

# Above & Beyond

A FALCON CUSTOMER SERVICE MAGAZINE | Volume 108 - January 2023

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**DASSAULT  
AVIATION**

# Above & Beyond






A FALCON CUSTOMER SERVICE MAGAZINE

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**Cover:** A world of service is never far away from Falcon operators.

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

## A NEW NAME AND A CONSISTENT MISSION FOR 2023

Before I get into the substance of what I'm thinking about as we enter 2023, please allow me to first make a note about style – specifically, as it relates to the magazine you are reading right now.

*Falcon Update* launched with humble beginnings in 1990, created by Dassault Falcon Jet service engineer Fred Hachmeyer. In its infancy, the newsletter consisted of just a few articles and some black and white photos. Fred researched and drafted the articles and the department secretary typed them up on a manual typewriter. Fred's wife, a graduate of the Fashion Institute of Technology, contributed the header art.

Decades later, through constant improvement and evolution, *Falcon Update* turned into what it is today, hardly recognizable from its origins. But the name stayed the same. Just as we rebranded the Customer Service e-newsletter in November, with this issue we are pleased to introduce the *Above & Beyond* name for this magazine. We feel it better captures the spirit of our publications, and signifies the promise we make to our customers and to ourselves.

We have great content in this issue. Our cover story on the MRO network is an around-the-world journey showcasing our services and expanded reach. We are quickly approaching the grand opening of a sparkling new facility in Dubai and look forward to breaking ground on a newly announced major service center in Florida.

Speaking of our international presence, we are very excited to share our M&O seminar calendar for 2023. We will be in Paris, Miami, Chicago and São Paulo this spring – we sincerely hope you can attend one of these events. We will be doing something a little different in the U.S. locations this year – you can read more about that on p.4.

Elsewhere in this issue, you'll find updates on the Falcon 6X and 10X programs, including a word on new simulators and identifying our 10X training partner. You will discover the latest news from Falcon Spares, including further enhancements to Spares Online. And you will meet some new members of our front line team.

Across the organization, large projects and initiatives abound, but we know that the art of customer service also lies in managing the smallest of details. It is all part of how we aim to fulfill our promise of going above and beyond for you.

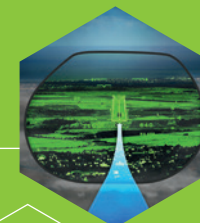
**Jean Kayanakis**  
SVP, Worldwide Customer Service and Service Center Network

[jean.kayanakis@dassault-aviation.com](mailto:jean.kayanakis@dassault-aviation.com)



## FALCON LIFE NEW FALCONS COME INTO FOCUS

The Falcon 6X approaches entry into service, while the Falcon 10X enters a critical new phase.



**LANDING WHERE OTHERS CAN'T**  
LPV and EFVS improve airport accessibility in poor visibility.

### M&Os 2023 SAVE THE DATE!



Our spring calendar is set! We're back with our signature Falcon seminars, including expanded shows in the U.S.

### TRAINING OLD AND NEW



The first Falcon 7X gets a new assignment, plus simulator and training news for new Falcons.

### SPARES SPARES ONLINE UPGRADES



The latest updates for Spares Online, plus Falcon Advantage and new team members.

### FRONT LINE SUPPORT NEW FACES



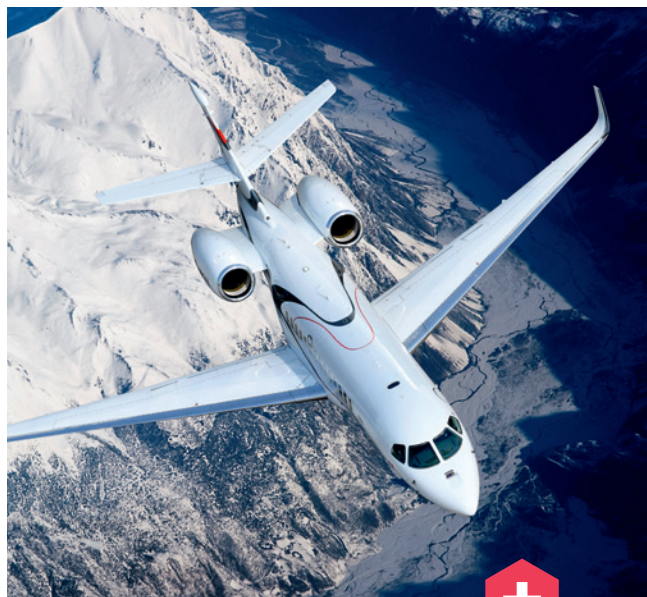
Meet the newest members of our Front Line and Pilot Ops Support teams.

## 2022 CUSTOMER SERVICE ACHIEVEMENTS



Have a look back at a busy year in review, featuring highlights from around the world.





## A DATE IN DAVOS

If your upcoming travel plans include a trip to the World Economic Forum (WEF) in Davos, Switzerland, we invite you to join us for an evening reception on January 17. We'll conduct short briefings and updates on Falcon programs, including the Falcon 6X and Falcon 10X. It will also be an excellent opportunity for Falcon customers and crew to interact directly with our Operational Support teams.

Falcon Customer Service Managers will be on hand at Zurich and St. Gallen-Altenrhein airports for the duration of the WEF (January 16-20). They will be ready to assist with any of your operational needs.

Lastly, as you likely know, all Falcons are compatible with Sustainable Aviation Fuel (SAF). The Business Aviation Coalition for Sustainable Aviation Fuel, in collaboration with Jet Aviation, has established a dedicated site where you can purchase SAF through a book and claim system for both inbound and outbound WEF flights. We invite you to take advantage: [BookandClaim@JetAviation.com](mailto:BookandClaim@JetAviation.com)



### FALCON BRIEFING AND RECEPTION

Tuesday, January 17, 2023  
6:00pm – 9:30pm  
Radisson Blu Hotel, Zurich Airport



RSVP: [esther.kaddouch@dassault-aviation.com](mailto:esther.kaddouch@dassault-aviation.com)

# SAVE THE DATE

## Falcon M&O Seminars 2023

Falcon Maintenance & Operations seminars will return in 2023, with a bit of a twist. To maximize value to Falcon operators and partners, our two shows in the U.S. will be spread across two days. The first day and a half will consist of meetings – both general session and a variety of breakouts and discussions. On the afternoon of the second day, we'll be hosting a golf outing at a nearby course. At our Chicago location, we will take advantage of the course located right on the premises.

Meanwhile, our flagship Paris event will kick off our schedule and take its normal shape. And our M&O in São Paulo will be a one-day show, as it has been previously.

APRIL 5 - 6	Paris FRANCE
APRIL 12 - 13	Miami FLORIDA
APRIL 25 - 26	Chicago ILLINOIS
MAY 17	São Paulo BRAZIL



### DASSAULT CAPS A BUSY NBAA

Literally and figuratively, Dassault was at the center of it all at the 2022 NBAA-BACE conference in October in Orlando, Florida. From our busy booth positioned at the heart of the trade show floor to our static aircraft display that featured our newest models, Dassault representatives were pleased to meet with hundreds of customers, prospects and partners.

The week kicked off with a press conference with Dassault Chairman and CEO Eric Trappier, who announced that the company would build a major new maintenance facility from the ground up in Melbourne, Florida.

On the day before the show opening, Dassault hosted a private reception for nearly 100 Falcon customers. This was an opportunity to reconnect with Dassault staff and fellow operators, since NBAA BACE in 2021, and for some, for longer due to disruptions from previous pandemics.

## DASSAULT AVIATION WINS CONTRACT TO SUPPORT FRENCH GOVERNMENT FALCON FLEET

This past summer, Dassault Aviation was awarded a major maintenance contract to support six Falcons used for government transport: two Falcon 7Xs, two Falcon 2000LXs and two Falcon 900B aircraft. These jets play a variety of critical roles, including having flown perishable vaccines to far flung French communities during the Covid crisis.

The aircraft are mainly assigned to missions transporting state officials, performing medical evacuations and conducting flight training. The support contract, which runs until 2029, includes provisions for maintenance troubleshooting, major inspections, technical support and logistical parts support. The overall objective is maintaining the airworthiness and high ready status of the fleet.

As prime contractor, Dassault is putting in place a dedicated industrial organization with a specialist team at the fleet's airbase to assure the desired level of technical and logistical support. The Dassault Falcon Service MRO organization will be responsible for major inspections of the 7X and 2000LX aircraft, as well as interior renovations, as necessary.

Sabena Technics Dinard, an approved Falcon service station, has positioned a dedicated team based at the Villacoublay Air Force Base. They will conduct 12-month/800-hour "B" checks, plus provide troubleshooting and other line service needs on the Air Force base. Sabena Technics will conduct major inspections of the 900B at its Dinard facility.

Execution of the support as stipulated in the contract has been effective since November 1.

*"Dassault is proud of the service these business jets provide to France in a wide range of urgent missions and is committed to the highest level of support and service for them,"* said Jean Kayanakis.





## FALCON 6X SOARS TOWARD SERVICE ENTRY

At year-end 2022, flight testing of the Falcon 6X was all but complete. Worldwide preparations are underway for service entry. Customer crew training on an advanced CAE full-flight simulator at Burgess Hill, UK begins in April. At about the same time, the Dassault Training Academy in Mérignac will start 6X hands-on training for service technicians to meet EASA practical training standards.

Already a number of Dassault Aviation MRO professionals have hands-on experience with the aircraft, including during its four-week, 50-stop, 115-hour world tour, which covered 50,000nm. Following the tour, the 6X received rave reviews from pilots and the engineering teams who traveled aboard and thoroughly tested cabin and other systems. One consistent comment: the 6X is the quietest Falcon yet.

The 6X's Pratt & Whitney 812D engine, with double-digit fuel efficiencies over comparably sized engines, has now been certified by three major aviation authorities: EASA, Transport Canada and, as of December 2, the FAA. The engine and aircraft have been routinely operated on SAF blends up to about 30 percent and is certified for 50/50 SAF operation.

Aircraft serial number 003 has an interior fabricated in Little Rock and installed in Mérignac, as does the first production aircraft, 6X-004, which flew the world tour. Three more aircraft are in the completion process in Little Rock, with the interior design process launched for aircraft through serial number 018. ■



Scan the QR code to read the Newsletter

## FALCON 10X FINAL ASSEMBLY BEGINS IN 2023

Unveiled publicly in May 2021, final assembly of the Falcon 10X is set to begin in 2023. Parts manufacturing is in full swing, with many large structures and systems already flowing into the Mérignac final assembly site. This includes a new composite wing fabricated by Dassault in a new dedicated production facility in Biarritz, France.

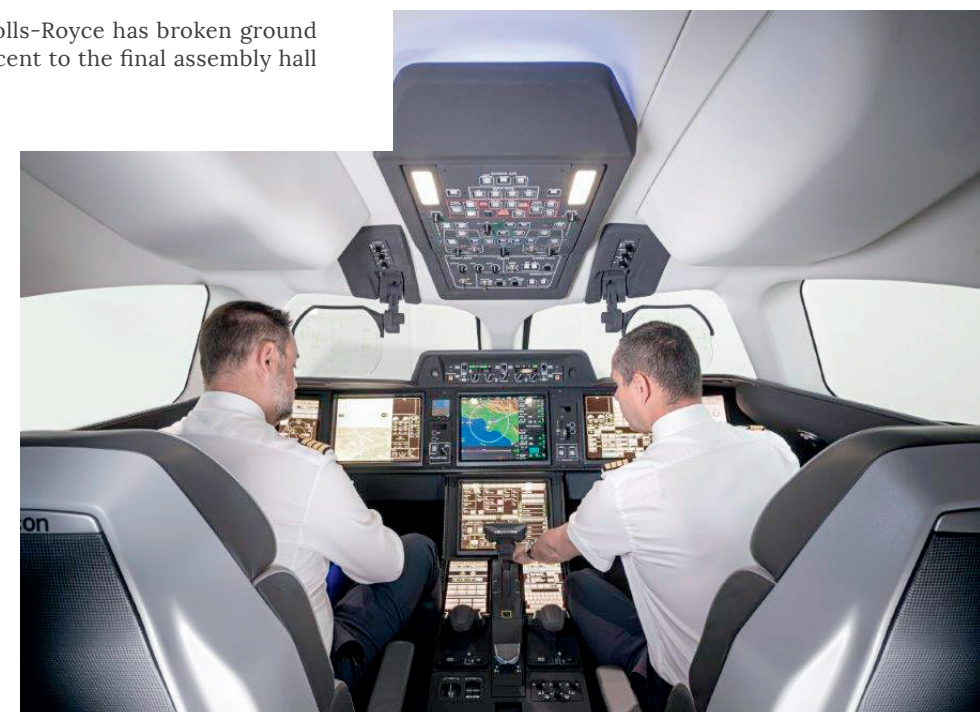
To mature systems, the 10X team is making more extensive use of sophisticated ground test “benches” than ever before. This includes two multi-system test benches at Dassault's Istres flight test center. The two rigs are nearly identical and each is equipped with a full flight deck and all of the subsystem computers on the actual aircraft. With two rigs, systems testing can be accomplished more quickly and more extensively.

A third test bench at Dassault headquarters in Saint-Cloud outside Paris replicates the flight deck and flight control system. In Mérignac, a full-scale cabin test bench with furniture shapes is being used to evaluate the air conditioning system.

The aircraft's Rolls-Royce Pearl 10X, the most modern and powerful in the Pearl family with more than 18,000 pounds of thrust, has been run extensively already in ground test chambers. The engine has run for more than 1,000 hours including on 100 percent SAF. Both the engine and the Falcon 10X aircraft will be certified for 100-percent SAF usage.

To best assist the program, Rolls-Royce has broken ground on a new support facility adjacent to the final assembly hall in Mérignac. ■

*Parts manufacturing is in full swing, with many large structures and systems already flowing into the Mérignac final assembly site.*





## FALCONCONNECT IS FIVE YEARS OLD

CELEBRATING THE FIFTH ANNIVERSARY OF A UNIQUELY CAPABLE SERVICE FOR STAYING IN TOUCH WITH THE WORLD

There was a time, though perhaps hard to recall these days, when executives thought of business jet cabins as a haven away from the constant intrusions of the office. Now the cabin is the office, and also the entertainment center.

Dassault Aviation saw the transition coming and led a competition among 30 companies to create an easy-to-use, cost-efficient, global connectivity solution. The idea was to provide a seamless experience for passengers and pilots alike—a first for service integration and simple operation.

### THE RESULT: FALCONCONNECT

FalconConnect, with architecture from Dassault Aviation and service provided by Honeywell/Forge, makes airborne connectivity and digital services as straightforward as they can possibly be—quite possibly easier and more intuitive than managing today's home Wi-Fi systems.

The FalconConnect service is - by far - the most popular option for new Falcons and is available for any Falcon as an upgrade. More than 200 Falcon operators around the world now rely on this service.

### CONNECT FROM ANYWHERE

The ability to connect from almost anywhere (for email, browsing, streaming news and entertainment, and phone calls) has become mandatory for large business jets. Executives who might grudgingly tolerate a 260 nm flight from Paris to Frankfurt without connectivity, simply expect that they will be able to connect anywhere and at any time in flight. With Falcons routinely flying long routes, being out of touch for executives (not to mention family, friends and those big data consumers - children) would simply be out of the question.

In fact, for charter and for many corporate operators an inoperative connectivity system is literally an AOG situation. Fortunately, the reliability of FalconConnect and 24/7 support makes this an unlikely event. Support is through a single point of contact for hardware, network, billing and troubleshooting. ■

### SATELLITE CONNECTIONS FOR BLAZINGLY FAST DATA STREAMING

FalconConnect is a combination of hardware (antennas, modems, routers, Wi-Fi), configuration and software that makes everything easier - for example placing VoIP calls from personal smartphones, no matter the phase of flight. For any passenger who has struggled with a flight phone in the past, this is a bit like switching from traditional landlines to cellular service.

FalconConnect can take data from multiple satellite networks. The architecture of FalconConnect makes it flexible for future technologies such as new satellite constellations and new onboard equipment while making it transparent for the end customer.

Depending on the satellite service, streaming can be blazingly fast. Maximum capacity for Ka band is about 15 Mbps, compared to only about 5-6 Mbps required for most high-definition streaming services, leaving room for all services on the aircraft.

Flight departments can manage streaming bit rates and options such as filtering for one aircraft or a fleet of aircraft. By monitoring usage and setting data streaming rates, operators can achieve substantial savings without crimping the needs of passengers and flight crews.

### MAKING IT EASY FOR THE FLIGHT DEPARTMENT TO MANAGE

Billing is through one source even when FalconConnect is using multiple data services, thereby simplifying bookkeeping. For charter and other operators, FalconConnect gives the option of invoicing by flight, tail number or even individual device, using the passenger's credit card or vouchers directly on the aircraft.

With so much data flowing between the aircraft and the ground, passengers and crews might wonder about cybersecurity. FalconConnect includes multiple built-in features (not optional add-ons) to counter cyber threats. These include data encryption, network monitoring and intrusion detection. A protection system spots and quarantines cyber-intruders and malware and generates an intrusion alert. Honeywell's Flight Sentinel service can conduct an annual on-site system check and provide a cybersecurity report.

*The FalconConnect service is - by far - the most popular option for new Falcons and is available for any Falcon as an upgrade.*



Falcon passengers use FalconConnect every day as just another part of the cabin's equipment. The system was put to the test during the July world tour of the new Falcon 6X, which stopped in 50 cities, covering 115 hours of flying all over the world.

### CONNECTING A CABIN FULL OF USERS

Most of the passengers on board were engineers and system specialists whose mission was to seek out any flaws or weak spots in the cabin and elsewhere. When it came to in-flight connectivity, this team of experts had unanimous praise for the FalconConnect system.

*"It was in constant use," said one avionics engineer. "It was as easy as opening your laptop or placing a regular telephone call. After a while, we didn't think of it as something we were evaluating. It was just how we got work done."*

For world tour passengers, the most exciting aspect of using FalconConnect was the ability to have multiple onboard engineers video conferencing with colleagues in Bordeaux, Paris and elsewhere. Connectivity was consistently excellent, they reported. Inmarsat data transmission provided very high quality audio and video.

FalconConnect has many capabilities, but what it boils down to is a reliable way to stay connected anytime, anywhere. Which, rather amazingly after just five years, many business jet travelers now simply take for granted. ■



## LANDING WHERE OTHERS CAN'T, USING LPV AND EFVS TOGETHER

WHEN USED TOGETHER, LPV AND EFVS IMPROVE AIRPORT ACCESSIBILITY AND ALSO SAFETY AT NIGHT AND IN POOR VISIBILITY

written by François Melin and Olivier Baudson

While LPV approaches are commonplace today, they were not in 2011 in Europe when a Falcon 900LX made the first EGNOS LPV approach, which was into Pau, France (LFBP). In 2016, a Falcon 2000LXS made the first EGNOS LPV200 approach into Roissy-Charles de Gaulle (LFPG), alongside an Airbus 350 and an ATR turboprop. Two years later, Dassault introduced the first Combined Vision System CVS/EFVS.

LPV (Localizer Performance with Vertical guidance) is an instrument approach capability that allows landings in minimum visibility conditions identical to ILS CAT I (RVR 550m, Decision Height 200ft). But unlike the ILS, the LPV does not require any specific infrastructure on the airport. To guide the pilot during the approach, the FMS uses the GPS geostationary satellites with precision and signal integrity increased by a network of ground stations. This principle is called SBAS (Satellite Based Augmentation System). Interoperable systems are found in North America (WAAS), Europe (EGNOS) and more recently in India (GAGAN). Other systems are in development around the world.

On non-equipped ILS approaches, the LPV capability is an alternative that is more accurate and more reliable than “LNAV/VNAV” minima. These approaches allow vertical guidance based on a barometric altitude that is strongly dependent on the pressure and temperature conditions of the airports. LPV guidance is not similarly constrained and improves the safety of the glidepath. Many airports, located under appropriate SBAS coverage, develop approach procedures with LPV minima. This new capability is a technological spearhead for the implementation of the ICAO PBN

(Performance Based Navigation) concept worldwide. GPS-based precision approaches take on even greater importance as withdrawal of ILS installations becomes more likely (recommended by PBN by 2030). In 2022, more than 4,000 LPV approaches exist in the U.S., on more than 1,700 airports, including more than 1,000 not equipped with ILS. In Europe, approximately 800 LPV approaches are currently in service.

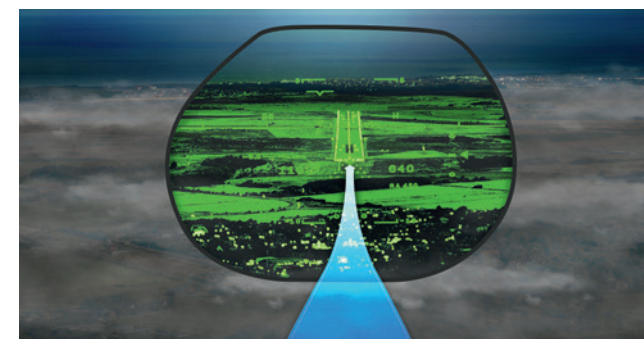
Today, LPV capability is available on all new Falcons, and has been integrated into Falcon classic aircraft such as the F900 since the 2010s via STC.

### EFVS: ANOTHER IMPORTANT LOW-APPROACH TOOL

EFVS (Enhanced Flight Vision System) is a capability based on video extracted by an exterior camera (called EVS) and projected into the HUD system. The EVS sensor (operating on the visible and IR frequency bands), provides a visual advantage superior to the human eye. Thus equipped, the operator can reduce the required RVR and continue the approach beyond the published decision height (DH) of instrument approach procedures. This OPS credit granted to EFVS operators allows them to operate in 33-percent lower visibility conditions than those required without EFVS.

Dassault made the choice to develop the EFVS capability at the beginning of the 2000s. Dassault in 2010 was the first OEM in Europe to obtain EASA/FAA certification of the EFVS with OPS credit capability (100ft operational credit) on the Falcon 7X, then equipped with a Rockwell Collins HUD and CMC EVS camera.

In 2016, Dassault introduced the FalconEye system, developed in partnership with Elbit systems. This new HUD technology combines the best of the multi-spectral EVS camera with a synthetic vision display “SVS.” The arrival of FalconEye on the market, the first certified “CVS” system (Combined Vision System), introduced an unprecedented improvement in pilot situational awareness. Two years later, FalconEye has been certified for “EFVS 100ft” operation with 350m of RVR, which covers the majority of the visibility conditions encountered by Falcon operators.



Today, FalconEye is available as an option on all new Falcons. It is also available in dual HUD configuration on the Falcon 8X, 6X and soon on the 10X. It is also available as an upgrade at Dassault Aviation-owned MRO centers. Development will continue in 2023 to provide new capabilities such as flare guidance.

### A CAPABLE COMBINATION: LPV AND EFVS

In the case where an ILS is unavailable, an LPV procedure offers the possibility of operating in equivalent weather conditions (RVR 550m and DH 200ft). The addition of EFVS allows to go one step further (RVR 350m and natural vision acquisition at 100ft)

The combination of EFVS and LPV allows pilots to operate down to “CAT II minima,” which are typically found at a small number of airline airports with the necessary ILS equipment (165 in U.S., serving 60 airports). But LPV and EFVS do not require any airport infrastructure. They unlock the capacity of secondary aerodromes in degraded weather conditions and even relieve pressure on hub airports during low visibility operations. Flight department dispatchers can select a better diversion airport, taking advantage of the LPV minima and the EFVS ops credit, reducing the amount of fuel to be carried to reach these airports. These new airborne capabilities also limit go-arounds, waiting times, diversions and associated rerouting.

### EFFICIENCY AND SAFETY

The combined use of LPV and EFVS provides a more efficient, more reliable and safer navigation solution on Falcons. In fact, they offer benefits for the entire aeronautical community: operators, air navigation service providers, airports and regions. Fewer delays and fewer missed approaches also reduce the industry’s carbon footprint, an imperative today. ■

### LPV (Localizer Performance with Vertical guidance):

- 2011: 2011: First EGNOS LPV approach in Pau, F900
- 2016: First approach EGNOS LPV 200 at CDG Airport.

### EFVS: PRODUCTS AT THE EDGE OF THE TECHNOLOGY – MILITARY AND CIVIL DNA

- 2010: First certification EFVS on F7X (Collins/CMC)
- 2018: First certification of a CVS/EFVS system, FalconEye
- 2022: Dual HUD available on F8X

As of 2022, the LPV and the EFVS are available as an option on every Falcon aircraft in production. Such options are also available as an upgrade.

### EFVS: NEW REGULATION, NEW ADVANTAGES, PRIVILEGES, EASIER ACCESS, ENHANCED SAFETY

- 2016-2022: Dassault actively participates in the EASA AWO rulemaking task

- operations: Dassault proposes the new EFVS 200 operation that does not require **specific** OPS approval
- safety: Dassault participates in the development of runway suitability criteria for NCCs
- Oct 30, 2022: EASA AWO issue 2 is applicable
- 2022: Dassault participates in EASA Webinars and in the development of the EASA implementation manual

- 2016-2022: Dassault is leading SESAR projects to support the deployment of EFVS operations in Europe

- 2020: Flight tests in Antwerp in full operational and LVP context
- 2020: Experimental deployment of the EFVS operation at Le Bourget airport in LVP



For more information and reference tools, scan this QR code

# 2022 CUSTOMER SERVICE ACHIEVEMENTS

## CUSTOMER EVENTS

### FALCON M&O ROADSHOW

The Falcon Customer Service team hosted a full worldwide slate of Maintenance & Operations seminars for the first time since the pandemic began. The tour took us to seven cities in four countries on three continents during April and May, allowing customers, partners and Dassault leaders to connect in person.



## FALCON 6X

### FALCON 6X COMPLETES WORLD TOUR

The first production Falcon 6X logs 50 flights spanning five continents, covering 50,000 nm, on its round-the-world demonstration tour. The 6X is set to enter service in mid-2023.



Aurélien Roffet is promoted to Director, Commercial Services



## DASSAULT MRO NETWORK

### EXECUJET BREAKS GROUND IN MALAYSIA

Execujet begins construction of a large new purpose-built MRO facility in Kuala Lumpur. Scheduled to open in late 2023, it will accommodate up to 15 large business jets at once.



## DASSAULT MRO NETWORK

### MAJOR FACILITY ANNOUNCED FOR FLORIDA

Dassault revealed plans for a new major maintenance facility in Melbourne, Florida. Construction is expected to begin in Q2 2023, with opening set for late 2024.



## DASSAULT MRO NETWORK

### FIRST FALCON 7X 2C-CHECKS

The first Falcon 7X to undergo a 2C-check arrives at Dassault Aircraft Business Services in Geneva, Switzerland. Other early 7X aircraft follow in the weeks to come at Dassault facilities around the world, including in Mérignac and Little Rock.

January 2022 February March April May June July August September October November December 2023



Damien Farret is promoted to VP, Worldwide Falcon Customer Service



Benoit Lefondre is appointed Senior Director, Worldwide Falcon Spares



Pauline Annen is promoted to Director, Pilot Operational Support for the Americas



## OPERATOR ADVISORY BOARD

### FALCON OAB MEETS IN FRANCE

After conducting most of its work virtually since 2020, the Falcon Operator Advisory Board reunites in Bordeaux for its annual meeting.



## PRODUCTS & SERVICES

### FIRST FALCON WITH EASY IV

The first installation of the EASY IV flight deck is accomplished as an upgrade on a Falcon aircraft. The system will be standard on the Falcon 6X and on all new-build Falcon 8X aircraft; it is available as an upgrade on earlier Falcon 7X and 8X aircraft.



## FALCONCARE

### A NEW OPTION FOR ADDED FLEXIBILITY

In addition to the FalconCare Elite and Essential packages, a third option – FalconCare Select – launches, providing an à la carte approach to suit a customer's specific needs.

## CUSTOMER SUPPORT

### FOOTBALL FEVER IN QATAR

Dassault arranges for special maintenance support for Falcons during the FIFA World Cup in Qatar; this includes two DFS technicians on the ground in Doha for the duration of the tournament.

## FALCON RESPONSE

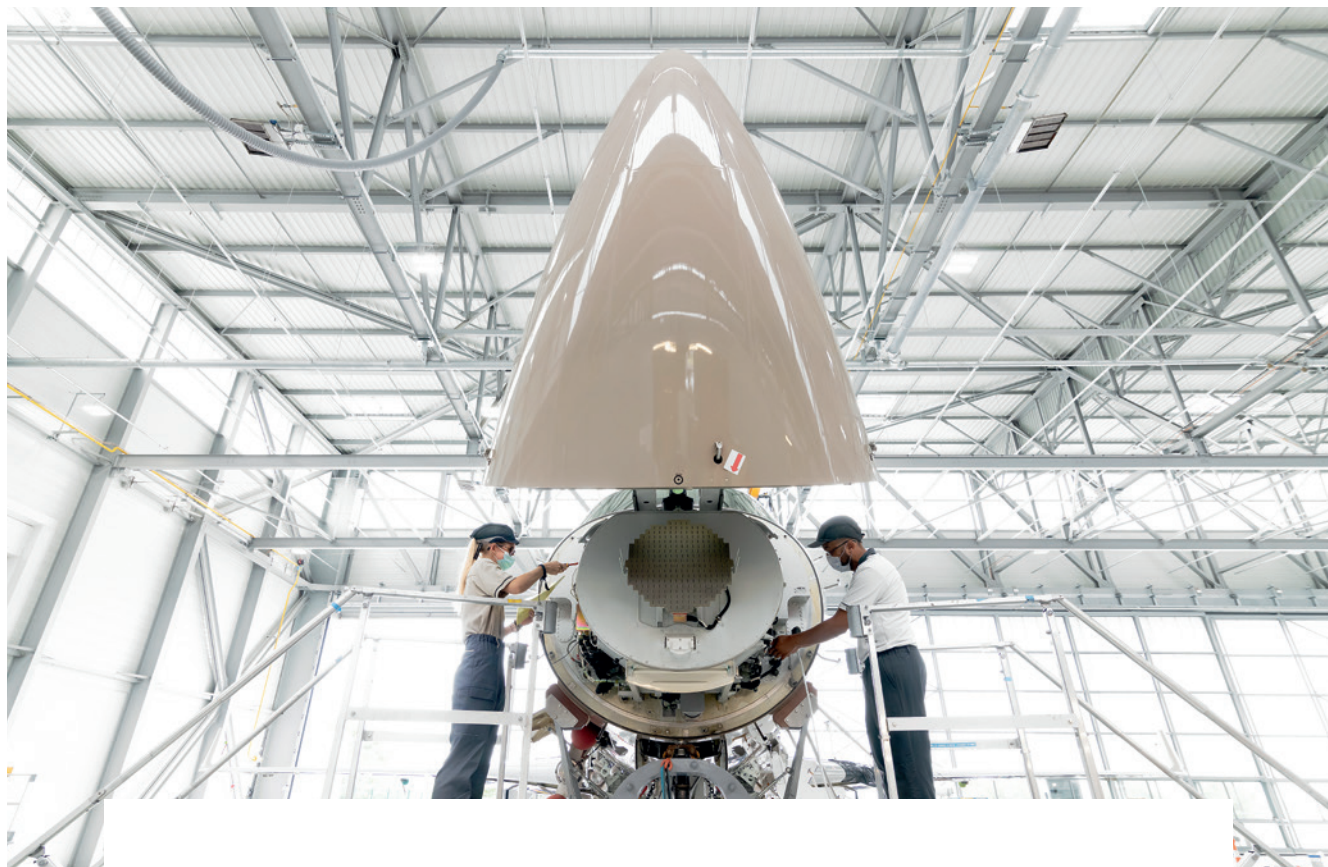
### 2022 FACTS & FIGURES

2 aircraft  
133 missions | 1,001 flight hours

### SINCE DAY 1

1,096 missions | 7,178 flight hours





# A WORLD OF SERVICE IS NEVER FAR AWAY FROM FALCON OPERATORS

## The New Face of Dassault's Global MRO Network

Falcon factory service is now available in 40 locations around the world. In 20 others, operators are served by respected authorized facilities. More than 1,600 talented professionals are part of the global factory service organization, serving the operators of more than 2,100 Falcons.

It is an organization that has grown with the Falcon fleet. By the 2010s, the trend toward a globally dispersed fleet was clear. Dassault management therefore tasked the maintenance side of the house to stay ahead of the curve.

By 2019, a grand strategy had emerged. Phase one involved acquiring the business aviation MRO networks of TAG Aviation, RUAG and ExecuJet. Those acquisitions doubled service capacity. They brought Falcon factory service to the Asia Pacific region and the Middle East, while adding capacity in traditional European markets.

### ONE HIGH STANDARD OF SERVICE

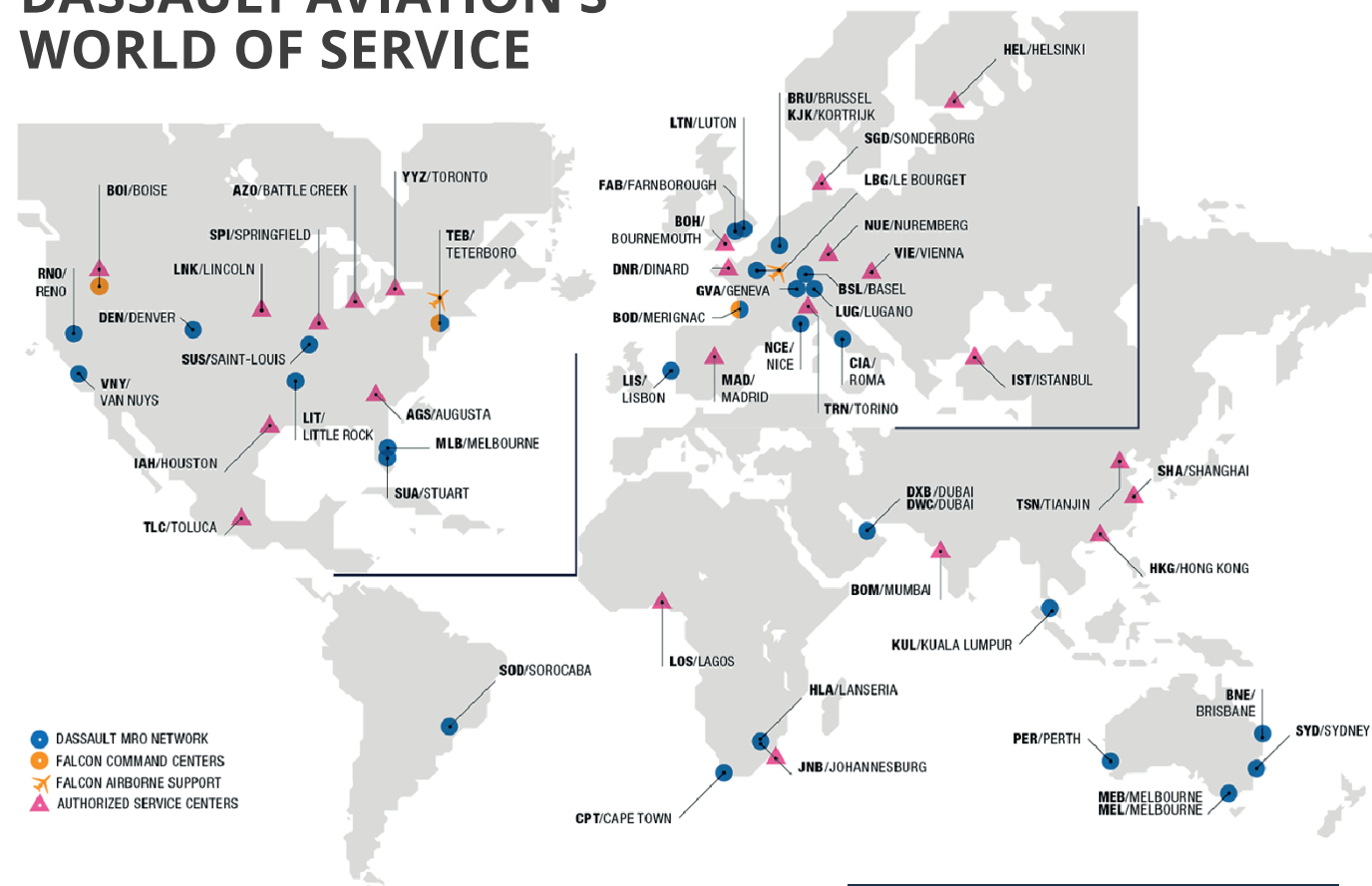
Now, three years later, Dassault has a globally integrated network. Heavy maintenance expertise and other specialized knowledge is shared throughout the organization. Long

established Falcon service centers have brought new ones up the learning curve.

Our new factory service centers conduct heavy maintenance C checks, as well as major repairs and STC upgrades. Line service facilities extend the organization's reach further. Meanwhile, customers have a single point of contact for sales, making it easier to locate specific services across the network.

Wherever customers seek help, they find a single uniformly high level of service, plus closer service and greater convenience.

## DASSAULT AVIATION'S WORLD OF SERVICE



*Dassault offers factory service even when you are far from the factory.*



During flight testing, Dassault technicians gained hands-on experience with the Falcon 6X, in preparation for entry into service.





*ExecuJet MRO Services will open a brand-new 163,000-square-foot facility in Dubai in early 2023.*

## A MAJOR BUILDING CAMPAIGN

Dassault is also investing substantial sums to expand and modernize facilities.

At the NBAA-BACE convention in Orlando in October, Dassault Aviation Chairman and CEO Eric Trappier announced a major expansion of capacity in the U.S. with a 218,000-square-foot new facility (including a 56,000-square-foot paint shop) in Melbourne, Florida, an area known as the Space Coast for its heavy concentration of aerospace enterprises.

The new facility, which opens in late 2024, will be able to perform major maintenance and modifications on up to 18 Falcons simultaneously, including the latest and largest Falcons, the 6X and 10X.

### PLACING MAJOR FACILITIES AT MAJOR BUSINESS AVIATION HUBS

Meanwhile in Dubai, ExecuJet MRO Services will open a brand-new 163,000-square-foot facility in early 2023. This facility can also handle 18 aircraft or more, depending on the mix. It is a multi-brand service provider but was built with the idea of bringing the most modern service capabilities for regionally-based Falcons and those transiting Dubai. The new facility at Dubai World Central (DWC) replaces one at Dubai International Airport (DXB), but Dassault will retain a 24-hour AOG capability at DXB.



In the next two years, Dassault plans to open new MRO facilities in Kuala Lumpur (above) and in Melbourne, Florida (below).



In Kuala Lumpur, a new 144,000-square-foot building will replace current, smaller facilities. The new MRO center is specifically designed to accommodate the Falcon 6X and 10X. New environmental features include rooftop solar panels, efficient LED lights and a rainwater catchment system. The building will be ready for operation in late 2023 or early 2024.

In Europe, TAG Maintenance Services, which has been servicing Falcons since its early days as Aeroleasing in the 1960s, is evolving once again to better reflect its central role as a member of the Dassault Aviation MRO family. It was rebranded this year as Dassault Aviation Business Services. Recently it modernized and expanded its Geneva interiors shop to offer owners relatively simple interior updates or dazzling new cabin designs. ■■■

*Early Falcon 7X aircraft are coming up on their second major C-check.*





## READY FOR THE MOST COMPLEX TASKS: INSPECTIONS AND UPGRADES

More global capacity ensures that Dassault can handle major inspection requirements in a timely way. For example, early Falcon 7X aircraft are coming up on their second major C-check—the 2C inspection, while newer ones approach their first C-checks, each requiring weeks of time. These interval inspections also present excellent opportunities to schedule upgrades, many of which are available only through the factory MRO network.

The 7X and 8X can now be upgraded to the EASy IV flight deck, for example, as well as the FalconEye combined vision system. Also available: radar upgrades and the latest in Wi-Fi and Satcom installations, including FalconConnect with its high-speed streaming capability. Today, there is extensive cooperation throughout the network in developing aftermarket solutions and STCs of interest to operators, such as HEPA filter installations.

One secret to maintaining uniform standards is the ability to coordinate complex repairs from a central location. At the center of these coordination activities is the worldwide Falcon Command Center, which operates with three locations for 24/7 availability: Mérignac, Teterboro and Boise, Idaho.

# Falcon Sphere

## PREPARING AND EXECUTING YOUR MISSION HAS NEVER BEEN SO EASY

FalconSphere is the Dassault all-in-one flight-planning suite customized for each individual Falcon aircraft. It is a collection of applications created by Dassault Aviation using the company's own performance and technical data. Collectively, these apps make it quick and easy for crews to prepare and manage business jet missions. They save time and cost, while improving safety and efficiency.

**FALCONPERF**  
This app takes current weather data, including runway condition, plus airport data from a worldwide database to quickly calculate V speeds, required takeoff distance (BFL) and landing distance at time of arrival (LDTA). Calculations are based on Dassault's own performance data.

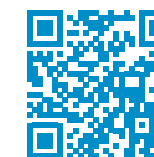
**eWB/WEIGHT & BALANCE**  
This weight and balance program is customized for each individual airframe taking into account individual aircraft floor plans. It generates detailed graphical W&B reports that makes loading decisions easier. It also automatically checks that the fuel envelope remains within the in-flight CG limits.

**ePM/FLIGHT PLANNING AND CRUISE PERFORMANCE**  
This is a next-generation flight planning module that quickly provides reliable results for any Mach number in order to optimize any profile. The program includes a "green" function that computes minimum fuel consumption.

**FLIGHT DOC/DOCUMENTATION**  
Here is an essential library for any Falcon, including the aircraft flight manual, Falcon Service Advisories (FSAs) service bulletin briefs intended for pilots, and much more, including documents generated by flight departments.

**eDISPATCH/DISPATCH**  
Based on the aircraft MMEL, the app provides a seamless dispatch decision making process, improving aircraft operational availability. It can be used before departure or in flight to proactively address the consequences of a failure on the next flight leg.

**eOFF/ELECTRONIC OPERATIONAL FLIGHT PLAN**  
The newest Dassault application provides pilots with a completely digital navigation log. Flight plans can be downloaded from compatible third-party providers and amended for operational changes. They can even be converted into PDF format and shared.



Learn more about FalconSphere and how it can help simplify your flying by clicking the QR code to view our new brochure.



### RAPID COORDINATION IS THE KEY TO RESPONSIVE SERVICE

At Mérignac especially, the Command Center team has immediate access to the full engineering organization, plus a factory service center. In fact, the new engineering headquarters in Mérignac was designed for cross-disciplinary collaboration in the design of aircraft and also in their ongoing care.

Another part of the worldwide MRO network's mission is to be prepared for the service entry of new aircraft. Service technicians from around the network have been hands on with Falcon 6X flight test aircraft in Mérignac and the flight test center in Istres. Some of them had an opportunity to participate in the Falcon 6X world tour in July.

With the 6X set to enter service in mid-2023, the product support and MRO organization will soon turn its attention to preparations for the Falcon 10X, which will enter service in 2025.

It's an ever evolving organization, now stretching from Melbourne, Florida to Melbourne, Australia. ■



## FIRST FALCON 7X ASSUMES NEW DUTIES

**BUSINESS AVIATION'S FIRST FLY-BY-WIRE BUSINESS JET, FALCON 7X-001, IS RETIRING AFTER A DISTINGUISHED 17-YEAR CAREER PIONEERING NEW TECHNOLOGY. AT LEAST, IT IS RETIRING FROM FLYING.**

It might someday have a position of honor in an aviation museum or even return to flight status as a government research aircraft. But for now it has more work to do as a hands-on training article to help certify maintenance technicians under EASA rules.

EASA mandated model-specific practical training in 2013. In response, Dassault Aviation launched the Dassault Training Academy, which has certified more than 1,000 maintenance technicians, including customers, MRO staff and Dassault tech reps. The Academy's mission expands early next year as it introduces hands-on training for the Falcon 6X.

Since its historic first flight on May 5, 2005 with test pilots Yves "Bill" Kerherve and Philippe Deleume at the controls, aircraft 001 has played a key role in demonstrating the precision and safety advantages of digital flight controls.

Once its initial certification work ended, 7X-001 served as a testbed for a series of product upgrades, including enhanced versions of the EASy flight deck, Radar 4000 prototyping, HUD/FalconEye operations and more. Many enhancements certified on the Falcon 8X were first tested on 7X-001. From 2019 to 2020, borrowing an idea from the twin-engine Rafale fighter, the trijet was outfitted with a digitally-controlled mono-throttle.

Now referred to as a Smart Throttle, the system managed power on all three 7X engines, adjusting automatically for engine-out scenarios or noise abatement climbs. With the mono-throttle tied into the digital flight control system, a fighter-like automatic recovery mode became possible. Thanks to development work on 001, the new Falcon 10X will feature a Smart Throttle and automatic recovery mode.

In its career, 7X-001 made 1,145 flights over 3,115 hours. Aircraft 001's developmental work will be taken over by another first-in-series aircraft, Falcon 8X-401 – because Dassault is always working on something new. ■



## DASSAULT SELECTS FLIGHTSAFETY AS FALCON 10X TRAINING PROVIDER

In October, Dassault formally selected FlightSafety International as the exclusive training provider for the new Falcon 10X aircraft.

FlightSafety will initially design and manufacture two full-flight simulators for the aircraft – one for the U.S. and one for Europe. Specific learning center locations will be identified at a later date.

The new FlightSafety FS2500 simulators built for the Falcon 10X will be equipped with the company's latest technological advancements. This includes the VITAL 1150 visual system, electric motion control and cueing and advanced instructor operating station.

The training will coincide with the aircraft's entry into service and will feature MATRIX, FlightSafety's integrated training technology. MATRIX features desktop simulators for classroom instruction, and Flight Training Device simulators for instructor-led and self-paced learning. It also includes SimVu, which enables pilots and instructors to review flight simulator sessions.

*"The Falcon 10X will feature unprecedented aircraft technology and performance,"* said Jean Kayanakis, Dassault SVP, Worldwide Customer Service and Service Center Network. *"Our partnership with FlightSafety will complement industry-leading aircraft design with the most innovative training solutions, and ensure the highest level of readiness and efficiency in the operation of the Falcon 10X."* ■



### NEW FALCON 8X AND 6X SIMULATORS BEING READIED AT CAE BURGESS HILL

CAE is expanding its Falcon training offerings in the UK, with the addition of two brand new full-flight simulators at the Burgess Hill Training Center. A new Falcon 8X simulator was recently qualified and is progressively entering service, starting with recurrent trainings. The simulator will complement existing Falcon 7X training capacity, with a redesigned initial curriculum featuring FalconEye and other systems specific to the Falcon 8X.

In parallel, Dassault Aviation and CAE are putting the final touches on the very first Falcon 6X full-flight simulator, soon to be submitted for initial qualification. This simulator is complemented by a new generation of cockpit procedure trainers and a classroom specifically tailored to the Falcon 6X. These new training devices will enter service in 2023, shortly after the EASA and the FAA have completed their extensive review and approved the Falcon 6X pilot training curriculum.

Both simulators feature the latest simulator visual and motion technologies and will offer an immersive training experience to Falcon 8X and Falcon 6X pilots.

## MORE UPDATES FOR SPARES ONLINE

Falcon Spares Online allows customers to manage their Spares account at a convenient time for them. They can receive quotes, place orders and manage an account at any time, day or night. This tool is a must-have for non-AOG orders.

Over the past year we have made many updates, bringing you even more capabilities, including the ability to:

- Select how orders are shipped
- View Sales Order status and track progress
- Export data for reporting purposes from the Quotes, Contracts and Returns applications
- View Falcon Advantage free core return shipping label eligibility
- Link to the Service Reports (ESR) page from the Returns page
- View the Core or RMA return number for the ESR

And there are more improvements on the way.

If you are new to Spares Online, visit the Spares Online webpage to learn more about how it benefits flight departments. Online tutorials are available as well. ■

### COMING SOON: A NEW SERVICE REPORT APPLICATION

In early 2023, the Service Reports page will have a new home—Spares Online. This move provides a seamless and efficient tool to submit Service Reports for returns. Once you place an order for an exchange part or request a Return (RMA), the system will generate a pending Service Report. The data from the sales order will automatically transfer to the Service Report.

Simply go to the Service Report application and finish completing the few remaining details about your part. Once you submit the form, you can track submitted reports. You will also have full customized reporting to download data related to every aircraft you operate or service. Additional details will be provided soon.

## NEW FACES IN SPARES SERVICES



**Victor De Carvalho**  
Warranty & Sales Administration  
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**Victor De Carvalho** has been appointed the new Warranty & Sales Administration Manager, assisting Philippe Taymont (Customer Service Manager). Victor graduated with an Aerospace Engineering Master's degree from SUPAERO, in Toulouse. He started his career as an engineer for Airbus UK, then worked as an aeronautical consultant for MBDA. In 2006, he joined Dassault, serving mostly in various civil aircraft departments. Victor's business aviation responsibilities have included working as a support manager deputy for the Falcon 7X program and support manager for the Falcon 900 and 2000 program. He became the DTC/ACF Head of Service, handling the certification process for Falcon commercial development (ACF) and most recently has been a Spares/repairs buyer for non-production military aircraft.



**Violette Montre**  
Sales Administration Coordinator,  
in Mérignac  
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[Violette.Montre@dassault-aviation.com](mailto:Violette.Montre@dassault-aviation.com)

**Violette Montre** has joined the Falcon Spares team as a Sales Administration Coordinator. Violette previously worked as a consultant and forwarding agent. She graduated with a Bachelor's degree in Logistics & International Purchasing and has a university diploma in Logistics & Transport Management.

## MEET OUR NEW SPARES TEAM MEMBERS AT DASSAULT FALCON JET

As part of our commitment to deliver the best possible service to our customers, we have continued to add more team members to our Teterboro-based Spares group.



**Cristian Cuzco**  
Customer Service Representative



**Ashley Lall**  
Customer Service Representative



**Marisa Martinez**  
Customer Service Representative



**Stefano Ugarte**  
Customer Service Representative



**Stephen Saliba**  
Customer Service Representative



**William Sandt**  
Customer Service Representative



**Christopher Trapani**  
Customer Service Representative



**David Yukes**  
Customer Service Representative



**Emily Sconzo**  
Spares Marketing Programs  
& Communications Coordinator

### OPEN ENROLLMENT FOR FALCON ADVANTAGE 2023 (RENEWAL IS NOT AUTOMATIC)

Falcon Advantage, a Spares membership program, brings operators valuable benefits found only in this exclusive program. Now entering its third year, Falcon Advantage has more than 800 aircraft enrolled and many more are expected to join in 2023. Operators can take "advantage" of benefits including:

- 10% discount on discountable Falcon parts
- 3% brake exchange discount
- 3-year spares warranty
- Limited supplemental bill guarantee

- Free shipping on cores returned in 10 days
- Free tool rentals on weekends

Aircraft under New Aircraft Warranty or FalconCare are automatically enrolled with no fee. Customers are invited to join at any time. The membership period begins February 1 and ends January 31 of the following year. Please note that renewal is not automatic, so mark your calendar to renew before January 31, 2023. To learn more about this money-saving program, please visit the Falcon Advantage page on the Customer Portal.

**WE ARE PLEASED TO SHARE WITH YOU NEWS OF NEW HIRES AND NEW ROLES FOR MEMBERS OF OUR FRONT LINE AND PILOT OPERATIONAL SUPPORT TEAMS.**



**Jeremy Daniels**  
Command Center Representative

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Jeremy re-joined Dassault Falcon Jet in October as a Command Center Representative located in Boise, Idaho. He had previously been with the company, based in Little Rock from 2012-2016, working at the service center and in completions. In the interim period, Jeremy worked at Standard Aero's Augusta, GA location.

In addition, Jeremy has worked for Hawker Beechcraft, L-3 Communications and Kalitta Air Service after he was honorably discharged from the United States Navy with 10 years of active-duty service.



**Stephane Petitgirard**  
Regional Technical Manager, Asia Pacific

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Following the October retirement of Bernie Curtis, whose career in aviation spanned 50 years, Stephane Petitgirard was promoted to the role of Regional Technical Manager for the Asia Pacific region.

Stephane has more than 20 years of experience working on Falcons, including more than seven years at Hawker Pacific Singapore (Jet Aviation) as the Service Center Supervisor and Service Center Manager. Most recently, Stephane served as the DFJ Field Technical Representative based in Singapore, providing technical support to Falcons flying to, or based in, the region. Stephane will remain in Singapore and report to Glenn Hart.



**Franck Rossat**  
Pilot Operational Support Specialist

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Franck joined the Teterboro-based Pilot Operational Support team in August, though he is not brand new to Dassault. He worked previously at DFJ in Little Rock as an IT Architect and Information Systems Coordinator prior to leaving to develop his career as an airline pilot. He became a captain on CRJ 700/900 aircraft for Mesa Airlines.

He then further expanded his skillset by joining the International Committee of the Red Cross (ICRC) based in Geneva, Switzerland, as an Air Ops Manager.



**Meryem Gumusayak**  
Pilot Digital Solutions Specialist

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A familiar name and resource for many Falcon operators in the Americas, Meryem took on a new role in December as Pilot Digital Solutions Specialist, based in Teterboro. Meryem joined Dassault in 1999, starting her career with the Field Service group as an Administrative Assistant, then as a Service & Fleet Analyst and then Customer Service Agreement Coordinator. After 12 years, she joined the Documentation team as a Documentation Sales and Falcon Customer Portal Access Administrator.

In her new role with the Pilot Operational Support team, Meryem will be responsible for assisting operators with the setup and use of FalconSphere, as well as collecting feedback and coordinating across various teams to ensure a seamless customer experience for Falcon operators.



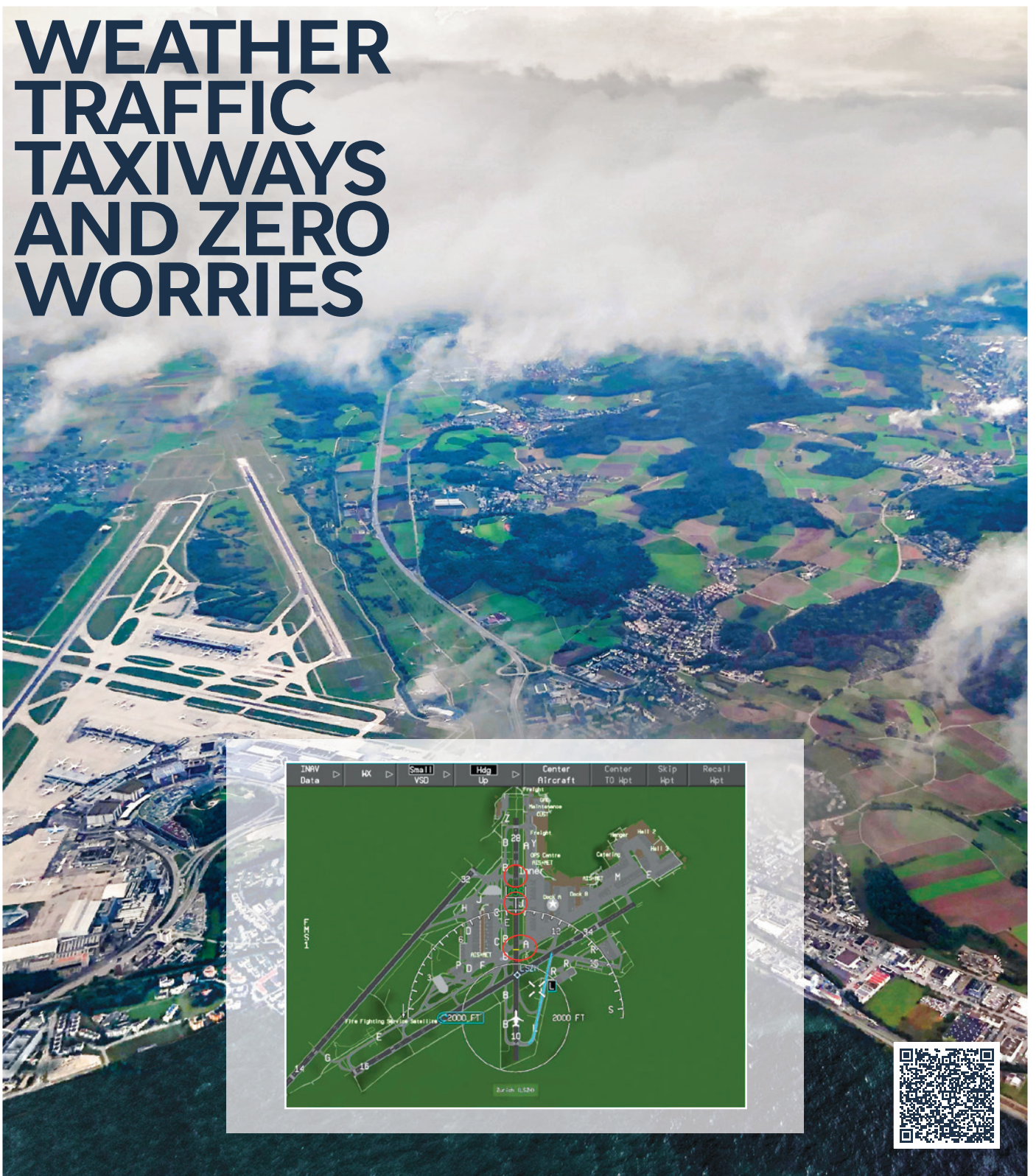
## YOUR FALCON CONTACTS

In previous issues of our magazine, we have used this space to share key contacts and phone numbers for global Falcon Customer Service groups and team members. But with dozens of contacts listed, some of the information could become outdated before the next issue comes out. So, beginning today, we invite you to scan the adjacent QR code to access all of our key contacts. Since we diligently keep this digital 'hotline card' up to date, you will be sure to find all the most accurate information available.



Scan the QR code to access our key contacts

# WEATHER TRAFFIC TAXIWAYS AND ZERO WORRIES



The new generation of the acclaimed EASy flight deck delivers more data more intuitively for greater situational awareness in all conditions. Contact Falcon Customer Service for details.

## EASyIV Upgrade Falcon 7X/8X

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