

Falcon Spares

MAXIMIZING RELIABILITY AND MINIMIZING COSTS

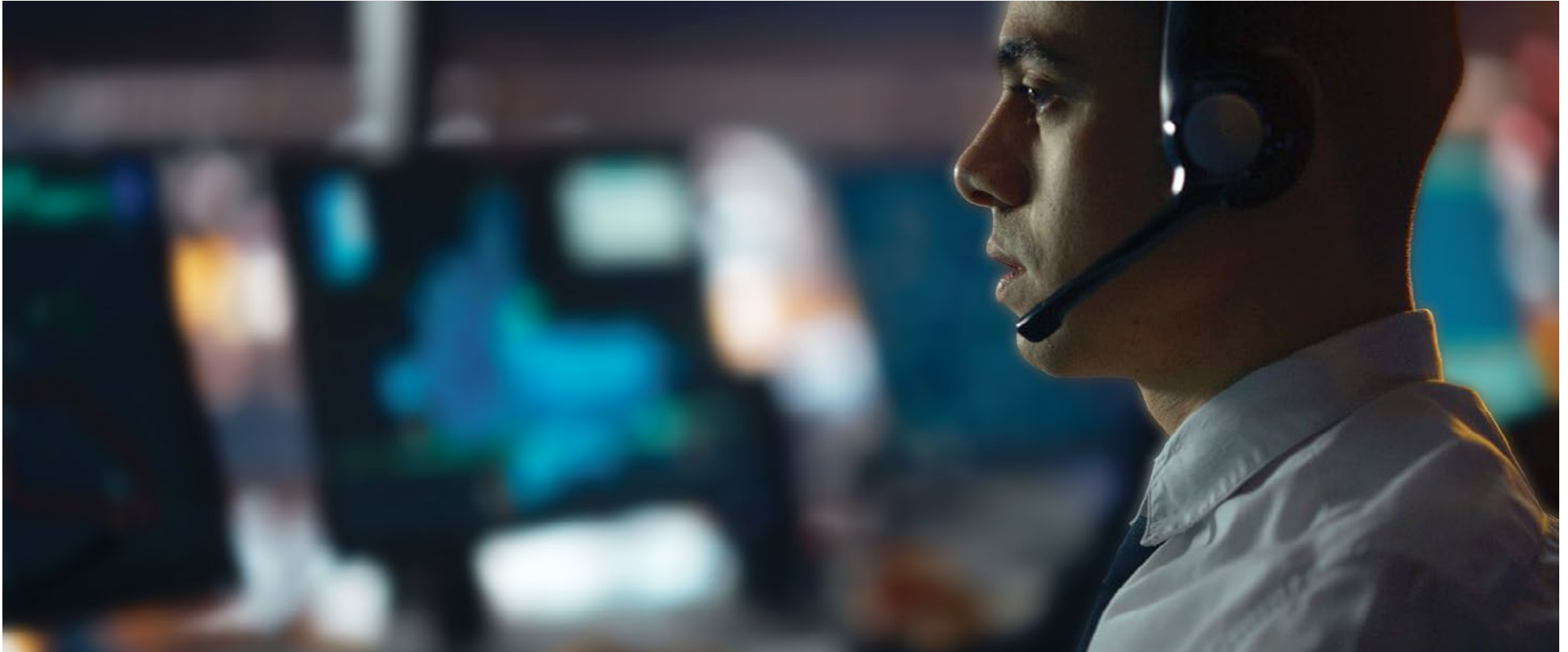


NO ONE KNOWS YOUR FALCON BETTER

WELCOME TO FALCON SPARES



Falcon Spares is part of a global organization dedicated to your aircraft's timely return to service. We provide customer support for all Falcons—from legacy aircraft to our newest models— and no one knows your aircraft better. Our mission is to provide operators and service facilities with genuine Falcon parts whenever and wherever they're needed. To that end, Dassault maintains a \$900 million inventory of some 88,000 individual parts delivered through fifteen distribution centers strategically located around the world. And our solutions are evolving to ensure that we always meet or exceed your expectations.



► STREAMLINED ONLINE ORDERING AND TRACKING

Dassault has recently transitioned to an enhanced spares online management system, providing customers the ability to manage their spares account at a time convenient to them.

This upgraded online system manages parts availability and global tracking, providing all the information operators need to locate parts nearest them and place orders with a few clicks.

And we collaborate closely with our global supply chain to keep inventories stocked, avoiding delays.

FALCON SPARES TEAM



PERSONAL ACCESS TO ONE POINT OF CONTACT

Our ever-expanding team is committed to providing world-class product support for all Falcon operators and service facilities. It now includes 275 specialists dedicated to responding quickly to address the individual needs of our customers, ensuring

that requests are processed quickly and efficiently. Operators have complete 24/7 accessibility through a single point of contact assigned to coordinate all the activities of our dedicated support teams.

FALCON SPARES RESPONSE



▶ SHELF TO SKY WHEN IT MATTERS MOST

When the unexpected happens, you expect the best. In AOG (Aircraft on Ground) events, Falcon Spares goes immediately into action as part of Dassault's FalconResponse program. When a customer calls the Command Center,

the close proximity of our Spares office saves time finding a solution.

Working with the Command Center and our global network of GoTeams, we provide all assistance needed, including clearing logistical roadblocks such as

customs clearance. In addition, Falcon Airborne Support has two large-cabin Falcon 900 aircraft dedicated to transporting technicians and parts in either hemisphere. They can also provide alternative lift when necessary.

FALCON SPARES RESPONSE



FALCON SPARES MEMBER BENEFITS



FALCON ADVANTAGE: CONTROLLING COSTS, THE DASSAULT WAY

To reduce maintenance expenses, Falcon Spares offers customers a unique membership program designed to control costs—Falcon Advantage. Operators and management companies who subscribe

can access numerous benefits that, taken together, are unequalled in the industry. These include discounts, extended warranties, free shipping and more. The subscription fee is waived for customers

of FalconCare, Dassault's guaranteed maintenance program, as well as new aircraft under warranty. Visit the [Falcon Advantage page](#) to learn more.

FALCON SPARES QUALITY



GENUINE FALCON PARTS KEEP YOU FLYING

Our customers know that quality counts. It's one of the many reasons they operate a Falcon. When you work with Falcon Spares, you can be confident you're receiving reliable, high-quality, genuine Falcon parts. Parts that are backed by our industry-leading warranties and guarantees and supported by a global service team ready to do Whatever It Takes to keep you flying. If a part issued by Dassault Falcon Spares fails, please contact us immediately so we can work to issue a replacement.

The following commercial considerations are in place to address these situations:

- ▶ Defective On Arrival (DOA) – deemed by the customer:
 - The part fails within 10 flight hours after its installation
 - \$750 credit issued for part failure
 - Part will be scrapped upon the second occurrence

- ▶ No Fault Found (NFF) – deemed by the repair agent:
 - The part is removed, bench tested, fault cannot be duplicated or verified
 - Part will be scrapped upon the third occurrence
 - If customer accepted the NFF part and the part fails within 10 FH (DOA): Up to \$5000 credit + free shipping + taxes

FALCON SPARES NETWORK





▶ YOUR SPARES ACCOUNT IS AVAILABLE WITH JUST A CLICK.

Falcon Spares offers operators and service facilities the ability to manage their spares account at a time that is convenient for them.

With Spares Online, you can:

- Check price and availability
- Place orders
- View order and return status
- Track shipments
- Print quotes, contracts and invoices
- Access free core return label with Falcon Advantage membership
- Submit and View Service Reports
- And much more

Click [here](#) to learn more about Spares Online.

Falcon Advantage

FALCON ADVANTAGE. A FIRST-CLASS FALCON SPARES PROGRAM.

Falcon Advantage reinforces and improves all spares programs previously offered. It allows operators and management companies to join the program and, with an annual paid membership, receive discounts, substantial benefits and extended warranties. You won't

find a program with this much total value anywhere else in the industry.

Operators who have aircraft with a FalconCare contract or 5-Year New Aircraft Warranty are automatically enrolled without having

to pay a membership fee. The membership fee applies to all other aircraft in your fleet, if applicable.

Membership benefits



10% discount on eligible parts



3-Year Spares Warranty on eligible parts



Free shipping on cores returned within 10 days



Limited Supplemental Billing on genuine Dassault parts*



3% discount on brake exchanges



Tool rentals free on weekends

*On most exchange parts except for unauthorized Dassault Falcon Replacement Parts, structural parts, landing gear, or parts considered beyond economical repair.



DISCOUNTS

Members are eligible for a 10% discount on all eligible Falcon Parts. Nearly 90% of all Falcon Parts are discountable. No purchase minimum limit is required to be eligible for the discount. The discount cannot be combined with any other discount provided.

FREE WEEKEND TOOL RENTALS

As part of our pledge to reduce maintenance costs, Falcon Spares provides free weekend tool rentals for Falcon customers. We've taken our already low-priced rental program one step further to allow customers to reserve tools on Fridays and enjoy Saturdays and Sundays free of charge.

As an added convenience, tools can be reserved and shipped for arrival on the day they are needed. You won't pay for tool rentals on days you don't need them. Contact your Spares Customer Service Representative today to schedule a rental. Tools will be held until the day they are specified for shipment.



3-YEAR SPARES WARRANTY

Our industry-leading, 3-Year Spares Warranty is in effect for all eligible replacement parts purchased under the Falcon Advantage program.

The warranty is in place for more than 180,000 Genuine Dassault Falcon Replacement Parts regardless of the type of Falcon aircraft you fly or when your aircraft was built. The warranty term provided is three years from the date of part shipment.



FREE SHIPPING ON CORES RETURNED WITHIN 10 DAYS

Prompt core return is critical to ensure parts are available to our customers when needed. We offer free shipping* back to our Distribution Centers in Teterboro, NJ (USA) and Tremblay (France) for cores returned within 10 days.

How to take advantage of this program:

- For customers purchasing from Dassault Falcon Jet: once you've received your exchange unit from Falcon Spares, visit Spares Online, click on Core Returns and follow the link to print your Free Core Return Label.
- For customers purchasing from Dassault Aviation: a prepaid ticket will be provided to let you know how to complete the shipment details.

*Landing gear, structural items, exceptionally large parts, and hazardous materials are not eligible for this program.



LIMITED SUPPLEMENTAL BILLING GUARANTEE

Falcon Spares is the only Falcon parts provider with a “limited supplemental bill” guarantee. Except for landing gear and structural parts, all cores returned that were originally purchased from Falcon Spares are not subject to a “bill back” or “supplemental invoice,” unless the part is beyond economical repair. Our commitment to providing value with controlled costs and fewer surprises later is among our highest priorities for all Falcon customers.

Genuine Dassault Falcon Replacement Parts are only available from Falcon Spares. These parts are newly manufactured or have been overhauled or repaired and tested by Dassault or its licensed and approved manufacturers and repair agents.



3% DISCOUNT ON BRAKE EXCHANGES

As a Falcon Advantage member, you will receive a 3% discount on all brake exchanges purchased from Falcon Spares. For orders direct to Dassault, the discount is given as a spares credit after the core is returned to Dassault. For orders through a service center, the customer’s spares account is credited for the 3%.



FALCON SPARES CONTACTS:

France Parts Center

Tel: +33 5 56 18 44 44

Email: dafsorders@dassault-aviation.com

U.S. Parts Center

Tel: +1 201 541 4809

Email: customer.care@dassaultfalconjet.com

Beijing, China Parts Center

Tel: +86 10 5696 5209

+86 400 890 5200

Email: customer.care@dassaultfalconjet.com

FOR INFORMATION ON ANY FALCON SPARES PROGRAM, PLEASE CONTACT:

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