A LEGACY OF SERVICE

The Italian Air Force
See page 7
This issue of Falcon Update touches many different subjects.

Given our most recent digital newsletter “Falcon Express News” was read by owners and operators in 70 countries, that’s a good thing. This impressive statistic guides the creation of each Falcon Update, ensuring the latest Customer Service news and information is reflective of our global audience.

I hope you enjoy this issue, featuring dispatches from around-the-world, including our latest support activity in West Africa and the United States, construction of our new heavy maintenance facility in Merignac, France, and a story of the unique mission of the French Navy’s Falcon 50 to – of all places – the Arctic Region.

Speaking of the Falcon 50, be sure to check out our spotlight article on the Italian Air Force. Colonel Alessandro Tortorella, head of the prestigious Italian Air Force Academy and former Commander of the Air Force’s 31st Wing, shares with us stories of the Wing’s two Falcon 50 aircraft, and their many missions ranging from VIP transport to lifesaving medical efforts.

As 2015 comes to an end, I want to thank you – our customers and friends – for your support and continued feedback on what we can do to elevate your Falcon Experience. I believe our simple approach of listening and responding to your needs is a formula that’s working, supported in part by record-high company scores and number-one results in this year’s Pro Pilot and AIN Product Support Surveys.

Rest assured, our motivation is your satisfaction, not survey results. In 2016 we promise to keep listening, keep responding, and keep serving your needs. Wherever you may be.
SURVEY SAYS

Aviation International News and Professional Pilot have released their 2015 Product Support Survey results, and we’re proud to report the following highlights.

AIN
Second place with a company best Overall Score of 8.1/10, and #1 in the following categories:
- Authorized Service Centers (Newer & Older Business Jets)
- Technical Reps (Newer Business Jets)
- Parts Availability (Older Business Jets)
- AOG Response (Older Business Jets)

PRO PILOT
Fourth place with a company best Overall Score of 7.90/10, and record-high company scores in the following categories:
- Company Response
- Spares Availability
- Cost of Parts
- Technical Manuals
- Technical Reps
- Service Satisfaction

Thank you to all our customers for taking the time to participate in these surveys. We know there is always room for improvement, and we’ll continue to work tirelessly to provide the ultimate Customer Experience for Falcon operators around the world, and around the clock.

NEW "CREW CHIEF" BLOG ENTRY

What’s the secret to nabbing a number of first place rankings and record-high survey scores in these 2015 product support surveys?

Jacques Chauvet, our Senior Vice President of Worldwide Customer Service, shares his thoughts on these impressive results in his latest “Crew Chief” blog entry.

STATS&FIGS *

FALCON AIRBORNE SUPPORT

In 2015 we introduced Falcon Response, our comprehensive portfolio of AOG support services, to our customers and the industry. Since January, our Falcon Response aircraft have traveled around the world, armed with the tools, teams and transport capability to handle the most complex AOG event.

2 Falcon 900 dedicated to AOG support
90 Missions in 2015
530 Flight hours

20 Countries flown
40 Alternate lift missions

*As of October 2015
FALCON 8X UPDATE

TWO FALCON 8X AIRCRAFT ARRIVED AT FALCON COMPLETION FACILITY IN LITTLE ROCK, ARKANSAS, MARKING A NEW MILESTONE IN THE PRODUCTION OF OUR NEW ULTRA LONG-RANGE TRIJET.

One of the aircraft will be undergoing installation of a full interior in anticipation of 8X cabin comfort and functionality tests. This aircraft will also undertake an around-the-world operational test campaign to demonstrate reliability and performance in different atmospheric conditions. The other aircraft will be the first production unit to be delivered to a Falcon customer.

The Falcon 8X flight test program has accumulated 315 flight hours in 153 flights, reaching a speed of Mach 0.97 in tests aimed at opening up the flight envelope. “These achievements reflect the steady advance of the Falcon 8X flight test program since the aircraft first took to the air last February,” said Eric Trappier, Chairman and CEO of Dassault Aviation. “Tests have fully confirmed target aircraft capabilities, in particular long range performance.”

The 8X will offer all the advanced technological features of the popular Falcon 7X from which it is derived, including the industry’s quietest and most comfortable cabin. It will also feature the greatest range and the longest cabin in the Falcon line, along with the most extensive selection of cabin configurations available on any large cabin business jet.

2016 MAINTENANCE AND OPERATIONS SEMINARS

Nearly 500 customers attended a regional M&O seminar this year, enjoying a unique opportunity to interact with fellow operators and learn about the latest products and services to optimize Falcon ownership, maintenance and dispatchability. Mark your calendars for 2016 seminar series dates, and be on the lookout for invitations to be sent in January!

2016 M&O CALENDAR

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<th>Location</th>
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<tr>
<td>Paris, France</td>
<td>13 &amp; 14 April</td>
<td>Sao Paulo, Brazil</td>
<td>4 May</td>
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<td>Shanghai, China</td>
<td>13 April</td>
<td>San Jose, United States</td>
<td>11 May</td>
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<td>26 April</td>
<td>Mahwah, United States</td>
<td>19 May</td>
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<td>Dallas, United States</td>
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FLYING HIGH OVER RENO

In September, our Falcon 7X flew four demonstration flights at the 52nd annual Reno Air Races (officially known as the National Championship Air Races) in Reno, Nevada. Scan the QR code to see the 7X in action!

INTRODUCING: JOHN MANSFIELD

John Mansfield has joined Dassault Falcon Jet as Senior Director of Customer Experience. In this position (previously held by Remy St-Martin, who we’re proud to announce is now managing our company-owned service facilities in Little Rock and Sorocaba), John’s duties will include direct supervision of DFJ’s Technical and Engineering Support organization, Spares operations and Operator Advisory Board activities.

John’s extensive industry experience includes management of Technical Support for Raytheon and serving as a SVP/GM of multiple Hawker service facilities. Welcome aboard John!
FALCON CUSTOMERS: A SPIRIT OF GIVING

— Customer Recognition Awards —

Family members share many stories; many of those within the Falcon Family share the traits of selfless actions for the greater good.

Every day, Falcons are used for humanitarian efforts in military, diplomatic and medical environments. And every now and then we hear unique stories of operators using their aircraft to aid fellow Falcon Family members and those outside our community. These are just two of their stories.

PAYING IT FORWARD

Earlier this year, Customer Service Manager (CSM) Ray Hughes nominated Russ Sanders, Director of Flight Operations at Sanmina - SCI, for a Good Samaritan Award. Here’s the scoop, straight from Ray: 

Earlier in the year, Miguel Germani (Field Technical Representative) and I met with a new customer to welcome him to the Falcon Family. In educating him on our global network of support services, we mentioned the close camaraderie between Falcon operators, perpetuating an ongoing tradition of supporting one another when “in a pinch.”

As luck would have it, the customer found himself in just such a pinch a few weeks later, when he discovered a flat nose tire while getting the plane ready for its first flight with the new owner! After calling local operators for assistance (to no avail), he had the fortune of making contact with Russ. In no time at all, the customer was making his way to Russ’ location to pick up a wheel/tire assembly Russ was more than happy to lend out, resulting in a saved mission and a very happy owner.

I spoke to Russ afterwards to thank him for his willingness to help out a new customer in need, and he said I’ve been there before. Just last year Jerry Owen (Chief of Maintenance at The Anschutz Corporation) gave me a fuel sump, turning a for sure cancellation into a minor delay for our owners.

That’s just one example of Falcon Spirit in action.
HONORING HEROES
On Friday, August 21st, three Americans – two of them off-duty military personnel – were travelling on a Netherlands-France bullet train when they heard what sounded like the loading of a weapon in one of the train’s bathrooms. They confronted the man when he came out, ultimately thwarting a would-be terrorist attack and thrusting themselves into the public spotlight for their heroic actions.

The very next day, Falcon Pilot Doug Perrill called his boss, the Chief Executive of Columbia Sportswear, with a special request: the mothers of these three Americans had been invited to attend a ceremony in Paris honoring their sons, but had no way to get there. Could they use their Falcon to fly the mothers to Paris?

Absolutely, said Tim Boyle. “I was really intrigued with this story. These guys who were so brave to do what they did, and I just felt they deserved to have their moms present.”

12 hours later – with hours spent arranging passports and working with the U.S. State Department to manage the intricacies of international airspace logistics – the three mothers and a brother of one of the men took off from Portland, Oregon on Columbia’s Dassault Falcon 2000LX, landing in Paris to attend this very special ceremony.

RECOGNIZING ONE ANOTHER
Dassault Falcon’s Customer Recognition Awards (CRA) program, established in 2004, allows operators and Dassault personnel to celebrate the many achievements of fellow Falcon family members around the globe.

We’re pleased to recognize our most recent nominees, and their specific achievements:

- **Guido Visconti** Flight Hour Milestones, Loyalty for Continuous Falcon Aircraft Operations
- **Michael Janelli** Flight Hour Milestones, Loyalty for Continuous Falcon Aircraft Operations
- **David Ball** Flight Hour Milestones, Loyalty for Continuous Falcon Aircraft Operations, Falcon Family Special Acknowledgements
- **Dan Winters** Years Maintaining Falcons, Falcon Family Special Acknowledgements
- **Sergio Gimondi** Years Maintaining Falcons
- **Ron Enslinger** Years Maintaining Falcons
- **Fernando Goyes** Loyalty for Continuous Falcon Aircraft Operations
- **Robert Mignone** Years Maintaining Falcons

To nominate a colleague or fellow Falcon Family member for a CRA, fill out the CRA form found in the “Feedback” section of the Customer Portal.

* Scan this QR code to see the video of the ceremony

* Tim Boyle President/CEO Columbia Sportswear
The Vice Commandant of Italy’s Accademia Aeronautica is fond of telling his cadets about the exploits of the legacy Dassault Falcon 50 and Falcon 900 in the Italian Air Force’s 31st Wing.
SINCE 1985, THE DASSAULT FALCONS’ ITALIAN FORCE HAVE FLOWN AN ASTONISHING TOTAL OF MORE THAN 130,000 HOURS!

The Vice Commandant of Italy’s Accademia Aeronautica is fond of telling his cadets about the exploits of the legacy Dassault Falcon 50 and Falcon 900 in the Italian Air Force’s 31st Wing.

Colonel Alessandro Tortorella, who now is a leader at the prestigious Italian Air Force Academy in Napoli overlooking the scenic Gulf of Naples, warmly recalls his two years heading the 31st Wing’s mission to fly government VVIPs and, importantly, to transport trauma victims, emergency patients, and organs for lifesaving transplants.

30TH ANNIVERSARY OF 1ST LEGACY FALCON 50 FLIGHT
As Commander of the 31st Wing from 2013 until earlier in 2015, he orchestrated a moving ceremony to commemorate 30 years of legacy Falcon Jet operations in the Italian Air Force. Since 1985, when the first Falcon 50 joined the 31st Wing, its Dassault Falcons’ have flown an astonishing total of more than 130,000 hours!

Today the fleet of the 31st Wing consists of two legacy Falcon 50, five Falcon 900, and three Airbus 319s. The 31st Wing is entrusted with the high-visibility missions of flying the president of the Italian Republic and the Pope, most recently President Sergio Mattarella and Pope Francis. Tortorella is also quite pleased with the Wing’s exemplary record of humanitarian missions. Four Falcons in service with the Italian Air Force can be converted quickly into medical evacuation transporters.

FLYING ALL OVER THE WORLD
“The nice thing is that crews never know where we’re going to fly. Because they stay on call and get two hours prior notice,” said Col. Tortorella. “We flew all over the world with Falcons from Argentina, to Australia, to Japan – worldwide.”

The 31st Wing has about 60 pilots, and they fly about a third of their missions on VVIP personnel flights, about a third on humanitarian flights, and a third for training flights. Most of the pilots are qualified in the legacy Falcons and the 319s, with about 70 percent of the flights performed by the Falcons. The Wing has approximately 30 mechanics of its own and is further supported by Dassault Falcon Service, in Rome. Of his new assignment at Accademia Aeronautica, Colonel Tortorella says, “I miss the Falcon flying very much, but now I have a great opportunity to tell Falcon stories to young cadets at the Air Force Academy. They are amazed at the stories of takeoffs and landings, worldwide, especially the activity related to hospital flights. It is fascinating for them.”

Prior to assuming command of the 31st, Colonel Tortorella held various responsible positions at the Wing, located at Rome’s Ciampino Airport. His 6,000 flight hours include 500 in Dassault Falcon 900 and 2,000 in legacy Falcon 50.
SAVING LIVES

The moving ceremony to celebrate the 30th anniversary of the 31st Wing’s contributions featured a number of special guests who were flown on lifesaving missions, along with many of their families. The event was chaired by the Chief of the Air Force Ops Lt. General Maurizio Lodovisi, the Commander of the Support and Special Forces Major General Roberto Comelli and two executives from Dassault Aviation and Dassault Falcon Service.

Both Dassault Falcon Service and Dassault Aviation have been long-term partners of the Italian Air Force. Dassault Falcon Service and its on-site customer support team based in Rome were pleased to attend the event as recognition of the historical links with the Italian Air Force.

One of the humanitarian flights by the 31st Wing’s legacy Falcons was on behalf of Vincenzo Farina, whose father, Michele, founded Agebeo’s Village of Hospitality in Vincenzo’s memory for children with cancer. Vincenzo, who suffered from a severe form of leukemia, flew by legacy Falcon in just 45 minutes from Bari to Trieste on the Adriatic Sea, where he received a bone marrow transplant that would not have been possible without the assistance of Italy’s 31st Wing.

Also touching at the ceremony was the testimony of Antonino Verbaro, 15, who was just 17 days old when urgently flown from Reggio Calabria to Bambino Gesù di Roma Hospital in Rome because of serious medical conditions. Just before the ceremony began, a Falcon took off to bring a 7-year-old with medical conditions back to Rome’s Ciampino Airport for treatment. And during the ceremony itself, another Falcon took off for Cagliari on the Island of Sardinia in the Mediterranean Sea, with the mission of carrying a baby just two days old to Bambino Gesù di Roma.

At the ceremony were representatives of Dassault, including General Manager of Dassault Falcon Service Jean Kayanakis and the Director Customer Relations and Field Service Eloi Dufour. Italy’s 31st Wing hosts a contingent of about six people from Dassault Falcon Service, led by Michel Di Muccio, who since 1992 has performed ongoing maintenance on its Falcons. In addition, Dassault Falcon Service located at Paris-Le Bourget Airport, France, also provides fleet support and major scheduled inspections.

1,000 HOURS OF HUMANITARIAN FLIGHTS LAST YEAR

In 2014, on behalf of the Italian government, the 31st flew more than 1,000 charitable flight hours while transporting 345 patients. That requires dependability and exemplary customer service.

“The planes have been reliable, and it is demonstrated for the long life activity, and from the amount of flying hours. The support from Dassault Falcon Service and Dassault Aviation has been outstanding through the years,” said Col. Tortorella.

“Thanks to the fact that we have a permanent team in Rome taking care of us, this has been a great example of customer support. We have the team in Rome, living in Rome, and we became all as a family, sharing experiences throughout the years, and even spending free time together with families.”

Emergency medical flights can occur anytime. The Italian Air Force is on standby to fly these charitable missions 365 days per year, 24 hours a day for needs in Italy and across the globe – in legacy Falcons.

“YOUNG CADETS AT THE AIR FORCE ACADEMY ARE AMAZED AT THE STORIES OF TAKEOFFS AND LANDINGS, WORLDWIDE; IT IS FASCINATING FOR THEM.”

STATS&FIGS

FALCON LEGACY AIRCRAFT

685 Legacy aircraft in-service around the world

542 Legacy aircraft in-service in the United States, South America, Canada, Australia and Asia

50 Years of operation for one Falcon 20 delivered in 1965
The Italian Air Force isn’t the only military organization using a Falcon 50 for unique missions. Aéronavale, the aviation division of the French Navy, is comprised of 6,800 civilian and military personnel and more than 200 aircraft. One of those aircraft, a Falcon 50M Maritime Surveillance Aircraft belonging to Flottille (Operational Squadron) 24F, recently completed a unique mission to western Greenland.

Representing a new partnership between France and Denmark, the primary purpose of the mission was to study the unique Arctic environment and maritime traffic via crew and satellite observation. Due to the ice melting effect, maritime traffic is increasing to connect the Atlantic and Pacific oceans. This path can be sailed on 60 days a year, but global warming should increase the number of days. Nevertheless, navigation will remain difficult. The risk of accident is high and there are few infrastructures for maritime safety there.

Taking advantage of one another’s area of expertise (Denmark: Arctic environment, France: search and rescue), the group also collaborated on a man overboard search exercise in the southern region of Greenland, followed by the French Navy crew assisting in an actual SAR assignment.
DASSAULT FALCON STRUCTURAL ENGINEERING SUPPORT

It’s hard to believe Dassault Falcon’s first business jet, the Falcon 20, began production in 1963. The fact that over 200 Falcon 20 are still in service is a testament to their design, and the dedication of Dassault Falcon’s Structural Engineering Support team to keep all in service aircraft flying into 2016, and beyond.

THE DEPARTMENT
Structural Engineering Support is a 24/7 global organization providing air repair solutions, engineering dispositions and technical advice to operators around the world. And those needs are growing: this year the department will handle over 3000 projects, more than double the number of projects handled in 2009.

The Structural Engineering Support team has doubled in size over the last six years to meet current and future demand, with 32 specialists currently based in Merignac, France and Wilmington, Delaware. The strategic positioning of personnel in two locations allows for the most efficient handling/dispach of support projects and AOG situations. Daily team meetings ensure each project is appropriately prioritized based on a number of parameters, including customer location.

In addition to reacting to customer needs as they arise, the team is responsible for analyzing fleet events and feedback to make future improvements, and document preventative measures which operators can implement to protect their aircraft.

THE PROCESS
When an engineering request comes in – ranging from corrosion treatment, cracks and dents to large-scale ground incidents – the team follows a streamlined process to respond faster than ever. These processes include:

1. Initial Evaluation/Prioritization.
   Assess damage to coordinate corrective action:
   - Identification of defect/damage location and dimensions
   - Verification of nominal thicknesses and definition of the structural assembly
   - Assessment of material loss or damage extent

2. Review of Previous Similar Cases
   Compare damage with database of over 50,000 previous cases and their relevant repairs, to expedite a disposition or suitable repair drawing.
3. Design and Stress Reviews

If a previous case can’t be relied on to provide a disposition, further review is conducted by the team, armed with:
- Comprehensive mapping to include damage details, adjacent structural features
- Project mappings, stress substantiations, and repair drawings for reference

THE BENEFITS

There are some obvious benefits to operators working with an Original Equipment Manufacturer (OEM) for their structural repair needs. First and foremost is the comfort in knowing that the work repair drawings and repairs are performed by the same engineers who designed their aircraft. And unlike what might be offered by a Designated Engineering Rep (DER), the work of the Structural Engineering Support team is valid for the lifetime of the aircraft. Other benefits of working with Dassault Falcon include:
- Retention of the initial structural mechanical characteristics
- No supplemental maintenance inspection requirement
- Damage-tolerant design
- A flush-repair as the first option
- EASA and FAA approved Change Description Sheet (CDS)
- Retention of value
- No effect on aircraft life limit

The Dassault Falcon Structural Engineering team – doing “Whatever it Takes” to keep you flying!

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or 1-800-2FALCON (232-5266)
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A GLOBAL PERSPECTIVE
As the “Voice of the Operator,” Operator Advisory Board (OAB) membership is reflective of the global network of Falcon customers they are committed to serving. Current OAB membership stands at 20 Operators from 11 countries.

Make that 12 countries, as we welcome three new Falcon operators to the Board:
- Luiz Octavio Machado, Director of Maintenance, Metro Taxi Aereo Ltda (Brazil)
- Mike Higgins, Director of Operations, BNT International Corp (United States)
- Brett Beversdorf, Director, Aviation & Travel Services, Sentry Insurance (United States)

Despite geographical distance, time zones and busy work schedules, the passion and dedication of OAB members ensures consistent and frequent collaboration to develop improvements in the areas of Customer Experience, Flight Operations, Maintenance and Falcon Products & Programs.

A PERSONAL TOUCH
While modern conveniences like email, teleconferencing and online meetings (Falcon E-Forums) help facilitate the development of formal OAB recommendations, face-to-face meetings allow OAB and OAB Working Group members to dedicate time to important objectives, while promoting a spirit of collaboration and kinship that only a traditional meeting can accomplish.

The most recent face-to-face meeting was the OAB Airmanship Working Group (WG) that gathered in September in Paris for a 1.5 day meeting. The September meeting focused on a variety of subjects, including Dassault relationship with the two training providers and planned enhancement of Pilot training programs related to:
- CPDLC (Controller Pilot Data Link Communication)
- HUD/EVS (Heads-Up Display/Enhanced Vision System)
- EFB (Electronic Flight Bags)

Also covered were future regulatory requirements including Upset Prevention Recovery Training (UPRT), which has come to prominence following the crash investigation of Air France 447 in the south Atlantic in 2009. Dassault position has been explained. EASA mandates were presented to the WG members, so they could brainstorm the best strategy for implementing this training in future training curriculums with Dassault support. FAA current position was explained as well although the final text is still under study.

Face-to-face meetings of the CAMO (Continuing Airworthiness Management Organization) and Completion/Option Innovation Working Groups are scheduled for January 2016, with a worldwide Board meeting to take place in March.

A THANK YOU
Doug Perrill, Chief Pilot at Columbia Sportswear, is retiring from the OAB after 5 years of selfless service. We want to thank Doug for his time and effort in improving the Falcon Experience for his fellow operators. Doug’s spirit and contributions are sure to continue beyond his Board tenure (case in point: check out page 6 for Doug’s instrumental role in organizing a mission of goodwill and gratitude for some very deserving families).

AN INVITATION
As a platform for all Falcon operators, the OAB encourages every owner and operator to share their experiences, concerns, questions, and expectations with Board members. Customers are also invited to join one of the OAB’s many Working Groups, where they can partner with Dassault Falcon Specialists and fellow operators to drive improvements for the entire Falcon family.

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WEST AFRICA: GROWING RESOURCES FOR A GROWING REGION

With their exceptional short field capabilities and ability to excel in hot-and-high environments, Falcons are ready-made for the tough conditions and vast expanses of West Africa. Good thing, since it’s the second fastest market for us, and a region of explosive business growth in industries such as mining, oil, gas and agriculture.

So how do we support current and future operators in this growing region? First, by making sure we’re in a centralized location: Lagos, Nigeria. Lagos is the most populous city in Nigeria, the second fastest growing city in Africa and the sixth most populous city in the world.

It’s in Lagos where customers can find our robust network of support services. ExecuJet Aviation Nigeria is our Dassault Falcon Authorized Service Center (ASC), equipped for the tools and training to support line maintenance on Falcon 7X, Falcon 900 and Falcon 2000 family aircraft. We’ve also opened a spares distribution center in Lagos, which offers the peace of mind – and $1M USD in parts – to quickly respond to customer needs.

In addition to a mobile support team able to respond to AOG events 24/7, we’re proud to announce the addition of Marco Garcia to the Lagos front line team. Marco is based in the city as our Field Technical Representative (FTR); his close proximity to customers and extensive support experience will ensure “above and beyond” levels of service in the region.
INTRODUCING THE FALCON RESPONSE AOG APP

Informative, intuitive and ever-reliable, our new Falcon Response App offers all the tools and resources you need in the event of an AOG.

App features include Service Center and Field Service search capability by user’s geolocation, as well as instant touch-call capability to our hotlines, Command Center and global network of field service personnel. An all-important AOG form is available to instantly send pertinent information and photos to our AOG support team.

While AOGs can be unpredictable, the Falcon Response App offers the reliability of always-available data upon download, regardless of the user’s online status or cellular coverage.

Currently available for iPhones®, iPad® and iWatch® via the Apple App Store, and Android™ phones through Google Play for Android users.

TRY OUT THE NEW APP ON YOUR NEW APPLE WATCH!

Scan this code or send an email which includes your name, position title, company address and phone number to iWatchContest@falconjet.com, and you’ll be entered into a drawing to win an iWatch! Prizes will be awarded to two lucky Falcon Update readers. Email submissions are due December 15th, 2015.

FALCON RESPONSE AOG APP

Take-off in progress

FRONT LINE EXPANSION

Customer commitment isn’t limited to our activity in West Africa. Our front line continues to expand and improve for customers around the world.

Kelly Nelson joins Dassault Falcon as an AOG Response Coordinator at our Command Center in Teterboro Airport in New Jersey. Kelly will play a primary role in managing the activity of Falcon Response aircraft, which is positioned at Teterboro and dedicated exclusively to AOG support via the delivery of tools, teams and parts. In her previous role of an International Flight Planner at Universal Weather and Aviation Inc., Kelly was responsible for all aspects of global flight planning and ensuring compliance with FAA and Regulatory requirements. Kelly is a FAA Certified Dispatcher with 23 years of Part 91 experience and 5 years of 135 Charter emergency medical response procurement and dispatch expertise.

Hervé Pougeard-Dulimbert joins the Customer Service team as a Customer Service Manager (CSM) for North Africa, France and Pakistan. Before joining Dassault Aviation in 2003, Hervé began his aviation career with the French Air Force as a technician. Prior to this new role, Hervé worked on Dassault military aircraft as an electrical and air conditioning specialist, and served as a Field Representative for our military customers around the world.

Nicolas Martin has been appointed as a Customer Service Manager (CSM) for France, Finland, and Switzerland (Lugano). Joining the Dassault Aviation’s design office in 2009 as a Wind Tunnel Test Engineer, Nicolas quickly progressed to specialize on Falcon Performance & Handling Quality Testing (including Engine Air Inlet). While managing various test campaigns relating to Falcon 900, Falcon 2000, and Falcon 7X aircraft, later transitioning to the Falcon 5X, 8X, and the “Future Falcon” development programs.

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Scan this code or send an email which includes your name, position title, company address and phone number to iWatchContest@falconjet.com, and you’ll be entered into a drawing to win an iWatch! Prizes will be awarded to two lucky Falcon Update readers. Email submissions are due December 15th, 2015.
RENTING TOOLS AND COMPONENTS IS EASIER THAN EVER

Customers may now take advantage of a change to our rental policy on flat rate rentals.

For customers who require a rental for 10 days or more, you may rent a component from Falcon Spares. All we ask is that you return the unit within 60 days or send us your customer-owned unit for repair. Combined with our tool reservation program, no daily-rental minimum and free weekends, renting from Falcon Spares has never been easier, or more flexible.

SPARES RESOURCES ARE JUST A LOG-IN AWAY

Looking for Falcon Spares information? You can find just about everything you need online at the Customer Portal. With just a few clicks, you can access:

- Falcon Spares Online
- Spares Special Programs
- Terms and Conditions
- Falcon Spares Contacts
- Requests for Return Authorizations

Scan on the QR code to watch our E-Forum on Spares online resources, and how Falcon Spares’ products and services can save you time and reduce maintenance costs of your Falcon aircraft.

Portal access is available by visiting www.dassaultfalcon.com and clicking on the “How to Gain Access” link under the “Customer Service” tab.
SPECIAL OFFER ON PASSENGER DOOR SERVICE BULLETIN

Service Bulletins (SB) are available allowing Falcon 900 and Falcon 2000 operators to upgrade their manual passenger doors with an electrical lifting system.

The advantage of an electrical lifting system includes:
- Door handling comfort
- Reduced maintenance
- Improved reliability
- Aircraft resale value

While Service Bulletin compliance can be performed at your convenience, customers can take advantage of significant cost savings of over 40% if this SB is 1) ordered/reserved by April 30th, and 2) performed in conjunction with their next “C” inspection.

More information is available by viewing the Service Bulletin Commercial Summary on the Customer Portal, or by contacting your Dassault Falcon Spares Account Representative.

MOVING ON UP

We’re pleased to announce the following promotions at Dassault Falcon Jet headquarters in Teterboro, New Jersey.

Eric Smith has been appointed DFJ’s new Director of Falcon Spares Department. In his previous role as Materials Manager (Spares), Eric was responsible for the forecasting, planning and purchasing of new and rotatable spare parts. Eric will now oversee Spares operations in North America, which includes Material Department, Warehouse Operations and Customer Service, ensuring worldwide alignment and continuing our industry-leading service level of 98.5% (and beyond!).

Patty VanZile has been promoted to Manager of Spares Marketing and Administration. Patty began her career at Dassault Falcon in 1987, holding various positions within the Spares organization including Spares Account Rep, Account Rep Supervisor and – most recently – Marketing Coordinator. In her new role she will oversee all Spares related communications and marketing programs.

YOU’VE GOT E-MAIL

If you’re looking for your warranty claim letters (decision letters) in the mailbox, don’t bother – look for it in your inbox instead. Mailing of the warranty claims is a thing of the past and yes, the warranty department has stepped into the world of electronics – so to speak – and are now emailing the claim letters.

Oops, you’ve deleted that email by accident? Not to worry, you can still find your claim status on the Customer Portal.
DASSAULT FALCON SERVICE BREAKING NEW GROUND

Dassault Falcon Service (DFS) has begun construction of a new heavy maintenance facility at Bordeaux-Mérignac Airport, France, complementing their existing MRO installations and further expanding large cabin repair and overhaul capabilities.

A groundbreaking ceremony took place on October 16th; in attendance were Dassault Aviation Chairman/CEO Eric Trappier and a host of local, regional and national dignitaries. When complete, the 7,200 square meter hangar – which is adjacent to the Dassault Aviation assembly plant – will provide added capacity for the Falcon 7X and 8X large cabin jets, and for anticipated models coming in the future.

Operations are scheduled to begin Q3 of 2016, in time to handle C-Check ramp-up for the fast-selling Falcon 7X.

NEW LAWS OFFER NEW SAVINGS

New tax laws mean tax breaks for customers of our company-owned service centers in Reno, Nevada and Little Rock, Arkansas.

In Nevada, the recent signing of Bill AB 161 authorizes qualified businesses that own, operate, manufacture, service, maintain, test, repair, overhaul or assemble an aircraft (or any component of an aircraft) a partial abatement for select property or sales and use taxes. The Dassault Aircraft Services (DAS) facility in Reno has been approved for tax abatement by the Nevada Office of Economic Development (EOD), benefiting our customers by eliminating taxes on work performed at the facility.

Meanwhile, Act 1182 was signed in Arkansas, exempting aircraft over 12,500 lbs from taxes on labor and repair parts originating from the DAS facility in Little Rock. A second part of the ACT, referred to as “Fly Away,” eliminates sales tax on aircraft transactions as long as the buyer and seller are “non-native” to the state.
EXPANDING THE DAS NETWORK

In the event of an AOG, operators in the Teterboro, New Jersey area can currently take advantage of DAS’ Mobile Repair Unit (MRU), which is staffed with four GoTeam Technicians and the tools to return a Falcon to service as quickly as possible.

Adding to support resources in the area, work is now in progress for a Remote Satellite Operation at the Jet Aviation facility at Teterboro Airport (TEB). When completed, DAS will be able to provide on-site AOG support, operator Pre-Flight and Post Flight Checks, and support for our dedicated Falcon Response AOG aircraft positioned at TEB.

THE DASSAULT FALCON SERVICE FBO JOINS THE AIR ELITE NETWORK

The Dassault Falcon Service FBO (Fixed-Base Operator) is located at Paris-Le Bourget Airport. It is among the top FBOs in the world, with #1 rankings in Aviation surveys including AIN (Aviation International News) and EBAN (European Business Air News).

DFS has partnered with Air Elite, a global network of FBOs delivering “diamond level” customer service around the world. The Air Elite network earns brand recognition and customer trust by benchmarking the legendary gold standard in customer service, and by ensuring that each location follows high quality standards.

The DFS facility consists of a private terminal delivering a broad range of premium services. Further enhancing the FBO experience for our customers, we have implemented the following improvements:

- Progressive parking rates
- Customized handling rates by aircraft type
- Safety check aligned with new regulatory obligations, and adapted to aircraft capacity
TCAS 7.1 EASA MANDATE

Operators take note: the European Aviation Safety Agency (EASA) mandate to retrofit in-service aircraft with TCAS 7.1 is December 1st, 2015, refer to FSN-209-A.

Version 7.1 enhancements will improve TCAS Resolution Advisory (RA) sense reversal logic in vertical chase situations. For Falcon aircraft equipped with Rockwell Collins TCAS TTR 920 or TTR-4000 units, Rockwell Collins has developed an STC to install a TCAS TTR-921 or TTR-4000 Change 7.1.

Due to the obsolescence of TTR-921/TTR-4000 product line, please note that limited assets are available. Dassault Falcon is actively working with Rockwell Collins to increase the pool of remaining units and further accelerate the certification of an alternate solution based on TCAS TTR-4100.

UPDATE: LEGACY SOLUTIONS

Dassault Falcon offers a number of upgrade solutions, available at any Dassault Service Center or Falcon Authorized Service Center, to significantly enhance your aircraft’s capability and comply with upcoming air traffic mandates.

We recently approved ADS-B Out (DO260B certifications) for the Falcon 50 (with PL4 & 21), Falcon 2000 (with PL21) and Falcon 900C/EX; certification for the Falcon 900B is expected by the end of the year. We’ve also completed certifications of FANS 1/A for Falcon 900A/B and 900C/EX aircraft – greatly improving communication capabilities in remote and oceanic areas while reducing traffic congestion and flight crew workload. We are currently pursuing FANS for Pro Line 21 equipped aircraft, so stay tuned for more info!
CAE ADDS NEW EASY II SIMULATOR IN DALLAS

Dassault-Approved Training Provider CAE now offers Falcon Pilots an immersive flight training experience with their latest Falcon 900EX/2000EX EASy II simulator.

Positioned at CAE’s Training Center in Dallas, Texas, this new 7000XR Series simulator is equipped with the company’s Tropos 6000XR visual system technology, enhancing levels of realism via satellite imagery, dynamic airport environments, advanced weather effects and a continuous world database. Additional features include a CAE Flightscape Insight™ debriefing station equipped with a Simulator Operational Quality Assurance (SOQA) system to assess training effectiveness. The simulator is qualified to level D standards by the Federal Aviation Administration (FAA) and Transport Canada.

The program complements CAE’s existing global network of Falcon 900/2000 programs in New Jersey, the United Kingdom and United Arab Emirates. CAE training is also available for the following Falcon aircraft: 10/100, 50/50EX, 900B, 900C, 900EX, 900EX EASy, 2000, 2000EX EASy, 7X and 7X EASy II. CAE has been selected as the first training provider for the Falcon 5X.

FLIGHT SAFETY INTERNATIONAL RENEWED AS AUTHORIZED TRAINING PROVIDER

Dassault Falcon renewed Flight Safety International’s Certificate of Approval as an Authorized Training Provider in accordance with the Falcon Training Policy Manual (FTPM).

The Dassault Authorized Training Provider program ensures that Falcon Jet operators from around the world receive consistent and comprehensive training in accordance with Falcon training standards. The Certificate of Approval covers training of pilots, maintenance personnel and cabin crew, and was received after a stringent evaluation intended to identify compliance with FTPM policy standards and updated instructor skills, courseware and training tools.

FlightSafety provides professional training for the following Falcon aircraft: 10/100, 20/20-5, 50, 50EX, 200, 2000/EX, 2000EX EASy/DX/LX, 900B/C, 900EX, 900EX EASy/DX/LX and 7X aircraft. FlightSafety will also offer training for the Falcon 2000LXS starting at the end of the year in the Paris-Le Bourget Falcon Training Center, France. FSI has been selected as the first training provider for the Falcon 8X.

Falcon Pilot training is available at FlightSafety’s Learning Centers in Columbus, Ohio; Dallas, Texas; Houston, Texas; Teterboro, New Jersey; Wilmington, Delaware; and at Paris-Le Bourget airport in France.
TRAINING OPPORTUNITIES

The following are just a few of the training dates scheduled in the months ahead. Please verify availability of classes with each Training Provider.

FEBRUARY 2016

Please verify availability of classes with each Training Provider.

DASSAULT TRAINING ACADEMY

MAINTENANCE PRACTICAL TRAINING

FALCON 7X (10 DAYS):
Nov 30* Bordeaux - Mérignac, France
Mar 7* Bordeaux - Mérignac, France

FALCON 900EX EASY (10 DAYS):
Nov 9* Paris - Le Bourget, France
Dec 8* Paris - Le Bourget, France
Mar 29* Paris - Le Bourget, France

FALCON 2000EX EASY (10 DAYS):
Nov 23* Paris - Le Bourget, France
Dec 7* Paris - Le Bourget, France

DASSAULT TRAINING ACADEMY

*Session date and training site can be modified according to A/C availability

For more information contact:
guilhem.rousset@dassault-aviation.com

CAMP (MAINTENANCE)

ADVANCED MODULE MAINTENANCE (1 DAY):
Dec 1 / Jan 12 / Feb 9
Paris, France

ADVANCED CAMO & QUALITY CONTROL ASPECTS (1 DAY):
Dec 2 / Jan 13 / Feb 10
Paris, France

CAMP training takes place in Paris, France.
For more information visit www.campsystems.com

HONEYWELL

HONEYWELL 36-150 APU LINE MAINTENANCE (2 DAYS):
Dec 10 / Jan 14 / Feb 17
Phoenix, AZ USA

REALCASE

FALCON 2000EX EASY, TROUBLESHOOTING (RCT) (5 DAYS):
Dec 7
Morristown, NJ USA

FALCON 900EX EASY, TROUBLESHOOTING (RCT) (5 DAYS):
Nov 16
Morristown, NJ USA

FALCON 7X, TROUBLESHOOTING (RCT) (5 DAYS):
Nov 30
Morristown, NJ USA

PILOT

FALCON 900 EASY II PILOT INITIAL (23 DAYS)
Feb 2
Morristown, NJ USA

FALCON 900 EASY II PILOT RECURRENCE (5 DAYS)
Nov 2 / Dec 4 / Jan 29
Dallas Fort Worth, TX USA

FALCON 2000 EASY II PILOT INITIAL (23 DAYS)
Jan 8
Morristown, NJ USA

FALCON 2000 EASY II PILOT RECURRENCE (4-5 DAYS)
Nov 30 / Dec 4 / Jan 29
Dallas Fort Worth, TX USA

FALCON 7X EASY II PILOT INITIAL (5 DAYS)
Jan 15
Morristown, NJ USA

For more information contact:
ken.stokes@cae.com (maintenance)
bill.dougherty@cae.com (pilots)

FLIGHTSAFETY INTERNATIONAL

900EX EASY II PILOT INITIAL (25 DAYS):
Dec 7 / Jan 4 / Feb 1
Dallas Fort Worth, TX USA; Paris, France; Teterboro, NJ USA.

2000EX EASY II PILOT INITIAL (24 DAYS):
Dec 7 / Jan 4 / Feb 1
Dallas Fort Worth, TX USA; Paris, France; Teterboro, NJ USA.

7X EASY II PILOT INITIAL (28 DAYS):
Dec 7 / Jan 4 / Feb 1
Dallas Fort Worth, TX USA; Paris, France.

PW307 LINE & BASE MAINTENANCE (5 DAYS):
Nov 30 / Mar 7
Paris, France

PW308 LINE & BASE MAINTENANCE (5 DAYS):
Jan 11
Wichita, KS USA

For more information contact:
lori.parrish@flightsafety.com
# Falcon Worldwide Customer Service

## THE FALCON COMMAND CENTER ALWAYS REMAINS YOUR FIRST CALL FOR AOG ASSISTANCE!

### 24-HOUR AOG TECHNICAL SUPPORT

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+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**  
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+1 800-800-4036  
customer.care@falconjet.com

**Le Bourget, France**  
+33 1 48 35 56 78  
dafsorders@dassault-aviation.com

### FALCON PILOT SUPPORT

For information or non-AOG assistance with pilot operations,  
falconpilot@dassault-aviation.com

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## FIELD SERVICE CONTACTS

*Listed with mobile phone numbers*

<table>
<thead>
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*CONTACTS listed by regional base location. Actual territory coverage spans a broader region in addition to base location.*

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Volume 91 – November 2015
For unsurpassed situational awareness, we present FalconEye. Available for the 8X, this remarkable breakthrough provides an extremely high-precision guidance system that ensures greater flight safety and operational capabilities. For a hi-fidelity look at the outside world even in the worst weather conditions and in the dead of night, it’s FalconEye.