual HUD capability, and a strong emphasis on cabin design. The 42-foot, 8-inch (13 m) long cabin will permit more than 30 different configurations, the most diverse selection of cabin layouts on the market. Customers will be able to choose from three galley sizes — two with a crew-rest option — along with passenger lounges of varying lengths and different lavatory arrangements, including one with a shower.

“The 8X is a perfect example of Dassault’s ability to match high performance with unbeatable operating efficiency, the result of its unique blend of commercial and military design expertise,” remarked Trappier.

Trailing the recent announcement of the new 5X, Dassault’s new 8X adds to an unmatched lineup of large cabin business jets—six distinct models, from the new Falcon 2000S entry level twin to the 8X. And all models are doing well in the marketplace. To accommodate the two new aircraft, Dassault is earmarking considerable new outlays in industrial plant to boost production capacity and increase efficiency. In particular, it will soon break ground on a major extension of its Little Rock, Arkansas Completion Center.

The announcement of two new aircraft in less than a year’s time underscores the tremendous depth and ingenuity of Dassault’s engineering and design resources. “The parallel development and launch of two aircraft in less than a year—a first in Falcon history—is an amazing achievement,” said Trappier. “It shows the faith we have in the future of business aviation and our willingness to continue investing in it at unprecedented levels.”

Production of the 8X has already begun and the aircraft is expected to make its first flight in early 2015. Certification is anticipated in the middle of 2016 and initial deliveries later that year.

**THE 8X WILL BE 35 PERCENT MORE FUEL EFFICIENT THAN ANY OTHER AIRCRAFT IN THE LONG-RANGE CATEGORY.**

Go the distance and fly from far-flung city pairs like Beijing to New York, Hong Kong to Seattle, and Paris to Singapore. With our newest Falcon 8X, you can truly fly farther and achieve more.
FALCON SPARES TAKING ACTION TO REDUCE NFF AND DOA

No Fault Found. Dead on Arrival. These terms can strike concern and frustration in the minds of any Falcon operator. While it’s a rare occurrence for Falcon operators to come across parts which are deemed No Fault Found (NFF) or Dead on Arrival (DOA), there’s no denying it happens. That’s why Falcon Spares is committed to constantly improving its processes to lessen these occurrences as much as possible.

By definition a part is declared “NFF” by the service repair agent when the part has been removed from the aircraft, tested at bench level, and the fault cannot be duplicated or verified. When a part has been affirmed “DOA,” it has been declared by the customer when the part fails to function properly upon installation on the aircraft or within 10 flight hours.

A part can require service or replacement for many reasons—sometimes it’s obvious, sometimes not. But since we can’t reproduce many causes in a testing environment, if a customer doesn’t include information about the fault of a part, it may delay the repair or lead to it being improperly classified as NFF.

Falcon’s e-Service Reports are a key component to understanding the nature of parts being deemed NFF or DOA. That’s where you can help us: Falcon Spares needs your Service Reports to be as detailed and descriptive as possible. The more information you provide us with, the better Falcon’s Authorized Service Repair Agents can properly evaluate the fault of a part, identify the problem, and expedite the necessary repair for you or make it available to future customers with confidence.

“Falcon Spares recognizes the additional time and effort it may take to fill out these kinds of details on a service report,” says Guillaume Landrivon, Vice President Falcon Worldwide Spares. “We feel strongly this approach will ultimately help us reduce the number of ‘No Fault Founds’ and improve the entire repair process.”

As part of our concerted efforts to reduce the rate of NFF and DOAs, Dassault Falcon has also added a Quality Engineer to its customer service team. Our Quality Engineer is actively working with field technicians and repair agents in conjunction with Falcon’s Quality and Engineering departments to help determine root cause and corrective actions for DOA and NFF parts.

“The addition of a Quality Engineer will really help us to improve communications between field technicians and service repair agents when it comes to explaining parts that have been declared DOA or NFF,” says Kevin McNeill, Director of Falcon Spares in Teterboro. “Once we gain a better understanding of the problems that may exist, we’ll be able to implement the corrective action that’s needed and ultimately reduce the rate of these parts entering the field.”

A MEMO TO FALCON AIRCRAFT TECHNICIANS: HELP US HELP YOU!

It’s all about the details! Falcon Spares recognizes it takes extra time to supply correct flight hours, cycles, fault descriptions, and all other data asked on its e-Service Reports. But, we need the help of Falcon Aircraft Technicians to provide us with complete, accurate, and informative data as part of our efforts to reduce the rate of NFF and DOA parts. The following are tips on how you can easily help us fill out this information on the e-Service Report form located on the Falcon Customer Portal.

- Under the ‘Reason for Removal’ field, we are especially keen on receiving detailed info for two options in the drop-down box you may select: ‘F-DOA’ and ‘S-SWAP/TRBLE SHOOT’.
- Please select ‘S-SWAP/TRBLE SHOOT’ if the part was used for troubleshooting purposes. This tells us the part needs further investigation to avoid being classified by our Repair Agent as NFF.
- Next, the ‘Description’ section of the form is crucial to fill out completely. Some examples of what not to say include one-word answers such as Broken, In-op, or Won’t hold charge. This simply isn’t enough information.
- To be thorough, use detailed descriptions such as: for a water filter cartridge, report “the threaded post is not seated in filter, exposing O-ring and allowing filter to leak,” or for a computer unit, report “TCAS FAIL CAS message posted during descent. TCAS fail red light illuminated on TCAS unit. Replacement unit corrected discrepancy.”

While your part fault may be different, details like this give us actionable information that helps diagnose a problem with greater certainty, ultimately reducing the number of NFF and improving the entire repair process. For additional questions or more information, contact your Spares Account Representative.
Dassault Falcon Jet is aligning its parts and resources to provide a superior level of spares support for operators in the Asia-Pacific. As part of our efforts to significantly improve the ability to stock and distribute parts and tooling for Falcon operators in China and the surrounding region, Falcon Spares has partnered with a third-party logistics supplier based in Beijing. The partnership will elevate Dassault’s ability to provide true 24/7/365 responsiveness in an AOG, while ensuring the taxes you pay comply with China customs regulations. The agreement will also enable Falcon Spares to appropriately stock and distribute frequently needed parts and tooling in Beijing, and perform recalibration of tools as needed, thereby eliminating the need to ship tools in and out of the country to save operators much-needed time and money.

Based on the needs of Falcon operators in the region, Falcon Spares is also relocating its Distribution Center in Shanghai to Beijing. “Falcon Spares constantly strives to exceed the expectations of our customers,” says Guillaume Landrivon, Vice President of Falcon Worldwide Spares. “Our analysis shows us more Falcons are being serviced in Beijing, so we are strategically repositioning the location of our parts in the region to meet the needs of our operators, and partnering with a well-known logistics supplier to help provide comprehensive, cost-effective support.”

With more than $24 million worth of parts in the Asia-Pacific to date, Falcon Spares has made significant investments to stock parts and tooling in the region over the last few years. Parts are strategically placed in Distribution Centers in Singapore, Hong Kong, Sydney, Mumbai, and Beijing.

**ONE ON ONE**

Meet our Teterboro-based Falcon Spares Account Rep, Caroline Sbarbaro. Falcon Spares Account Reps support hundreds of operators each day with their spare part needs. This column highlights a different Account Rep, devoted to delivering the highest level of customer support.

**How long have you been an Account Rep?**
About 4 years.

**What accounts and/or regions do you cover?**
There is no specific geographic area that I cover. We support customers worldwide.

**What do you consider to be good customer service?**
Helping customers efficiently and in a friendly manner are essential. It's also important to have knowledge of our inventory and products, be able to identify and anticipate customers’ needs, be a good listener, and do everything you can to go beyond customer expectations.

**What do you like most about being an Account Rep?**
Building relationships with customers and being able to support them in their time of need.

**What's the furthest length you've gone to provide assistance for a customer?**
There was a customer who was AOG Friday night into Saturday morning. I kept in contact with him all night long, being a liaison between him and the courier. The part was delivered late Saturday morning, and the customer never had to feel alone during this very stressful time.

For AOG Spares Support 24/7/365, contact us at:
+1 800-800-4036 or +1 201-541-4809 (U.S.),
+33 1 48 35 56 78 (France)
WITH EVERY GAME, EVERY SUPPORT EFFORT MATTERS: FALCON CUSTOMER SERVICE AT THE FIFA WORLD CUP

Falcon Family members traveling to the 2014 FIFA World Cup, taking place June 12–July 13 in Brazil, witnessed one team at the “top of their game”: Dassault Falcon Customer Service. Featuring Field Service Reps Sergio Ribeiro, Johnny Sucre, and Customer Service Manager Alessandro Galera, and our Dassault Aircraft Services (DAS) facility in Sorocaba (just 100 km from São Paulo), a Whatever it Takes® game strategy ensured nothing less than a spectacular customer experience for those attending in-person.

Planning for appropriate resources for this global 32-day event began in April with a survey sent to Falcon operators to gauge planned attendance for the tournament. Based on input from survey participants, “Let Us Know Before You Go” form submissions, and close collaboration with Falcon’s regional Customer Support team, Dassault stood at the ready June 12 with a comprehensive network of resources to handle any and all operator needs. Our strategic preparation included pre-positioned spare parts at our regional Distribution Center in São Paulo, increased mobile support resources, and onsite customer support personnel.

“It’s very rewarding to know we could provide our customers with the peace of mind of knowing we were watching their jets while they watched the games,” reported Alessandro. “From our increased spares inventory to mobile GoTeams in close proximity to all 12 host city locations, the 2014 World Cup was a huge success from a service perspective. We’re thrilled Dassault could play a part in our operators enjoying this incredible event.”

LEADERSHIP CHANGES AND MOVEMENT ENHANCING CALIBER OF FRONT LINE SUPPORT

Dassault has appointed Sebastien Martin to lead the Technical Center in St. Cloud. He replaces Frederic Doyen, who has been appointed as the new Falcon 7X/8X Program Support Manager with Dassault’s St. Cloud-based engineering group. As the new Technical Center Manager, Sebastien will continue to work closely with his counterpart Elia Dragone, Operations Manager for both the Teterboro and Boise Technical Center, to help guide the worldwide team towards continual improvement in customer satisfaction.

Sebastien joined the Falcon Family back in 2001, providing engineering support for the Falcon 2000 fleet. In 2008, he became manager of the Engineering group focusing on engine support for the Falcon 2000EX and 7X. His most recent contributions included assisting the customer support organization for the new Falcon 5X Silvercrest engine.

“Sebastien brings a wealth of knowledge and experience in supporting Falcon aircraft and understanding customer needs,” says Eloi Dufour, Director of Customer Relations, Field Service and ASC Network. “His experienced history with the company combined with his passion for supporting operators with their aircraft needs, will truly help us enhance the Falcon customer experience for operators.”

Falcon Customer Service Manager (CSM) Daniel Garcia, who joined the Falcon Family last July in our Paris office, is relocating to Lisbon, Portugal, in an effort to make him more accessible to our customers in Portugal and Spain. From here, he’ll be able to provide faster communications and more comprehensive support for the 56 Falcons based in the area.

Prior to joining Dassault, Daniel brings more than 17 years of technical expertise gained through his previous experience at Delta Airlines. There, he began as an Aircraft Technician and later became a Maintenance Supervisor. He holds both an EASA Part 66 B1 license and an A&P license. Daniel can be reached at: +33 6 26 09 21 67 or daniel.garcia@dassault-aviation.com.
Designed for EASy aircraft to bring next-generation flight documentation into your Electronic Flight Bag (EFB), Falcon Sphere and its suite of solutions, including performance computation software and applications which are fully compliant with Certification & Dassault Design Office requirements, are quickly growing in popularity. Pilots on the ground and inflight can appreciate these time-saving and operationally efficient options, featuring optimized browsing, unprecedented value, and compatibility with many third-party apps. Falcon Sphere’s customized flight documentation software, Falcon Manuals, lets you access, update, and browse EFB-hosted Falcon flight documentation with a single click! And when we say customized, we mean it: Falcon Manuals allows personalization based on mods, installed Service Bulletins, and regulations specific to your aircraft. Newly formatted to fit CMA-1100 EFB means more efficient browsing than any standard document reader, with an advanced search function to quickly and easily browse among cross-referenced Dassault documents.

In addition, the new Weight & Balance Module (WBM)—available in September for the 7X, with future aircraft availability to follow—allows flight personnel to save time without sacrificing accuracy. In just a few clicks, this software can conduct pre-flight Weight & Balance (W&B) calculations to print a loadsheet customized to your company settings. WBM also lets you retrieve charts and graphs to determine Aircraft Weight versus Center Gravity (CG) position and passenger displacement influences.

Other Falcon Sphere apps which are currently available include Falcon Perf and EPM (Electronic Performance Manual). EPM, a cruise performance calculation module, allows flight crews to assess inflight strategy data versus flight conditions to optimize flight preparation. The Falcon Perf software includes Jeppesen database services and is designed to compute take-off and landing performance in compliance with AFM and operational regulations.

For 2014 and 2015, customers can benefit from discounts of up to 50 percent on Falcon Sphere subscriptions as well as Falcon Perf. For pricing and additional information about Falcon Perf, contact Jeppesen directly at: BA-customerservice@jeppesen.com (US) or fra-services@jeppesen.com (France). For information on Falcon Sphere, e-mail us at documentation-sales&support@falconjet.com (U.S.) or documentation-sales&support@dassault-aviation.com (France).
FALCON ASC NETWORK EXPANDS IN TURKEY

Dassault Aircraft Services (DAS), our company-owned Service Center Network, was recently awarded approval to perform its own cabin safety inspections, helping to minimize aircraft downtime and lower costs for Falcon operators. Resulting from a thorough review by Dassault Aviation, DAS is now able to perform its own cabin safety inspections for cabin rework projects covered by a Dassault Aviation Modification. To oversee these specific inspections, Dassault Aviation has appointed Ken Farsi as Vice President of DAS Engineering & ODA Administrator. Ken explains, “This new delegation allows DAS to perform inspections under the same certification standards and engineering practices as Dassault Aviation and Dassault Falcon Service.”

“Gaining the capability to perform our own cabin safety inspections is truly a testament to the experience and expertise of the DAS engineering team,” adds Bob Sundin, President of DAS. “We’re now able to save operators valuable time and money by installing OEM-designed solutions on Falcon aircraft that we can approve in-house.”

In addition to performing cabin safety inspections, DAS also holds formal delegations in the areas of cabin layout, wiring, and testing. For more information or to contact your nearest DAS facility, https://das.falconjet.com.

SATELLITE SERVICE STATION IN VAN NUYS, CALIFORNIA ACHIEVES FAA CERTIFICATION

Dassault’s newest company-owned Satellite Service Station in Van Nuys, California, achieved its FAA certification last March. From left to right, Frank J. Vavra, Aviation Safety Inspector for the FAA presents Edvin Mirzakhanian, Vice President/General Manager of DAS Reno-Tahoe, with the facility’s official certification.

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DASSAULT AIRCRAFT SERVICES HELPING TO LOWER OPERATING COSTS, REDUCE DOWNTIME

Dassault Aircraft Services (DAS), our company-owned Service Center Network, was recently awarded approval to perform its own cabin safety inspections, helping to minimize aircraft downtime and lower costs for Falcon operators.

Equipped with 16,135 square feet of hangar, shop, and storage space, AMAC is staffed by a team of highly skilled professionals with more than 20 years of experience in aircraft maintenance. As a Falcon ASC, the facility has made significant investments in tooling and spare parts, and has established a mobile support GoTeam to assist operators in AOG situations 24/7/365 throughout the region.

AMAC Aerospace Turkey has been appointed as a Falcon ASC. The facility was presented with a plaque and certificate to honor its official status during EBACE last May.

Dassault’s newest company-owned Satellite Service Station in Van Nuys, California, achieved its FAA certification last March. From left to right, Frank J. Vavra, Aviation Safety Inspector for the FAA presents Edvin Mirzakhanian, Vice President/General Manager of DAS Reno-Tahoe, with the facility’s official certification.

Dassault currently operates seven Satellite Service Stations around the globe, all of which provide GoTeam mobile support.
Practice pays off! Customer Support teams in the United States and Russia mobilized forces to provide “above and beyond” support to customers attending Super Bowl XLVIII in East Rutherford, New Jersey, and the Winter Olympics in Sochi.

While the Denver Broncos and Seattle Seahawks battled it out on the playing field just minutes away from our corporate headquarters in Teterboro, Dassault Falcon Field Technical Representatives (FTR) and Customer Service Managers (CSM) were strategically positioned on-site to welcome and work directly with operators, with Dassault Aircraft Service GoTeams equipped and ready for any off-site needs.

The company’s largest Falcon spares depot – located just miles away from the stadium – joined forces with our nearby Regional Distribution Centers to quickly dispatch parts to operators traveling to and departing from “The Big Game.”

Customers traveling to Sochi were greeted by CSM Xavier Cauchie, who is well-known to our growing fleet of operators in the region, along with Dassault Falcon Service (DFS) mechanic Frédéric Mercier. Xavier dispatched the following report from the beautiful site of the XXII Olympic Winter Games:

“During our stay in Sochi, we’ve had the opportunity to meet more than 60 crews at their arrival or departure. With 180 Falcons landing at Sochi airport, airport management quickly got used to seeing Frédéric and me every time a Falcon arrived on the apron!”

He continues, “During the three weeks we were stationed there, we advised crews of our availability to support them with any operational needs or technical assistance. In one instance, a Falcon 7X...”
The following are just a few of the training dates scheduled in the months ahead. Please verify availability of classes with each Training Provider.

**SEPTEMBER**

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While Falcon operators watched the great matches, we watched over their jets. More than 100 Falcons arrived in Brazil for the soccer competition, and we were ready for them—with pre-positioned spare parts and our Sorocaba-based GoTeams ready to dispatch across the country as needed. This was a big moment for our Brazilian team—and we were at the top of our game.

GoTeam
Whatever it takes®
Falcon Customer Service GoTeams do whatever it takes to turn your AOG into an Airplane On the Go.
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