

Falcon Update

Volume 104 - December 2020

News from Falcon Customer Service



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The Bordeaux-Mérignac rollout.

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DASSAULT AVIATION

Falcon Update

News from Falcon Customer Service

Dassault Aviation





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Cover: The Falcon 6X gets ready for its close-up at a formal rollout event in Bordeaux-Mérignac.



Scan the QR code to explore Jean's blog, *Crew Chief*

As we approach this holiday season, I think I speak for many who are eager to turn the page to 2021. While much of the world remains in the relentless grip of this pandemic, there are undeniably brighter days ahead. With such promising news on vaccines recently, we can finally begin to anticipate a time at which COVID-19 does not weigh heavily on so many aspects of our lives.

Since the onset of the pandemic, the Falcon team has gone above and beyond to deliver the level of service you expect from us in this challenging environment, all while enacting stringent health and safety protocols. But while adapting to – and helping you navigate – this crisis has been an essential mission for us this year, we have likewise devoted considerable effort to advancing several new programs and enhancements.

Perhaps the most notable example of this is what you see on the next page. The production of the magnificent new Falcon 6X continues on schedule, as heralded by a formal rollout event in Bordeaux-Mérignac. With its first flight early 2021, you will be hearing much more about the Falcon 6X in the months ahead.

Additionally, you will see in this issue's feature article that we are pleased to have

launched key new initiatives for Falcon operators. With the new FalconCare, there is added flexibility and predictability in your maintenance coverage. Our Spares team has just introduced Falcon Advantage, which provides members with exclusive benefits and discounts unmatched in the industry. And we are also, at press time, putting the finishing touches on FIELD 6, offering the latest electronic documentation technology.

Elsewhere in this issue, you will find a note on how we clean the air on Falcon aircraft and a report on our new Safety Management System. You will discover a new sales organization within the Dassault MRO network. And you will see an 'extreme makeover' of a Falcon at one of our company owned service centers.

As the sun sets on 2020, we have better days to look forward to, and you can be sure that whatever your flying needs may be, the Falcon Customer Service team is fully behind you. Wishing you Happy Christmas and good health.

Jean Kayanakis

SVP, Worldwide Customer Service and Service Center Network

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A FORMAL INTRODUCTION FOR THE FALCON 6X

On December 8, Dassault Aviation staged a formal rollout of our new long-range, ultra-wide Falcon 6X aircraft, which continues to proceed on schedule for a 2021 first flight. Customers and operators were able to watch the event unfold online – and the replay remains available at www.falcon6xrollout.com. Award-winning broadcast journalist and longtime Falcon enthusiast Miles O'Brien hosted the rollout, which included interviews of our Chairman & CEO, Mr. Eric Trappier, Carlos Brana, Executive SVP Civil Aircraft, and test pilots. The event marked an important milestone in the development of this state-of-the-art aircraft.



Scan the QR code to watch our video.

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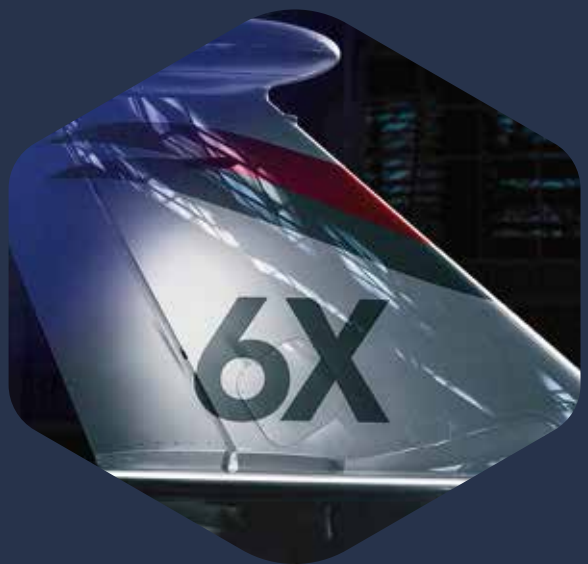
"Its award-winning cabin — the tallest and widest in business aviation — provides levels of spaciousness, comfort, productivity and safety that will set a new benchmark in the long-range segment."

said Dassault Aviation Chairman and CEO Eric Trappier.





Falcon 6X Test Pilots Bruno Ferry (left) and Fabrice "Tom" Valette (right)





With a 5,500 nm (10,186 km) range and top speed of Mach .90, the Falcon 6X can connect passengers to major business centers far and wide. It can fly from London to Hong Kong or from Los Angeles to Moscow nonstop.



FRENCH MILITARY ORDERS 12 NEW FALCONS FOR MARITIME PROGRAM

The French Minister of the Armed Forces announced in November an upcoming contract with Dassault for the "Albatros" Maritime Surveillance and Intervention Aircraft (AVSIMAR) program. In accordance with the multi-year military spending bill, the contract calls for an initial order of seven aircraft based on the Falcon 2000LXS, with a planned total of 12; deliveries are set to begin in 2025. Additionally, Dassault Aviation will manage in-service support for these aircraft for ten years, with Dassault teams onsite.

The Falcon 2000 "Albatros" will feature a multifunction radar under the fuselage, a high-performance optronic turret, observation windows, an SAR (Search & Rescue) kit release system and dedicated communication systems.

"The Falcon 2000 Albatros is a high-performance aircraft equipped with a mission system and sensors of the latest generation," said Eric Trappier, Chairman and CEO of Dassault Aviation. *"From the Falcon 20 of the U.S. Coast Guard to the Falcon 2000MSA of the Japanese Coast Guard, as well as the Falcon 200 Guardian and 50M of the French Navy, we have extensive experience in maritime surveillance, in addition to our long experience in maritime patrol with the Atlantique."*

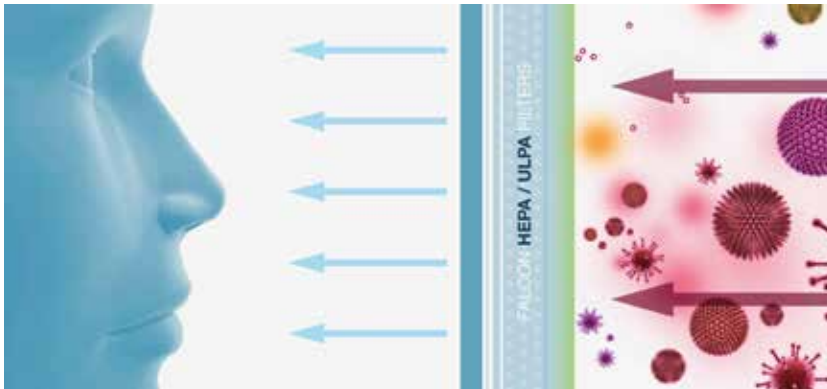
Over the past 50 years, Dassault Aviation has modified many Falcon aircraft to adapt them for maritime surveillance, medical evacuation, cargo transport, calibration, intelligence gathering, training and more. These multi-role aircraft represent approximately 10% of the Falcon fleet in service. Such multi-role Falcon aircraft are a perfect example of the dual civil/military knowhow of Dassault Aviation: operators benefit from the cutting-edge technologies developed for our fighter aircraft and, at the same time, take advantage of the meticulous processes used for the production of our business jets.

FALCON 2000LXS: AN OPTIMAL APPROACH AT SAINT-TROPEZ

Witness the Falcon 2000LXS at La Môle Saint-Tropez, France, where the 3,514 ft (1,071 m) runway is short and the approach challenging. It's just this kind of airport performance that has made the 2000LXS a popular choice for business travelers.



Scan the QR code to watch our video.



CLEARING THE AIR

Dassault is constantly evaluating air-quality best practices so that all of us can work and travel in safety now and for the foreseeable future. One way to mitigate the risk of the coronavirus while flying is the use of HEPA filters, which can be installed as options on the Falcon 7X and 8X (if they were not installed originally at the factory). Used in hospital intensive care units and isolation rooms, HEPA filters can effectively filter out virus particles in the size range of the coronavirus that causes COVID-19.

Cabin air on these aircraft is also refreshed every two to three minutes, which keeps virus particles from lingering in the cabin. It has been widely reported that this circulation is vastly better than in typical office buildings.

For our models not equipped with HEPA filters, we have procedures for limiting recirculation, in some cases by managing temperature control from the cockpit. Dassault is currently evaluating the installation of HEPA filters on Falcon 900 and 2000 models, with more news to follow.



For further information, please contact our team at:
aftermarket@falconjet.com



DASSAULT DEBUTS NEW SAFETY MANAGEMENT SYSTEM

Dassault Aviation is pleased to announce another important measure in our continuous approach to enhancing the safety of our civil and military aircraft. A supervisory organization for our company and subsidiaries is being progressively put in place to oversee flight safety matters in four core areas: design, production, MRO and flight operations. This organization complies with ICAO recommendations in its Annex 19, and anticipates future regulations of the authorities of the ICAO member states – in particular the United States and the European Union.

It is based on:

- The establishment of an independent supervisory structure headed by an Executive Safety Aviation Officer, reporting directly to the company's Chairman and CEO.
- A "Safety Management System" (SMS) compliant with the highest international standards in the assessment and management of risks related to aviation safety.
- The already awarded approvals for design, production and MRO.

We kindly invite Falcon Operators and maintenance organizations to contribute to our safety initiative by reporting to us any identified risk or event involving aviation safety, and by sharing your observations or suggestions.



You can email us at
falconsafety@dassault-aviation.com.

A NEW POST-DELIVERY QUESTIONNAIRE

Dassault conducted a Delivery Customer Experience improvement seminar last year, yielding more than a dozen actions that have been approved. One such action is a complete overhaul of the aircraft post-delivery satisfaction survey. The new online survey that is currently in use contains clear, concise questions and a new user-friendly layout. One survey is issued to a customer's technical team just after a new or pre-owned aircraft delivery, while a second is dedicated to the owner or owner's designee after three months of flights following delivery. This new survey has been specially designed for the VIP and is focused on the comfort of the cabin and his or her in-flight experience.

FALCON OAB GATHERS REMOTELY

While the coronavirus pandemic prevented the Falcon Operator Advisory Board from convening its annual meeting this fall as originally planned, the group got together for an informative e-forum on October 29. The 20-member board represents various regions of the world, from India to Russia to the Americas, so it was interesting to hear just how similar many operators' experiences have been in this uniquely challenging year.

Naturally, the pandemic was top of mind for all participants and there was a broad consensus on the state of the industry – specifically that it was well positioned to rebound when the virus begins to recede and travel restrictions are lifted. Indeed, many felt that the current crisis has further accentuated the advantages of flying privately.

Regarding Dassault specifically, the board was unanimous that even in this tough period, the reliability of Falcon aircraft and products combined with such high-quality support meant that they had the utmost confidence to perform their missions. Members also reported being pleased with the Falcon Webinar Summer Series, which served as a highly effective alternative to our usual M&O world tour.

The board and several working groups will be scheduling future e-forums to ensure that strong communication remains until such time that they can safely meet again in person. The subjects for these sessions will be determined by the members.

A LOSS FOR THE FALCON FAMILY

We lost two beloved members of the Falcon Family recently – both of whom were well known by our customers.

Dean Anderson retired from Dassault Falcon Jet just last year. He spent 17 years with the company, first leading maintenance training efforts in the Americas. In that role, Dean was credited with creating the Falcon Training Policy Manual (FTPM), which continues to guide our training partners today. He also supported the development of the FalconCare program.

Dean later became the Manager of Dassault's Authorized Service Center network, covering the Asia/Pacific Rim region.

Dan Petramale joined Dassault in 1972, after serving his country in Vietnam as a member of the U.S. Air Force. He began his career at the Falcon Jet Center working on line service and retired in 2017 as the Chief of Maintenance for Flight Operations. He was a friend and mentor to many, including Sr. Director of Flight Operations John McGuire. Dan was dedicated to Dassault and its customers and was very proud of the Falcon aircraft we produced. He was enjoying a happy retirement with family and friends, and plenty of golf.



Dean Anderson



Dan Petramale

GERMAN RESEARCH TEAM TURNS TO A FALCON

The COVID-19 lockdown has not only affected almost every aspect of our daily lives, but also the environment. A German team, led by the German Aerospace Center and the Max Planck Institute for Chemistry set out to find out how strong these effects of reduced emissions were on the atmosphere. As part of this joint effort, scientists measured the concentration of trace gases and pollutants in the air by using a Falcon research aircraft (a Falcon 20-5) equipped with highly specialized instrumentation. The aircraft performed missions over Germany, Italy, France, Great Britain and Ireland during a three-week period in May and June 2020 to investigate how reduced emissions from industry and transport are changing atmospheric chemistry and physics. The data evaluation is ongoing and results are expected in the coming months.



FALCON 10 MER CELEBRATES 40 YEARS IN SERVICE WITH THE FRENCH NAVY

Its large cabin brothers and sisters may usually have the spotlight, but the nimble, versatile Falcon 10 remains a much-loved member of the Falcon Family. And a variant of this model – the Falcon 10 Mer – just celebrated 40 years of service in the French Navy.



The Falcon 10 Mer has been an essential tool for fighter pilots, serving in a training capacity. For four decades now, it has met the Navy's stringent operational needs and requirements. The aircraft was originally purchased to compensate for the lack of a dedicated two-seater fighter for training. Indeed, it allows for quicker intervention on the controls, since the instructor is next to the student. The Navy has begun looking at a successor to the twin-engine cloverleaf jet, but it won't be easy to find a complete, flexible and reliable aircraft at the level of the Falcon 10.



#1, AGAIN

We were excited and quite humbled to learn late this summer that Dassault was voted #1 overall in the annual *Aviation International News (AIN)* product support survey. This marks our second consecutive first-place finish. It's a testament to the tireless efforts of a passionate global team, as well as to our Falcon operators, who push us to continuously improve the Falcon Customer Experience.

FALCON 8X THOROUGHBRED PERFORMANCE

On any field, the Falcon 8X is a leading performer. See how it handles a challenging short-field landing amidst the mountains of Gstaad, Switzerland. It's an elegant demonstration of power, agility and grace.



Scan the QR code
to watch our video.



FALCON WEBINAR SUMMER SERIES WRAPS UP

Due to the pandemic, Dassault acted quickly to cancel our 2020 M&O Seminar season around the world. And while it was disappointing to not meet with operators face to face as we so enjoy doing, we launched the Falcon Webinar Summer Series to keep connected on key topics. In all, as we hosted 26 total webinars, welcoming more than 2,300 customers. Thank you to everyone who attended; and if you want to view a replay of any of our webinars – from COVID-19 maintenance & operations recommendations to apps to model-specific support – they are all posted on the Falcon Customer Portal.

AN AUTUMN OF UPGRADES FOR FALCON SERVICES

The Falcon team is closing out the year strong with a trio of new offerings to enhance the Falcon Customer Experience.



It has been a busy end to the year for the Dassault team. We just recently announced a significant expansion to our FalconCare program, launched an exciting new Spares initiative called Falcon Advantage, and are on the precipice of deploying the latest iteration of our FIELD (Falcon Interactive Electronic Library by Dassault) electronic documentation service.

A milestone and more for FalconCare

We recently signed our 500th contract for our FalconCare guaranteed maintenance program and further expanded the program – already the most comprehensive in the industry – to meet a broader range of customer needs and budgets. Introduced in 2005, FalconCare offers a full range of scheduled and unscheduled maintenance services to ensure predictable and stable annual costs at any of our 60+ Company-Owned and Authorized Service Centers, plus 16 Falcon Spares distribution centers.

The new program expansion, based on feedback from flight departments and the Falcon Operator Advisory Board, enhances

the flexibility of the pay-as-you-fly FalconCare service by offering operators two different levels of coverage to align with their particular maintenance needs:

- FalconCare Essential, the basic offering, covers the full cost of genuine Dassault Spare parts, with additional services available as options.
- FalconCare Elite is an all-inclusive offering that covers parts, labor and consumables, along with AOG GoTeam service, documentation, exchange items like batteries and wheels and other maintenance services.

Each plan includes a FalconCare Efficiency Bonus, which financially rewards operators engaging in the most cost-effective maintenance practices. And both allow operators to establish a Flex Spending Account for miscellaneous costs outside FalconCare coverage.

“The FalconCare program is customer driven,” said Jean Kayanakis, SVP, Worldwide Falcon Customer Service & Service Center Network. “Thanks to operator input, we are now able to offer different plans and options that meet the diverse needs of our growing customer base. We are always tapping the knowledge of our operators on how to expand and improve our service plans, and expect that FalconCare offerings will continue to evolve in the future in line with changing customer needs.”

 For further information, please contact our team at: falconcare-sales@dassault-aviation.com or falconcare.sales@falconjet.com

Introducing Falcon Advantage

Falcon Spares recently announced an exciting new program called Falcon Advantage, which will provide members with exclusive benefits, discounts and extended warranties that cannot be matched in the industry. With a minimal paid membership fee, you will be eligible for the valuable benefits only Falcon Spares can provide – no matter how much you purchase.

Available to all corporate or government operators and aircraft management companies, Falcon Advantage offers a host of benefits. Members receive an 8% discount on nearly 90% of Falcon parts, are eligible for a three-year Spares Warranty, receive free shipping on cores returned within ten days, a 3% discount on brake exchanges and are eligible for the no-supplemental-bill guarantee program. The program goes live February 1, 2021; to qualify, you must sign up by January 15. In just the first month following its official launch, we have already signed up more than 130 customers for Falcon Advantage.

 For additional program details, please contact: spares-marketing@dassault-aviation.com or sparesmarketing@falconjet.com



8% discount on eligible parts



3-Year Spares Warranty



Free shipping on cores returned within 10 days



No supplemental bills on Genuine Dassault parts



3% discount on brake exchanges



Tool rentals free on weekends and holidays





Documentation, made even easier

Arriving soon, FIELD 6 is a unique all-in-one application designed for maintenance teams and all Falcon customers with a valid subscription. This new application replaces FIELD 5 and offers you the latest electronic documentation technology wherever and whenever you need it.

New key features of FIELD 6:

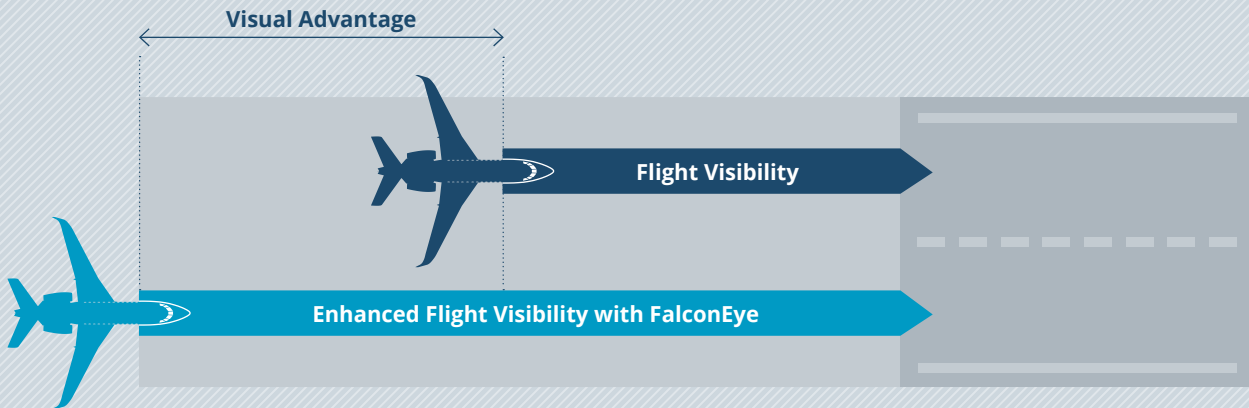
- A comprehensive set of maintenance documentation (basic & supplemental)
- Available on both Windows OS (FIELD Desktop) and iPad (FIELD Touch)
- Available online or in local mode (synchronized) as backup or for remote operations
- Efficient filtering and advanced search capabilities
- Subscription management on the Falcon Portal
- Ability to administer your tokens on the Falcon Portal
- Work card initial capability with FIELD Card
- Intuitive navigation capabilities that fit your device

The FIELD 6 application will be available on desktop and on iPad and can be used for all Falcon models except for the Falcon 10, 20 and 200.



For more information on FIELD 6, please contact supportfield@dassault-aviation.com

Advanced EFVS operations – EFVS visual advantage



FALCONEYE VISUAL ADVANTAGE

In October 2018, FalconEye was granted FAA approval for IFR operations down to 100 feet as per FAR §91.176(b). In addition to this original airworthiness approval, Dassault conducted a wider range of testing activities to quantify the FAA Visual Advantage, which could be offered by FalconEye.

The FAA has determined that there is an average Enhanced Visibility Factor of 0.34 with FalconEye. This visual advantage was included in the Jan. 31, 2020 revision of the FAA Operational Suitability Report related to Enhanced Flight Visibility Systems (EFVS). As such, operators with FalconEye-equipped aircraft seeking to conduct EFVS operations under FAR 135 can now apply for a 33% EFVS Operational Credit in their C048 OpsSpec. These credits can be taken into account for flight planning purposes, as well as in making flight assessments of horizontal visibility before initiating an approach. ■

A NEW FALCONCONNECT PORTAL

Honeywell has released a redesigned portal for FalconConnect customers. Current users will have access to this expanded enterprise performance management (EPM) offering via your current subscriptions with FalconConnect.

A new dashboard enables customers to use connected software to manage connectivity services for the cockpit and cabin for a seamless user experience.



For further information or guidance, please contact the Falcon Operational Support team at falconpilot@dassault-aviation.com



SAME GREAT SERVICE, NEW LOCATION

The Falcon Command Center location in France has just completed a move from Saint-Cloud to Bordeaux-Mérignac. In the last two years, much of the Falcon Customer Service operation has relocated to the southern French city to be closer to our main operation, engineering and production facilities. The Command Center move aligns with this strategy.

Importantly for Falcon customers, only the phone number has changed (+33 5 56 18 47 47). Otherwise, operators will see no difference in the first-class service they have come to expect from us.

In addition to the Mérignac site, the Falcon Command Center has two U.S. locations – in Teterboro, New Jersey and Boise, Idaho – so that AOG and other assistance can be provided around the clock, 24/7/365. ■



France:

+33 5 56 18 47 47 / commandcenter@dassault-aviation.com

United States:

+1 201 541 47 47 / commandcenter@falconjet.com

NEW FALCON SPARES MARKETING RESPONSIBLE

Joëlle Phung has been appointed our new Falcon Spares Communication & Marketing Responsible, based in Mérignac, France. Joëlle is in charge of Spares marketing communications and commercial strategies and she is also your main point of contact for opening a Spares account if you are based in Europe, Africa, the Middle East, India or Russia.

Joëlle joined Dassault Aviation in 2012 as a Spares Account Coordinator at Paris-Le Bourget, where she provided dedicated service to Falcon operators and Authorized Service Centers. With customer expertise and an in-depth knowledge of Falcon Spares products and services, Joëlle is sure to be an asset for the Falcon Spares team in her new role.



Joëlle Phung

Falcon Spares Marketing
& Communication Responsible

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THE START OF A SUCCESSFUL COLLABORATION

To offer Falcon customers superior flexibility and responsiveness, Dassault Aviation expanded its Company-Owned service center network in 2019 by acquiring TAG Maintenance Services in Europe and ExecuJet MRO Services in Africa, Asia, Oceania, Europe and the Middle East.

Dassault then launched an effort to ensure that customers across these regions would enjoy the best and most seamless experience possible, regardless of which facility they used. Dassault created a comprehensive sales organization, offering a unique point of contact to customers. This new organization includes not just the sales teams of DFS, TMS and ExecuJet MRO Services but also the planning, quotation, marketing and engineering groups.

One of the first customers to have benefited from this new organization is a German operator with two Falcon 2000LXS aircraft. For the C1 check of their Falcons, they decided to bring them to the newly expanded Dassault MRO network for the first time.

In agreement with the customer, the planning team scheduled the two C checks at Dassault Falcon Service – Le Bourget. The two checks were completed in less than eight weeks.

During this short-cycle C1 check, a second handrail on the passenger doors was installed on both Falcons. The wiring also provisioned for future installation of the SATCOM KA Band (GDR router and MCS 8000 Jetwave SATCOM) and the DataLink Unit (DLU), used for the CPDLC and FANS 1A, was installed. In addition, the cabin received a new carpet and several cosmetic touch-ups. The customer expressed his appreciation for the frequent communication throughout the projects and being kept up to date on each important step.

Very pleased by the professionalism of the teams and the quality of the work done in a short time, the operator has already planned to perform the finalization of the installation of the KA Band on their Falcons within the Dassault MRO network. ■



NEW SALES ORGANIZATION FOR THE DASSAULT MRO NETWORK

With the addition of TAG Maintenance Services and ExecuJet MRO Services to the Dassault MRO network, Dassault doubled the number of our owned facilities and we are now closer than ever to Falcon customers. These 16 additional service center locations in the Falcon network have particularly expanded our presence in Asia, Oceania, Africa and Europe.

The next step in providing a more seamless Falcon Customer Experience was to reorganize and simplify some of our MRO activities. This is why the Sales activities of Dassault Falcon Service, TAG Maintenance Services and ExecuJet MRO Services have now merged into a single organization to bring to customers:

- one dedicated sales point of contact per customer, no matter where your aircraft will go for maintenance
- one central planning department, proposing the best solution to suit your needs with regard to location and timing
- one single sales engineering department, proposing the best aftermarket products & services, as well as the best modifications and upgrade solutions to meet your needs, while minding your budget and ensuring the latest OEM standards and level of certifications. The sales engineering team is involved in cabin refurbishment and connectivity solutions, cockpit update solutions and more.

Thierry Salaün, VP, Corporate Sales, will lead this new sales organization. Sales in Europe, where regional sales managers are based in Paris, Geneva and Courtrai, is placed under Philippe Rabier's management. Sales in MEA-APAC – covering the Middle East, Africa, Asia and Pacific – with regional sales managers located at ExecuJet MRO Services Dubai, Kuala Lumpur, Johannesburg and Sydney, is placed under Alessandro Galera's management. ■



FAA CERTIFIES EXECUJET MRO SERVICES MALAYSIA FOR FALCON 900 SERIES

The U.S. Federal Aviation Administration (FAA) has certified ExecuJet MRO Services Malaysia to carry out line maintenance on the Falcon 900LX, 900EX EASy, 900EX, 900DX.

ExecuJet MRO Services already has FAA certification to perform line and heavy maintenance on Falcon 7X and 8X aircraft, as well as Falcon 2000EX aircraft, which includes the 2000LX, 2000EX EASy and DX variants.

This latest certification means ExecuJet MRO Services Malaysia now has FAA certification to work on all the latest models of Falcon aircraft in operation around the world. There are more than 100 Falcon aircraft operating in the Asia-Pacific region.



ARRIVING SOON: A NEW POST-MAINTENANCE SURVEY

Your satisfaction is of the utmost importance to us. And, naturally, the best person to tell us how we can further improve is you!

That is why we are pleased to introduce a quick new survey that we will email you after having maintenance work done at any of our Dassault company-owned facilities or Authorized Service Centers, starting January 2021. Our newly expanded service center network is a critical element of the Falcon Customer Experience. And you should expect the same level of care, quality and service at any of these facilities around the world.

Your feedback on all aspects of a maintenance project will help ensure that we are meeting all of your needs and expectations – from communication and timing to the quality of work done on your aircraft. The more you share your thoughts with us, the better positioned we are to continue meeting all of your needs and expectations.



EXTREME MAKEOVER, EXTREMELY WELL DONE

Over the summer, the Dassault MRO network completed a significant Falcon 2000LX upgrade project at its TAG Maintenance Services facility in Geneva for a local operator. This aircraft is also available for charter.

As this project started at the beginning of the pandemic and the lockdown, the team's first task was to reorganize and divide the project schedule by shifts to follow all of the health and safety measures put in place to protect customers, partners and employees.

In addition to the C2-check and associated tasks, the customer asked the team to mirror his Falcon 2000LX to his newly delivered Falcon 8X in terms of cabin design, entertainment and communication systems. In order to make it similar, the team worked with the Falcon 8X wood plating sent by our completion center in Little Rock, Arkansas.

The project plan included:

- re-veneer of all cabinetry
- replacement of all cabin side wall panels
- re-upholstery of the seats and cabin
- replacement of all aircraft carpets
- installation of the Honeywell Jetwave KA-Band high speed Internet SATCOM
- installation of the Iridium Satcom system – Aircell Axxess II Level D
- installation of the newest IFE upgrade with Venue CMS and HD monitors
- replacement of the existing LED lighting system with a new BE/A “full spectrum” LED lighting system
- replacement of existing exterior cameras with full HD Otonomy cameras

The results of this major project met the expectations of the customer, who was pleased with the quality of the work. ■

WHAT A SUCCESS

Our ExecuJet MRO Services facility in Dubai has completed its first major structural project on a Falcon 7X coming from China. The work began in mid-October and finished in just six weeks, benefitting from a collaboration among ExecuJet MRO Services, Dassault Falcon Service and Dassault Aviation design offices and engineers. The customer was very satisfied with the quality and speed of the work performed and was pleased by the strong collaboration among the teams.

One more step forward to a great MRO experience with Dassault owned facilities.

The Dubai service center is approved for work on the Falcon 7X & 8X, Falcon 2000EX EASY and Falcon 900C/EX & EX EASY. ExecuJet MRO Services Middle East looks forward to opening a new hangar at Dubai Airport in mid-2022.

EXPANDING INSTRUCTOR-LED ONLINE TRAINING COURSES

To better meet customers' needs in the midst of the pandemic, both CAE and FlightSafety International are offering online instructor-led training courses.

CAE recently announced the expansion of its live online instructor-led maintenance training program. The courses offer real-time teaching in a virtual classroom setting in which trainees can interact with a course instructor and peers. Maintenance technicians can study anytime and anywhere with an Internet connection. CAE's online instructor-led courses are designed to offer maximum flexibility for maintenance training, including interactive demonstrations, and courseware compliance to all regulatory and scheduling guidelines.

The Webex-based platform gives the unique opportunity for maintenance technicians to arrange their learning process according to their needs and is regularly refreshed with up-to-date content.

FlightSafety International, meanwhile, now provides instructor-led pilot recurrent ground school for the Falcon 2000, 900, 2000EX EASy, 900EX EASy, 7X and 8X. This training method is in addition to their in-house recurrent ground school training. Maintenance Initial, Update, Familiarization and Avionics courses are likewise available online via their LiveLearning tool.

During the online ground school, operators are encouraged to engage with the courseware, with other students and with the instructor. Training includes live class surveys, recordings, videos and interactive demonstrations – and it is iPad compatible. ■



NEW TRAINING PAGES ARE ON FALCON PORTAL

The Falcon Customer Portal now features new and improved Training pages. From Entry into Service assistance to Base training and Type Rating Instructor (TRI) qualification for pilots, and Practical or Structural Repair training for maintenance, our team of Falcon experts is ready to assist you. You now have access to a large range of training options for pilots, maintenance and cabin crew.

The new training pages also include full details – types of training, schedules and locations – on our training partners: FlightSafety International, CAE, GlobalJet Services and Aircare.



TRAINING OPPORTUNITIES

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

Please verify availability of classes with each Training Provider.

JANUARY 2021

Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

FEBRUARY 2021

Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

MARCH 2021

Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun.
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Dassault Training Academy

MAINTENANCE PRACTICAL TRAINING

- Falcon 2000EASy Practical Training (10 days)**
Jun 07* Bordeaux-Mérignac, France
- Falcon 7X/8X Practical Training (10 days)**
Feb 15* Bordeaux-Mérignac, France
Apr 26* Bordeaux-Mérignac, France
Jun 21* Bordeaux-Mérignac, France

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

CAMP

CAMP MTX OVERVIEW

Jan 13, Feb 10, Apr 7, May 5 Online

For more information visit:
www.campsystems.com

CAE

REALCASE**

- Falcon 7X Troubleshooting (5 days)**
March 15 Bordeaux-Mérignac, France
- Falcon 900 EASy Troubleshooting (5 days)**
Jan 18 Morristown, NJ USA
March 22 Bordeaux-Mérignac, France
- Falcon 2000 EASy Troubleshooting (5 days)**
Jun 22 Morristown, NJ USA

PILOT**

- Falcon 7X EASy II Pilot Initial (22 days)**
Feb 15, March 8 Burgess Hill, UK
Jan 31, Feb 21 Dubai, UAE
Feb 1, March 1, Apr 1 Morristown, NJ USA
- Falcon 900 EASy II Pilot Initial (21 days)**
Jan 18, March 15 Burgess Hill, UK
Feb 1, March 31 Dallas-Fort Worth, TX USA
Feb 21 Dubai, UAE
Mar 15 Morristown, NJ USA
- Falcon 2000 EASy II Pilot Initial (21 days)**
Feb 1 Burgess Hill, UK
March 1 Dallas-Fort Worth, TX USA
Jan 28, March 18 Dubai, UAE
March 1, Apr 1 Morristown, NJ USA

MAINTENANCE**

- Falcon 7X Initial + Avionics (22 days)**
Jan 12 Dallas-Fort Worth, TX USA
Jan 12, March 23 Bordeaux-Mérignac, France
- Falcon 900 EASy REALcase Update (5 days)**
March 1, March 22 Morristown, NJ USA
Jan.18 Bordeaux-Mérignac, France
- Falcon 2000 EASy REALcase Update (5 days)**
Jan 11 Dallas-Fort Worth, TX USA
Feb 22 Morristown, NJ USA
March 8 Bordeaux-Mérignac, France

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

FlightSafety International

PILOT

- Falcon 8X EASy III Pilot Initial (28 days)**
Jan 4, March 15 Paris, France
- Falcon 7X EASy II Pilot Initial (28 days)**
Feb 8 Paris, France
Feb 1, March 1 Dallas-Fort Worth, TX, USA
- Falcon 900EX EASy II Pilot Initial (25 days)**
Jan 4, Feb 1, March 1 Dallas-Fort Worth, TX, USA
Jan 20, March 3 Paris, France
Jan 7, Feb 8, March 8 Teterboro, NJ, USA
- Falcon 2000EX EASy II Pilot Initial (24 days)**
Jan 4, Feb 1, March 1 Dallas-Fort Worth, TX, USA
Jan 7, Feb 8, March 8 Teterboro, NJ, USA
Jan 13, Feb 24 Paris, France

MAINTENANCE

- Falcon 7X/8X MX Initial (20 days)**
Jan 4, Feb 22 Dallas Fort Worth, TX USA
Jan 11, March 22 Paris, France
- Falcon 7X/8X MX Update (5 days)**
Feb 8, March 29 Dallas Fort Worth, TX USA
Feb 15, March 15 Paris, France
- Falcon 900EX EASy MX Initial (15 days)**
Jan 4, Feb 8, March 15 Dallas-Fort Worth, TX, USA
Feb 1 Wilmington, DE, USA
Feb 15 Paris, France
- Falcon 900EX EASy MX Update (5 days)**
Jan 25, March 1 Dallas-Fort Worth, TX, USA
March 29 Wilmington, DE, USA
Feb 8, March 22 Paris, France
- Falcon 2000EX EASy I/II MX Initial (15 days)**
Jan 18, Feb 22, March 29 Dallas-Fort Worth, TX, USA
Jan 11, Jan 18, March 1 Wilmington, DE, USA
Feb 1 Paris, France
- Falcon 2000EX EASy I/II MX Update (5 days)**
Jan 4, Feb 7, March 15 Dallas-Fort Worth, TX, USA
Feb 15 Wilmington, DE, USA
March 29 Paris, France
- PW307 Line & Base MX (5 days)**
Jan 18, Feb 1, Feb 8 Dallas-Fort Worth, TX, USA
Jan 18, March 15 Paris, France
- PW308 Line & Base MX (5 days)**
Jan 11, March 22 Dallas-Fort Worth, TX, USA
March 1 Paris, France

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

*Session date and training site can be modified according to aircraft availability
**The training durations do not include days off

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FALCON PILOT SUPPORT

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

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