

Above & Beyond

A FALCON CUSTOMER SERVICE MAGAZINE | Volume 109 - August 2023

THE ORIGIN STORY

Dassault marks 60 years of Falcons in flight



 **DASSAULT
AVIATION**

Above & Beyond






A FALCON CUSTOMER SERVICE MAGAZINE

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MARKING A MILESTONE, FLYING FORWARD

As a company, we talk a lot about the Falcon Family. Among the things that bind a family together are heritage and tradition. In that sense we are a very rich family.

Dassault history dates back more than 100 years, and this year we celebrate the 60th anniversary of the first Falcon flight. Since then, we've built 2,700 Falcons in 27 models and variants. Today, 2,100 remain in service (including many of the original Falcon 20s) in 90 countries.

I am excited for you to read our cover story. It is more than a walk down memory lane. It reminds us that, for all that has changed in our industry, Falcon DNA has been at the core of every Falcon advance: leveraging our military expertise and cutting-edge technology in pursuit of excellence.

In June, Falcon DNA was on display at the Paris Air Show. The Rafale's demo dazzled as did the Falcon 6X in its own way, displaying precision performance to the very limits of what its digital flight controls will safely allow. It made quite an impression, even earning a tour from the President of France.

While much within this issue is technology oriented, face-to-face interactions remain invaluable. I have been meeting many operators at this year, including at our M&Os and at the annual Operator Advisory Board meeting. I value all their input, especially when they suggest how we can do better, even in challenging times with all the supply chain disruptions, and appreciate their confidence that we will.

The Falcon DNA that launched our first business jet 60 years ago is alive and well. Thank you for being a part of the Falcon Family as we continue flying forward together.

Jean Kayanakis
SVP, Worldwide Customer Service and Service Center Network

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FALCON LIFE POISED TO ENTER SERVICE

After nearly 600 flights and an around-the-world proving tour, the wind is at the back of the Falcon 6X.



FALCON 10X UNDERGOES EXTENSIVE BENCH TESTS
Parts production and engine testing highlight progress.

DASSAULT MRO NETWORK DEBUT IN DUBAI



Our new 163,000-sq-ft facility has opened at fast-growing DXC.

SPARES A HANDY NEW APP



Introducing the new E-Service Report (ESR) app, accessible through Spares Online.

TRAINING FALCON 6X TRAINING



As the Falcon 6X nears the finish line, Team One is ready for entry into service.

SUSTAINABILITY LEADING BY EXAMPLE

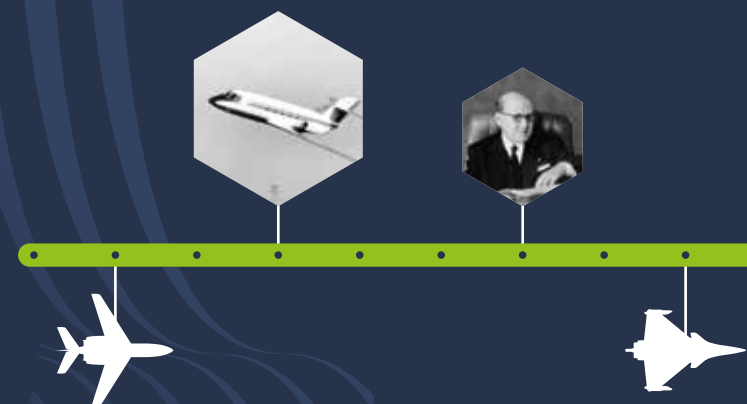


Dassault is routinely flying Falcons on select routes on a 30-percent or higher SAF blend, among the highest in the industry.

THE ORIGIN STORY



Take a journey back in time to the birth of the Falcon line.



THOUGHTS FROM OUR CHIEF

Each issue of *Above & Beyond* magazine begins with a Publisher's Note from 'our chief,' Jean Kayanakis, who is the head of Falcon Customer Service worldwide. But did you know he is also a dedicated blogger? Jean's Crew Chief blog peels back the curtain on a wide array of subjects from across Customer Service and our Service Center Network.

One area that Jean loves to highlight is our people. Recent posts include profiles and conversations with Gutemberg Silva – our 'employee #1' in Brazil who is now the GM of our Sorocaba Service Center – and Charles Grivotet, Dassault's 'delivery maestro.' There is also an entry on Pauline Annen, the leader of the Pilot Ops team for the Americas.

Of course, Jean also lends his personal thoughts on major Falcon news and events. He recently shared his observations of the Operator Advisory Board annual meeting, also quoting two new members for their perspective on the proceedings.

Jean is always keen to share his views on new, relevant topics of interest to Falcon customers. We invite you to scan the QR code to have a look around and bookmark the page to catch future posts.



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



Falcon M&O Seminars 2023

HIGH ATTENDANCE, HIGH SPIRITS AND A U.S. TWIST AT FALCON M&Os

Nearly 500 Falcon operators joined us this spring for our annual Maintenance & Operations seminar series. This year's tour took us to four cities on three continents.

We kicked off the season with our flagship Paris event, which drew more than 250 operators and 500 total attendees. From there it was on to the Americas for stops in Miami, Chicago and São Paulo. The U.S. M&Os took on a new format this year, with 1.5 days of meetings, followed by an afternoon of golf. The extra time together allowed for additional presentations and interactions among customers, sponsors and Dassault personnel, plus some welcome social time once the formal seminar had concluded.

For those who were unable to join us for an M&O this year, we have posted slides from both the Paris M&O and our U.S. M&Os to the Falcon Portal. Videos of Paris pilot and maintenance sessions have been posted as well.

Survey responses among M&O attendees have been very positive. The team takes all of this feedback into account as we begin planning our 2024 schedule.

6C-CHECK NOTCHES SEVERAL FIRSTS

Last summer, Dassault Aviation was awarded a major maintenance contract to support the French government's Falcon fleet. This fleet of six Falcons is mainly assigned to transporting state officials and defense personnel, performing medical evacuations.

In February, Sabena Technics started work on one such Falcon – it happened to be the first 6C-check on a Falcon 900B, performed within its facilities in Dinard, France. This specific aircraft is the fleet leader for the 900 family in Flight Hours.

This visit marked several firsts:

- First 6C-check on a Falcon 900B
- First C-Check on Falcon 900 aircraft for Sabena Technics Dinard, an approved Falcon service center
- First C-Check of the newly won French government maintenance contract

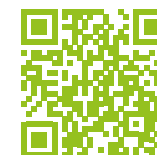
It was a successful experience for both Sabena Technics and Dassault Aviation. Together, the teams managed to overcome challenges and complete the inspection within the tight time constraints given. The customer was delighted to receive the aircraft back in outstanding condition, both inside and out.



DASSAULT WOWS PARIS AIR SHOW CROWDS

As a consequence of Covid, the normally every-other-year Paris Air Show was last held in 2019. It seems a lot of people missed it! At this year's show in June, trade and public days were busy, and dealmaking brisk. German charter company MHS enthusiastically announced the acquisition of its latest Falcon 2000-series aircraft. Dassault brought its latest models for inspection including the Falcon 10X cabin mockup.

Dassault's chalet was crowded on both the fighter and civil sides. Dassault guests packed the decks for the afternoon airshow. The Rafale demonstrated its tight turning, rapid rolling, and dramatic slow flight capabilities. Chief test pilot Philippe Duchateau and Fabrice Valette showed the fighter-like precision of the 6X with maneuvers rarely seen in a business jet, including vertical bank angles and maneuvers displaying max performance with full envelope protection.



Scan the QR code to see and enjoy our Paris Air Show highlight reel



A special guest, President Emmanuel Macron, tours the Falcon 6X



FALCON 6X POISED TO ENTER SERVICE

THE WIND IS AT THE BACK OF THE FALCON 6X

After 1,500 hours of test flying and nearly 600 flights, after a round-the-world proving tour, after baking in the Tunisian desert and chilling near the Arctic Circle, and after finding ice over Scandinavia and plowing through pooled water in the UK, all test flights have been accomplished and all paperwork submitted to EASA. Certification is expected soon with FAA approval to follow.

Customer training begins shortly in a state-of-the-art, full-motion simulator at CAE Burgess Hill, UK. A special entry-into-service group named Team One is coordinating global pilot and maintenance training. MRO centers will stand ready to perform heavy maintenance along with strategically located AOG teams and spares on standby for rapid dispatch throughout the world.

The 6X was recently on display at the Paris Air Show. Its latest interior, almost entirely white leather and fabrics, combined with dark wood trims and some maroon leather highlights, announced an eye-catching departure from more traditional cabins in beige tones.

Chief Test Pilot Philippe Duchateau put on an aerial performance that was less ballet and more a demonstration of maximum performance maneuvers. The idea was to demonstrate complete safety thanks to envelope protection afforded by the aircraft's advanced digital flight control system.

As soon as gear was retracted, he pulled up into a maximum performance climb with a rapid application of full aft stick, then a series of 90-degree roll reversals with quick sidestick motions to the left and right control stops. The performance concluded with a steep approach and short field landing with strong braking, using perhaps 2,000 feet of runway. While appearing graceful from the outside, interior flight deck footage showed Duchateau's dynamic, yet precise use of the flight controls.

Passengers will rarely be exposed to such maneuvers but will be pleased to note the aircraft's handling capability and robustness.

After winning design awards and the accolades of Dassault pilots who know it best, the Falcon 6X may soon appear on a ramp near you. ■



Scan the QR code to see our most advanced digital control system put on a show in Paris

FALCON 10X UNDERGOES EXTENSIVE BENCH TESTS

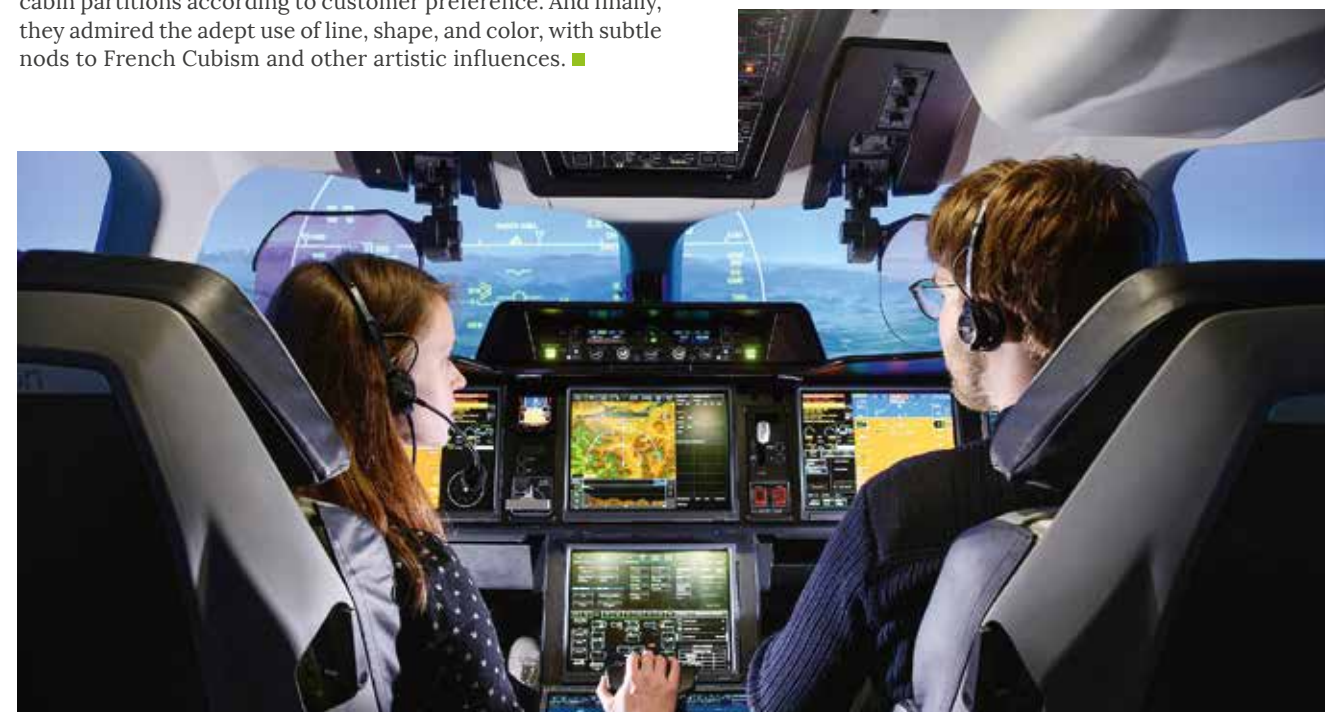
Parts production for the Falcon 10X is underway and assembly of the first airframe is gathering pace. A first wing test article has completed 10,000 equivalent flight cycles in a fatigue test rig. Multi-system test benches are being used extensively to mature systems before flights begin. Two test benches at the Istres flight test center are equipped with every onboard computer. A flight deck test bench in Saint-Cloud, equipped with the 10X's new Smart Throttle, has conducted more than 300 simulated flights.

In Dahlewitz, Germany, the Rolls Royce Pearl 10X engine with more than 18,000 pounds of thrust has been running in test cells with excellent results. These tests have included runs on 100-percent SAF, as the 10X will be approved for undiluted SAF. Rolls Royce expects to begin flight tests of the new engine with its Boeing 747 testbed later this year.

Meanwhile, the 10X cabin recently received the Chicago Athenaeum award for Good Design. It is the second award from the professional design community, having last year received the coveted Red Dot award from a panel of the world's leading industrial designers.

Such awards recognize the imaginative use of space to create a homelike environment in which it is easy, for example, to enter and exit the dining/conference table. The award committees valued the ability to create highly customized spaces by moving cabin partitions according to customer preference. And finally, they admired the adept use of line, shape, and color, with subtle nods to French Cubism and other artistic influences. ■

The Rolls Royce Pearl 10X engine has been acing its tests – including running on 100-percent SAF.





YEARS OF
ADVANCES

FALCON 

THE ORIGIN STORY

Dassault marks 60th anniversary of first Falcon flight





MAY 4, 1963: FIRST FLIGHT

Dassault's unique blend of fighter tech and boardroom flair

It was 5 pm on May 4, 1963. The hangar shadows were growing long at the Dassault final assembly facility in Bordeaux-Mérignac as Chief Test Pilot René Bigand and Captain Jean Dilliare powered up the Pratt & Whitney JT 12 engines that equipped the company's new Mystère 20 corporate jet. Last minute preparations had been a bit hurried due to the arrival of an unexpected visitor earlier in the day. But now the chase planes – a Dassault Spirale 410 turboprop and a Dassault jet fighter – were finally up in the air and all was ready for the first flight.

Lined up on the runway, with chase planes closing in from the rear, Bigand and Dilliare “met les gaz” – hit the gas – as one aviation historian put it, and the first Dassault business jet was up and away for an hour of power and handling checks. From the pilots' perspective, the flight was uneventful – the best kind they could hope for. But for Dassault the event was momentous, launching it into the exciting new world of business aviation.

The surprise visitor? Aviation pioneer Charles Lindbergh, on a special mission for Pan Am CEO Juan Trippe. Lindbergh, along with other top engineers from Pan Am, had been shipped off to Aerospatiale headquarters in Toulouse to review progress on the Concorde supersonic airliner. Along the way he had asked if he could stop by Bordeaux for a quick look at the new Mystère. Historical accounts don't say why he didn't stay for the actual flight, although they do indicate that the Dassault flight test team was relieved when he left so they could get back to the business of flying.

Whatever the reason, his quick inspection tour made a big impression. “I've found our bird,” he wired Trippe, a visionary who played a big role in the launch of the Boeing 747 jumbo jet even as he was showing interest in the emerging business aviation sector. ■■■

■■■ At the time Pan Am was a major force in commercial aviation and the de facto American flag carrier. Juan Trippe, its founder, ruled it from midtown Manhattan at the newly opened Pan Am building, whose flat roof served as a busy helicopter pad, offering scheduled service out to JFK. Trippe could see the ferment of activity in business aviation and had sent Lindbergh scouting for a good ship to back.

Ten days after the first flight, a surprise cable arrived from Pan Am, expressing an interest in purchasing a whopping 200 Mystère 20's. Within weeks, Trippe filled an order for 40 of the new twinjets, with an option for 120 more, and Dassault had the instant credibility needed to establish a name for itself in the new business aviation field. Rebranded the Falcon 20 – a name deemed to have more appeal in the sizable American market – the Mystère 20 served as the springboard for a new Trippe creation, Pan Am Business Jets. (The Pan Am operation was ultimately to morph into Dassault Falcon Jet, a fully owned Dassault affiliate whose gleaming headquarters sits proudly alongside runway 1/19 at Teterboro Airport in New Jersey).



René Bigand, Dassault Chief Test Pilot, in 1963.



First flight with
a dramatic fly-by of
the Mérignac factory





"Absolutely, positively overnight" was the FedEx motto, made possible by 33 Falcon 20s, each flying more than 2,000 hours a year.

"More than 2,700 Falcons have come off the assembly line during those six decades."

MARCEL DASSAULT'S INDOMITABLE VISION

Today, Marcel Dassault's dashing entry into business aviation might seem like a natural outgrowth of the company's long established military aircraft activities. But, at the time, its fighter programs were proving so successful that his top engineers were wary of deviating from what looked like a winning formula.

The experimental Mirage 1 had only flown in 1955 and its Mirage III production spinoff in 1956 and the aircraft was steadily improving in power and speed. By 1958, it had demonstrated the ability to fly at twice the speed of sound and was soon routinely reaching Mach 2 in level flight, enshrining Dassault as one of the world's leading producers of front-line fighter aircraft.

The business jet sector, in contrast, was still an unproven commodity. Though it's hard to believe today, there was still a bit of froth to it, like the early days of personal computers, artificial intelligence or eVTOLs. On the other hand, some may have thought, the burgeoning business jet field was already starting to look a bit too crowded.

The Lear 23 made its maiden flight in October 1963, a scant five months after the Mystère 20. The Aero Commander 1121 Jet Commander had flown in July and the Hawker Siddely DH125 Jet Dragon – as this midsize jet was then called – in August of the previous year. The four-engine Lockheed Jetstar, which was to play a prominent role in the James Bond film Goldfinger, had taken to the air way back in 1957 and the North American Aviation Sabreliner just a year later.



Marcel Dassault (1892-1986) left an indelible mark on the 20th century. Besides his technical genius, Dassault left memories of someone who was not only a formidable entrepreneur but also a visionary who made a huge contribution to aviation.

Yet 60 years after the Mystère 20's first flight, all of those other product lines – and most of the companies that built them – are merely a memory, while the Dassault Falcon line is firmly entrenched as one of the industry's leading brands. More than 2,700 Falcons have come off the assembly line during those six decades and the company remains the only OEM that builds both jet fighters and business jets.

HOW DID THIS HAPPEN?

One reason was the personal involvement, dedication and vision of Marcel Dassault. Marcel was uncompromising on performance and quality, challenging and pushing his engineers to the limit. He personally reviewed the steady flow of engineering drawings that were delivered by train every evening from Bordeaux to his place of work in Paris, and was not shy about tweaking details with his famous red pencil.

Once, for example, he insisted that the production version of the Mystère 20 have a longer fuselage and greater fuel capacity, a design choice his engineers had rejected. This attention to detail proved pivotal to the Falcon 20's success in the marketplace, not only with Pan Am but with FedEx, for its overnight delivery service, and the U.S. Coast Guard, for its maritime patrol requirement. (It's interesting to note that the Coast Guard even coaxed Dassault into trying an afterburner on this aircraft, though it never went into production.). ■■■



Another reason for the success of the Falcon line was its fighter heritage – what we commonly now refer to as its Falcon DNA. As the history section of the Dassault Aviation website notes, the company “packed this aircraft with the technical solutions it had tried and tested in military applications.” Production methods were copied from pioneering techniques introduced on the fighter line, like integral panel machining (structural panels and stiffeners machined out of a single billet of aluminum, rather than riveted together) and piano wing mating – a strength enhancer that remains a Falcon feature even today. Thanks to its fighter origins, the Falcon 20 featured a maximum operating speed of Mach .088, a feat that could not be matched by any contemporary rival.

The combination of attention to design and manufacturing detail, combined with the routine spinoff of military aircraft innovations, laid the basis for what was to become a highly successful marketing strategy: wrapping business travel comfort requirements around a solid core of flight controls, structures, and systems borrowed from fighter jets. Each successive Falcon model has incorporated its share of military innovations, including the first head-up display in business aviation, the first carbon fiber wing (on a Falcon 10 demonstrator), and the first fly-by-wire business jet, the 7X.

The new Falcon 10X will feature business aviation’s first production all composite wing, along with a Smart Throttle enabling automatic upset recovery – another fighter innovation.

GLOBAL SUPPORT FOR A WORLD-CLASS FLEET

While advanced technology and efficiency have always been a Dassault calling card, the company has also steadily recognized the need for a global MRO network to serve its expanding worldwide fleet.

In 2019, Dassault Aviation acquired the substantial worldwide capabilities of TAG Maintenance Services (now Dassault Aviation Business Services) and ExecuJet MRO Services. Even during the worldwide pandemic that followed, the company hewed to a plan to fully integrate the new facilities into a global network with a uniformly high set of service standards, going so far as to dispatch experienced Falcon maintenance experts around the world to help push the new facilities quickly up the learning curve for major service activities, including C-checks.

The network continues to be expanded, with new facilities now opening or soon to open at far-flung destinations from Dubai and Kuala Lumpur to Melbourne, Florida.

While innovation is always a constant at Dassault, much about the company remains just as it was when Marcel Dassault was at the helm. The company remains largely family-owned and continues to be guided by the solid traditions that built it into what it is today – extreme attention to design and engineering detail; insistence on top-flight handling, performance and durability; and a continual thirst for innovation, much of it based on the transfer of military knowhow.

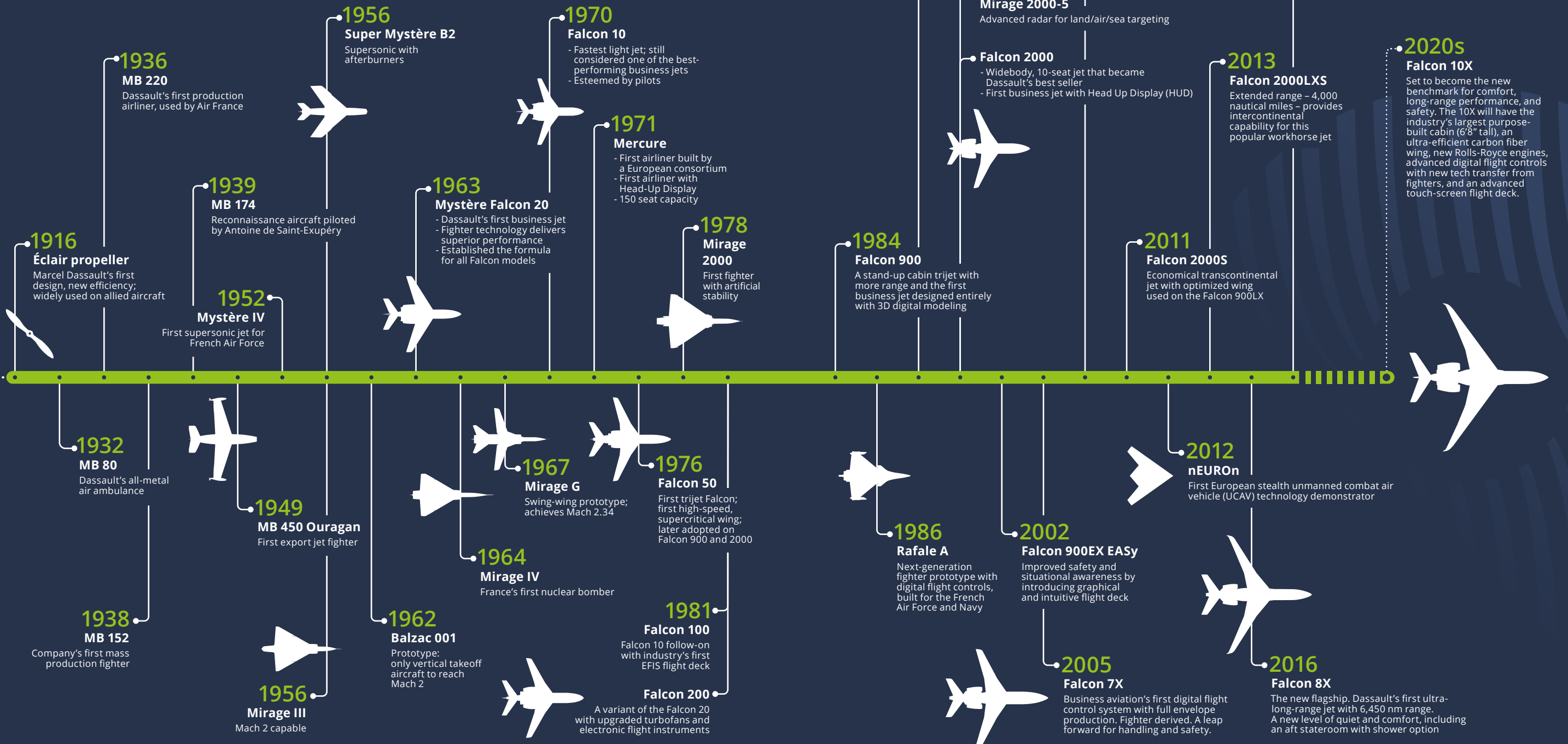
It is still willing to place big bets on new airplanes, new technologies and new investments in its global support network.

And along the way, it has created a family of loyal Falcon operators in 90 countries across the globe who are absolutely passionate about the planes they fly on. ■



THE EVOLUTION OF DASSAULT AVIATION

A history of constant technological advance, from a better World War I propeller, to a stealthy unmanned air combat vehicle, to some of the world’s most esteemed fighters, to the ultimate business jet. These are the products of ceaseless imagination and innovation, including 60 years of pilot- and passenger-pleasing business jets.





"Another reason for the success of the Falcon line was its fighter heritage – what we commonly now refer to as its Falcon DNA."



The Falcon 10X features the most spacious cabin in the industry, a cabin as comfortable as a penthouse apartment.

NEW SERVICE CENTER EMERGES AT GLOBAL CROSSROADS

WELCOME TO DUBAI-BASED EXECUJET MRO SERVICES MIDDLE EAST, THE LATEST MILESTONE IN DASSAULT'S ONGOING PROGRAM TO EXPAND AND UPGRADE ITS GLOBAL CAPABILITIES. THE NEW FACILITY POSITIONS DASSAULT AS A MAINTENANCE POWERHOUSE FOR BUSINESS AVIATION CUSTOMERS THROUGHOUT THE REGION AND BEYOND.

Wikipedia tells us that Dubai began as a sleepy fishing village in the 18th century, with the occasional cargo ship making a port call en route to India. Transportation improvements were slow in coming. Dubai International opened in 1960 with its compacted sand runway seeing modest DC-3 traffic.

Fast forward to today, the airport's twin (paved) runways are longer than 14,000 feet, with airlines carrying passengers around the globe. The local Khaleej Times reported in February that DXB was the world's busiest airport, with nearly 200,000 passengers daily. The relief valve for this high level of airline activity is the new Dubai South Al Maktoum International Airport (DWC), which opened in 2010 and, for now, is mainly a growing cargo hub, with more passenger activity expected to follow.



Though farther from the city center, much of Dubai's business aviation activity has transitioned to the new airport thanks to more business aircraft slot availability and lower fees.

If DWC has one big thing going for it, it's lots of space. That plus growing business aviation usage made it an ideal spot to put a new Dassault factory service center to handle the needs of a growing regional Falcon fleet, as well as aircraft outside the immediate region.

The new Dubai Al Maktoum Airport facility has three times the workshop space previously available.



READY FOR ANY JOB

The new ExecuJet MRO facility is 163,000 square feet, 13,000 more feet than the previous combined hangars at DXB, with space for 16 to 20 business jets at a time, including the very largest ultra-long-range jets. It opened its doors for Falcons and other brands earlier this year. The facility's 150-plus (and growing) team is ready to support the Falcon 6X, which enters service later this year, and for the Falcon 10X later in the decade.

The new facility has three times the workshop space previously available. It will be used for overhaul and repair of wheels, batteries and ground service equipment, along with nondestructive testing and structural repairs.

Meanwhile, ExecuJet MRO has kept line and AOG service capability at DXB for business jets transiting that airport. ■■■



ONE HIGH SET OF STANDARDS WORLDWIDE

■■■ Readers are likely aware that ExecuJet MRO plays a central role in globalizing Dassault Aviation's product support. Its 13 locations from Brussels to Brisbane added capacity in regions where Dassault had a limited footprint, especially in Africa, the Middle East, Asia, Australia, and New Zealand.

Dassault acquired the chain in 2019, along with TAG Aviation Maintenance and certain RUAG facilities, which together have been rebranded Dassault Aviation Business Services. In just a few years, Dassault's global support footprint has been reshaped with an organization that now includes 40 factory service centers and 21 authorized service facilities.

The next step after acquisition was integrating all of these facilities into one worldwide Falcon service organization with a uniformly high set of standards and a global capability for C-checks and major upgrades, such as FalconEye and EASy IV.

Concurrently, Dassault planned for new and expanded facilities, the first of which is the ExecuJet MRO facility in Dubai. Soon to follow in 2024 is a new, larger, and state-of-the-art facility in Kuala Lumpur that will also be ready for larger business jets like the 6X and 10X. It will play an important role in an expanded fleet presence in the Asia-Pacific region, where rapidly growing economies such as Vietnam are acquiring Falcons.

In 2025, DFJ Service Centers will open its new flagship facility in Melbourne, Florida, providing new capacity for North and South American operators, and especially for the Eastern U.S., which has one of the largest concentrations of Falcon aircraft. When that facility opens, Dassault will be able to claim service from Melbourne, Florida to Melbourne, Australia and the sun will truly never set on the Dassault service network. ■



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

READY TO FLY

DASSAULT FALCON SERVICE AND THE ITALIAN AIR FORCE

In April, Dassault Aviation celebrated a uniquely close, nearly 40-year relationship with the Italian Air Force's 31st Special Transport "Stormo" Wing. SVP Jean Kayanakis visited Rome-Ciampino to mark the unit's 150,000-hour milestone with its Falcon fleet.

The 31st Wing has a remarkable record of government, military and aeromedical transport flying. Its crews and five Falcons are always ready to fly on short notice, 24 hours a day and 365 days a year. For urgent medical flights, the wing dispatches within two hours. The unit maintains a fleet availability rating above 85 percent with the help of a dedicated team of seven Dassault Falcon Service technicians (known as DFS Roma).

The wing's Falcons average 5,000 hours a year, with about a quarter of those flights for patients, organ transplants and medical teams. In one notable case, the unit flew a 26-flight-hour round-trip to Shanghai to transport a neonatal patient back to Italy. The entire mission was accomplished in 70 hours from the first call.

The 31st Wing received its first Falcon 50 in late 1984, followed by three more. Two hard-working 50s, now devoted solely to medical flights, are still active with the wing, which today includes a Falcon 900EX and two Falcon 900EX EASy aircraft. Two more 900EX EASy aircraft are expected to replace the 50s. The unit reports that over the years more than 90 percent of AOG spares orders have been completed within 24 hours.

Kayanakis noted that the 31st Wing has been "a major asset in improving our airplanes and extending the limits of utilization." For its part, the unit saluted "a long-lasting partnership, an example of highly specialized international synergy, and a history of excellence and success." ■



KUALA LUMPUR MRO FACILITY MAKING PROGRESS

Construction of a state-of-art building in one of Asia's fastest-growing cities continues apace, with an expected completion date in late 2023 or early 2024. The ExecuJet facility at Subang Airport in Kuala Lumpur will be 144,000 square feet and will replace current, smaller facilities. It will handle major maintenance and provides onsite support through technical representatives in Malaysia, Vietnam and elsewhere.

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.



A NEW AUTHORIZED SERVICE CENTER IN INDIA

Falcon operators now have a new Authorized Service Center to choose from in India – Indamer, located at Indira Gandhi International Airport (DEL) in New Delhi. The facility covers line maintenance up to 12-month inspections on the Falcon 2000 classic and the Falcon 8X. More than 60% of India's Falcon fleet is based in New Delhi. Indamer joins two other Falcon ASCs in India – Taj Air and Airworks, both based in Mumbai.

Indamer, with 14 locations around India for line and major maintenance, has an interesting history. It is India's oldest MRO center, founded in 1939 by an American entrepreneur, Joseph Koszarek, who named it to symbolize Indian (IND) and American (AMER) collaboration. It opened with five employees and now has more than 400 around the country. Today, the company's operations span many segments of the aviation business: aircraft sales and management; defense MRO, pilot training, component repair and overhaul, and more. ■



OPERATOR ADVISORY BOARD GRAPPLES WITH INDUSTRY TRENDS

The Falcon Operator Advisory Board (OAB) gathered June 6-8 for its annual face-to-face meeting in Weehawken, NJ. Thirteen board members from around the world attended the session, joined by Dassault leaders and department heads from the United States and France. The two-day meeting opened with business updates from Dassault executives Carlos Brana and Jean Kayanakis.

Board members and Dassault executives were most concerned about trends affecting the whole industry: strained supply chains, a problem that has persisted since the Covid crisis, and rising public antipathy toward business aviation.

Teterboro-based Randy Corey, who coordinates the board meetings with French colleague Olivier Faupin, noted that spares issues had been a top concern since the company's transition to a new SAP parts management system.

"Our management team braced itself for criticism at this year's meeting. What we heard instead was the broad recognition that parts distribution is improving. The group understands that the SAP system is now working as intended, but that Dassault, as with every other OEM, is working through supply chain disruptions among hundreds of suppliers."

As a result, Falcon Customer Service is now more closely monitoring suppliers and providing more assistance to them to resolve bottlenecks and help them plan further in advance to maintain necessary spares inventories.

Operators now have more online visibility into Dassault's own inventories and can see where they are located globally. What sometimes may appear to be imbalances, say between European and U.S. stocks, often reflects the current status of parts in the pipeline from the supplier to their ultimate distribution to Dassault's 15 parts bases.

Dassault executives also reported on staffing up the spares representative team to make sure well-trained personnel were available to supplement the new online system. Many of these new representatives are introduced elsewhere in this publication. "We frankly thought that spares would be the top issue for board members," said Corey. "But it wasn't. The number one issue on the whole industry's mind is rising resentment towards the business aviation community. Our European board members are especially sensitive to it, having witnessed up close protesters chaining themselves to business jets, spray painting them and otherwise disrupting airport operations."

The board wants Dassault to be proactive and advocate for the important contributions business aviation makes. This message has been well internalized at Dassault, as other reporting in this issue on Dassault's sustainability initiatives attests.

The meeting was run by OAB Chairman Marcus Bruninger and Vice Chairman BC Campbell. Bruninger is a Managing Director of Aviation for a German conglomerate and Campbell is an Aviation Director for a large Canadian bank. ■ ■ ■



Scan the QR code to read Jean Kayanakis' Crew Chief blog post on the OAB meeting.



New Falcon OAB members Joe Coates (top) and Lee Brown shared their perspectives before their peers and Dassault leaders.



■ ■ ■ The Board also welcomed three board members who attended their first meeting:

Joe Coates has worked for The Home Depot, America's largest home improvement retailer, since 1992. After serving as Chief Pilot for 22 years, he currently holds the title of Sr. Director, Aviation. The Home Depot has operated Falcon aircraft since 1996, including multiple Falcon 900B, 900EX EASy and 50EX aircraft. Its current all-Falcon fleet is comprised of two 900LX and two 2000LX/LXS aircraft.

Lee Brown is the Engineering Manager for Corporate Aviation at Shell Aircraft, based at Rotterdam-The Hague Airport in the Netherlands. Shell currently operates four Falcon 8X aircraft. In addition to serving on the Board, Lee is a member of the OAB Maintenance Information Resource Working Group.

Wim Melyn is Director of Maintenance for Abelag Aviation, the number one business jet operator in Belgium, operating a fleet of 21 aircraft and with two main bases – in Brussels and Kortrijk. Abelag operates three Falcon 8X aircraft, six Falcon 7X aircraft, two Falcon 2000LX aircraft and one Falcon 900LX aircraft.

Board members expressed the need to promote the board as a resource for all Falcon operators. "I think more Falcon operators need to know what the OAB does and that they can use it and benefit from its work," said Coates. "I agree," said Melyn, "Not all operators are aware of the leverage they have to use this channel." Dassault encourages Falcon operators to share their experiences, forward questions, and concerns to Board members in their regions. It just may become the next major topic presented for consideration. ■



Joe Coates



Lee Brown



Wim Melyn



OAB WORKING GROUP DISCUSSES KEY CABIN TOPICS

With cabin systems becoming more advanced – and capable – and productivity on everyone's mind, the OAB Working Group for Cabin Usage gathered in Paris earlier this year. The two-day meeting brought together 13 flight attendants, three pilots and several Dassault representatives. It was truly a deep dive into the total onboard experience – everything from connectivity to cabin cleaning.

The group analyzed all possible elements of cabin usage during the course of a flight (in a process called journey mapping), including dining, working, resting, changing clothes and sleeping. The idea was to share experiences and identify areas for improvement in six areas:

- Onboard connectivity and digital experience
- Seat comfort
- Storage
- Privacy
- Information
- Cleaning

The group also visited Le Bourget Airport to tour the Falcon 10X mockup and inspect the new Falcon Privacy Suite.

This group will meet on a continuing basis to improve the cabin experience.



INTRODUCING NEW OPTIONS PACKAGES FOR EASY II

A CHANCE TO AUGMENT EASY II CAPABILITIES AT VALUE PRICING

Today, nearly 1,000 Falcons, almost half the Falcon fleet, have upgraded to at least the baseline EASy II configuration, representing 100 percent of eligible aircraft.

Now these operators have a unique opportunity to gain additional capabilities at package pricing well below previous options pricing. For example, operators can economically upgrade to SBAS/LPV approach capability, providing precision glidepath guidance and lower minimums at many more airports.

That approach capability can be coupled with optional SmartView synthetic vision, improving terrain awareness on descent. Optional XM[®] graphical weather complements radar with a weather picture all the way to distant destinations, plus current weather and TAFs at the destination, and other valuable weather data.

Certain upgrade packages include Automatic Descent Mode in case of depressurization at altitude, Dual Jeppesen charts, and Advanced TOGA Mode for better flight director guidance on a go-around, depending on aircraft model.

Dassault's intent is to offer operators enhanced capabilities and more safety features with their EASy II flight deck. There is also a secondary benefit in installing these upgrades, which is to keep current aircraft competitively equipped and preserve aircraft value.

These packages are available through the Dassault Aviation MRO Network and can be scheduled at a convenient service interval to minimize (or eliminate) downtime. For more information on packages and pricing applicable to your flight department's aircraft, contact a service center or your factory service sales representative. ■

NEW BENEFITS FOR FALCON 6X OPERATORS

FalconCare has new benefits for Falcon 6X operators. The Safran APU PowerCare maintenance program will be available as an option in FalconCare for the Falcon 6X at no additional cost. Operators can declare monthly APU hours on one consolidated FalconCare website and pay one consolidated FalconCare invoice, saving time and management tasks.

Falcon Broadcast service will also be included as standard for the Falcon 6X. Falcon Broadcast data provides earlier, more efficient troubleshooting for a quicker return to service. Falcon Broadcast interfaces with the EASy avionics suite and gives operators real-time notification of maintenance messages and a 'heads up' on aircraft component issues at all times.



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Maël Batard
 Manager, FalconCare & Warranty Administration
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Maël Batard has been appointed as Manager of the FalconCare & Warranty Administration team, reporting to Aurélien Roffet. Maël started his career working for Safran on Aircraft Maintainability and Continuing Airworthiness. In 2009, he joined Dassault Falcon Jet in Teterboro – first in Spec & Design, then transferred to Dassault Aviation in Spares and later as Manager of the Warranty and Sales administration teams. Maël is a classic aircraft enthusiast, having restored and flown a Super Emeraude light single-engine aircraft.

WE ARE PLEASED TO ANNOUNCE A SERIES OF PROMOTIONS AND NEW HIRES WITHIN OUR GLOBAL SUPPORT NETWORK



David Sebaoun

Director, Worldwide Falcon Training Solutions

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In March, David Sebaoun took on the role of Director, Worldwide Falcon Training Solutions, part of the Falcon Operational Support team. In this position, David leads the team in charge of all pilot and maintenance training projects and manages the Dassault Training Academy. He began his career in airport management and development projects. David joined Dassault Aviation in 2007, managing multiple Falcon 7X operational subjects, from ops documentation to pilot operational support and training. In 2012, he took part in the development of the Falcon 8X, then supported its operational entry into service in 2016, assisting pilots, instructors and operators when needed. Since 2018, he has supported 10X development.

David graduated in 2000 from the French National Civil Aviation School as an aerospace engineer. He holds an airplane Commercial Pilot License and an instructor pilot rating, and has been volunteering to train pilots at Air France Flying School in the North of France.



Florent di Scala

Flight Documentation Operational Manager

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Florent di Scala joined the Operational Support Department in Saint-Cloud as a Flight Documentation Operational Manager after 31 years of active duty in the French Air Force. He is a graduate of the French Air Force Academy (École de l'Air) and served as a fighter pilot, experimental test pilot and staff officer.



Mathias Paquier

Falcon 7X/8X & 10X Operational Support Manager

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Mathias Paquier was recently appointed Falcon 7X/8X & 10X Operational Support Manager, transitioning from his role the past two years as Falcon 2000 & 900 EASy Ops Support Manager. Mathias began his career at Safran Aircraft Engines in 2014, in the Design Office. He joined Dassault Aviation Falcon Customer Support in 2016 as a Technical Support Specialist and spent time in Dassault Aviation U.S. Engineering Support in Teterboro. Mathias holds an Aeronautics Engineering degree from Ecole Centrale de Lyon and Imperial College London, and EASA/FAA private pilot licenses.



Thomas Desbree

Falcon 7X/8X & 10X Operational Support Manager

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Thomas Desbree has also taken a new position as Falcon 7X/8X & 10X Operational Support Manager. Thomas started his career in 2014 at the French Airline Transavia (Air France/KLM Group) as a Flight Operations Engineer, before joining Dassault Aviation in 2019 as Certification, Performance & EFB Solutions Manager. Thomas holds an Aeronautics Engineering degree from EPF Graduate School of Engineering and an Advanced Master in Air Transport Management from Ecole Nationale de l'Aviation Civile. He also holds a Private Pilot License.



Case Roberts

Field Technical Representative

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Case Roberts is the newest Field Technical Representative in the U.S., replacing the recently retired Jay Sigmann. Case assumes his new role with a wealth of Falcon experience. He was most recently part of the Command Center team since 2019. Prior to that, he was a Lead Technician with the Dassault Aircraft Services Go Team. Case's territory consists of the U.S. Mid-Atlantic region.



Raphael Baldion

Customer Service Engineer

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Raphael Baldion is a new Customer Service Engineer at the Falcon Command Center in Bordeaux-Mérignac. He worked for 13 years for Thalès Avionics where he became Technical Assistance Leader for aircraft avionics and ATC communication systems.



Sylvain Andre

Customer Service Engineer

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Sylvain has joined Dassault as a Customer Service Engineer at the Falcon Command Center in Bordeaux-Mérignac. He served in the French Air Force for more than 20 years, including as an avionics engineer on Jaguar and Rafale fighters. He was also an avionics maintenance instructor for the Rafale fighter.



Loic Beyne

Customer Service Engineer

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Loic is a new Customer Service Engineer for the weekend shift in Bordeaux-Mérignac. Loic has more than 10 years of experience in the aviation industry. He started as a ground test engineer on the Airbus 330 final assembly line and then became technical leader of maintenance activities for all ground simulators in the Airbus fleet.



NEW ON SPARES ONLINE: AN E-SERVICE REPORT (ESR) APP

A Service Report is required for all cores and unserviceable returns; scheduled or unscheduled maintenance; or for warranty or non-warranty transactions. This new application, launched in April and accessible through Spares Online, makes the process easier.

Customers no longer need to create a new service report. The system will automatically create a pending ESR for all applicable parts shipped to you from Falcon Spares.

Information from the sales order will be auto-populated into the ESR. Only a few details specific to the aircraft and part being returned will be necessary. The Service Report website is split into two applications: Edit and View. Edit is where you access your open “pending” ESRs, while View is where you see your submitted ESRs.

- Edit and Submit Service Reports – An ESR is automatically created as “pending” and awaits your input to be submitted for the following types of orders:
 - Exchange orders
 - Straight sale warranty orders
 - Unserviceable returns for credit
 - Rental part returns
 - Customer-owned orders
- View Service Report Records – View submitted ESRs and access the PDF created upon submission.

A short ESR tutorial is available on the Spares Online home page. If you don't have access to Spares Online, please visit to the Customer Portal to request access. ■



Scan the QR code to see the ESR tutorial

MEET THE NEWEST MEMBERS OF THE FALCON WORLDWIDE SPARES TEAM



Charlotte Sionneau
Sales Administrator, in Mérignac
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Before joining us as a Sales Administrator, Charlotte worked as a sales manager assistant for civil aircraft at Dassault Aviation and before that as an executive assistant for Flyops. She graduated with a technical degree in Management from ICFA, in Bordeaux.



Jasmine Smith
Backorder Team Agent, in Mérignac
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Jasmine worked as a Spares Account Coordinator in 2015 before changing her career path. She returned to DAFS as a consultant for the Backorder team in 2022. Jasmine graduated with a technical degree in International Business from Antoine de St Exupéry School, in La Rochelle.



Myrène Sonnois
Customer Account Representative, in Mérignac
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Myrène has been a Customer Account Representative since January 2023. She started her career as a sales administration officer for Sonceboz in Switzerland. She graduated from Saarland University in Germany with a master's degree in Technical Translation in German and English.



Luis A. Morales
Customer Account Representative, in Teterboro
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Luis joined Falcon Spares as a Customer Account Representative in January. Luis brings more than 10 years of customer service experience from previous employers, including Wal-Mart.



Arthur Fromentin
Customer Account Representative, in Mérignac
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Before joining Dassault, Arthur worked as a Sales Analyst Assistant and Sales Administrator for Valeo and then became a Technical Sales Representative for Sud-ouest Caoutchouc and Alaser. He graduated with a technical degree in International Business from CFA SACEF and then a professional bachelor's degree in Technical Sales in International Business from University CY Cergy Paris.



Mingwei Hsu
Customer Service Representative, in Teterboro
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Mingwei joined Falcon Spares as a Customer Service Representative in May. Prior to changing his career path, Mingwei worked for many years in web and graphic design – he created customized websites, products and works of art, also branding and marketing his products.



AS 6X NEARS FINISH LINE, TEAM ONE IS READY FOR ENTRY INTO SERVICE

TEAM ONE PULLS TOGETHER THE RESOURCES TO SUPPORT FIRST 6X OPERATORS

With the introduction of the Falcon 6X, Dassault has created Team One, a vanguard of trainers, engineers, technicians and first operators who will shepherd the aircraft into service.

“We know it’s no small task to introduce a 100-percent new aircraft,” said David Sebaoun, Director of Falcon Training Solutions. “That’s why we have assembled this elite group to provide the high-quality training, collective operator wisdom and support that will make introduction easier.”

Team One includes:

- Dassault flight ops and flight test pilots (all are instructor pilots)
- Maintenance instructors at the Dassault Training Academy in Mérignac
- Operations and Customer Support engineers
- CAE pilot training and maintenance instructors
- First classes of fully trained maintenance technicians from the Dassault MRO network
- First customers (pilots and maintenance technicians) trained on the 6X

For pilots, the training experience begins at CAE in Burgess Hill, UK, where a state-of-the-art simulator with amazingly realistic visuals awaits them. The full-motion simulator has been approved by EASA and the FAA. Pilot initial training classes will start soon.

Plans for pilot training began in 2020, when the first Falcon 6X was under assembly in Mérignac. CAE and Dassault worked together to assemble 6X flight deck equipment and all data required for the simulator’s operation. The simulator uses actual airplane components (sidesticks, dual Falcon-Eye HUDs, avionics racks) and software. A second full flight simulator is planned for the CAE Northeast Training Center in Morristown, New Jersey.

TRAINING THE TRAINERS

Courseware approval is in progress with EASA. CAE’s instructor pilots are trained and ready, as are eight of Dassault’s own instructor pilots (the first to receive type ratings) within the Dassault Operational Support and Flight Test teams. This support team will help flight departments as they introduce the aircraft to their flight operations and will help European pilots finish their type rating process with actual landings in their aircraft (the U.S. accepts simulator-only training for the type rating).

Dassault’s initial team of technicians have received “theoretical” classroom maintenance training in Mérignac, close to the 6X production line. The course was approved in March and the first class began in May. The course uses new training devices such as an immersive VR flight deck and 3D airplane views. Twenty service center technicians plus the first customers have been trained and will lead their organizations as they begin accepting 6X aircraft for service.

In the meantime, CAE Dallas started in July training U.S. technicians from Dassault Falcon Jet to make sure MRO and Command Centers in the U.S. are staffed with techs knowledgeable on the 6X.

GETTING HANDS-ON WITH THE 6X

Among this early group of top technicians, 13 have already completed the practical (hands-on) training course at the EASA Part 147 Dassault Training Academy in Mérignac. A first session started there in late June, using Dassault’s Falcon Immersive Practical Training tools, as well as avionics benches and demonstrations on actual in-production airplanes. EASA licensing requires practical training with an actual aircraft, whereas the FAA accepts the classroom training as sufficient. The next practical training class is due to begin in September with more MRO network and customer technicians.

Sebaoun’s group is stocking Team One apparel for these pilots, instructors, and tech teams, as they surely will be proud ambassadors for the new plane. ■



NEW UK TRAINING SOLUTION FOR THE FALCON 8X

With hundreds of pilots trained on its Falcon 7X Full Flight Simulators (FFS) during the last 15 years, CAE has decided to establish its first Falcon 8X simulator at Burgess Hill to increase its training capacity in Europe. Previously, 8X pilots were able to train on the 7X FFS, with a short 8X differences course at the end.

Fitted with FalconEye and an EASy III avionics suite, this new Falcon 8X simulator received its EASA and FAA level D qualification in November 2022, allowing the first training sessions on the Falcon 8X variant this year.

SUSTAINABILITY, SAF AND ELECTRONICS

DASSAULT LEADS BY EXAMPLE

While some airlines are operating select flights on SAF blends of one or two percent, Dassault is now routinely flying Falcons from Little Rock, AR at a 34-percent blend, and from Bordeaux-Mérignac at 30 percent – among the highest in the industry. For example, the company is operating ferry flights from Mérignac to Little Rock and acceptance flights in Little Rock on these high blends.

Likewise, Dassault Aviation’s flagship FBO at Paris-Le Bourget also offers SAF at a 30-percent blend to operators. A Falcon shuttle between Le Bourget, Mérignac, and Istres uses SAF. And Dassault Aviation CEO Eric Trappier makes a point of using SAF on his business travels on behalf of the company, and advocates for higher SAF production in many industry forums.

SAF is still not that easy to find, but some Falcon operators have been true ambassadors for expanded usage. As an example, the Michelin flight department stands out for routinely flying its aircraft on high SAF blends.

Director of Falcon Sustainability Operations Thierry Lamant suggests that operators make long-term reservations for SAF when possible, as competition will grow among airlines and business aircraft operators for scarce supplies.

What does the future look like for SAF availability and pricing? The EU is mandating two-percent SAF usage across the industry by 2025 and an ambitious 70-percent by 2050. ■■■



■■■ The latter figure would likely bring SAF prices down due to high-volume production, but getting to 70 percent will be a huge technical and financial challenge. It is likely that this figure cannot be achieved with biogenic material (waste products and certain crops) alone. New technologies for carbon capture and use of green hydrogen as an SAF successor hold promise, though with many technical hurdles to overcome.

It is also possible to procure SAF virtually thanks to book & claim programs, whereby an operator based at a location without SAF can purchase SAF for an operator in a different location where it is available. The first operator gets credit for the SAF usage.

This will be important as the EU and other regulatory bodies weigh taxes and other measures to boost SAF uptake. “The EU employs a bit more of the stick, whereas the U.S. provides a carrot to boost supplies in the form of a Blender Tax Credit,” Lamant said. This credit program, inaugurated by the Inflation Reduction Act and its environmental provisions, is already helping to boost SAF investment in the U.S.

REDUCING EMISSIONS ON THE GROUND, ELECTRICALLY

Dassault is scouring its operations to find opportunities to reduce its carbon footprint. At Dassault Falcon Service in Paris, we provide electric courtesy vehicles. At Dassault Aviation Business Services in Geneva, 100 percent of towing vehicles are electric, as well as 20 percent of GPUs.

DABS Geneva was the first to use an electric GPU in Switzerland. Its benefits go beyond CO₂ reduction because it eliminates the fumes and noise that crews and passengers currently take for granted on airport ramps.

Dassault is rolling out electrified ground equipment across our global network. Expect to see more electric tugs and other vehicles in the future. Visitors to Mérignac and Geneva can observe new remotely controlled tugs from Mototok. These green vehicles are compact, low profile, and allow the operator to move around an aircraft to gain a better vantage point, minimizing the chance of collisions.

To be sure, reducing emissions will largely come from more SAF usage, but when considering Dassault’s new, more efficient buildings (solar panels at the new service center in Kuala Lumpur, for example) and a vast fleet of ground vehicles, these emissions savings can add up.

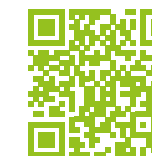
Dassault CEO Eric Trappier, meanwhile, advocates tirelessly for more SAF production and expects business aviation to be the first aviation sector to reach carbon neutrality. As he told a press audience at EBACE 2023: “Lately, business jet bashing has been a bit of a sport in Europe. Our best defense is to demonstrate that we are embracing emissions-reducing targets. SAF is the best solution to reducing CO₂ emissions in the near-term.” ■



CONTACTS

YOUR FALCON CONTACTS

Looking for someone? Please scan the 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

MORE SERVICE MORE PLACES



We may have 40 factory-owned service centers and 20 authorized service centers. But we're one global team with one goal. Working together to achieve a singular standard of excellence. **Wherever and whenever your Falcon needs support.**



Dassault MRO Group

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THE ORIGIN OF OUR SPECIES



Our Rafale fighter is a tough jet to beat. So is a Falcon, the only business jet that gets its technological and competitive edge from our decades of military expertise. It delivers the most efficient, comfortable and safest passenger experience imaginable.



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