

**Falcon**  
**Response** 

## GOTEAMS ON THE MOVE

THE LATEST ON  
IMPROVEMENTS  
IN RAPID RESPONSE

## A FALCON CUSTOMER SERVICE MAGAZINE

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Above & Beyond is published by Falcon Customer Service and is distributed worldwide to Falcon owners, operators, company-owned and authorized service centers, repair agents, training partners, vendors and suppliers. This issue is also available on the Falcon portal.

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## PUBLISHER'S NOTE

# MILESTONES ARE MARKERS, NOT FINISH LINES. BUT THEY ARE CERTAINLY WORTH NOTING.

**W**e talk frequently about how we aim to keep improving the Falcon Customer Experience, in ways big and small. Well, a very big milestone indeed took place on July 7, when the first aircraft — a Brazilian Falcon 2000LXS — entered our new Melbourne, Florida, service center. The opening of Melbourne greatly adds to our capacity in the U.S., in a large, state-of-the-art, custom-built facility. Another area in which we have strengthened U.S. support: GoTeams. You may have read about our new mobile repair teams led by Gio Hanna. These groups are spread across the U.S. and are 100% dedicated to AOG support. Gio is a take-initiative type. We want go-getters like Gio to have the resources to perform effectively. I want to compliment John Loh, SVP of Customer Service at Dassault Falcon Jet. He knows how to manage big projects and unleash the potential of people like Gio and the teams he leads.

Our North American and South American operators are seeing the major investments we are making to keep Falcons flying. It is part of a global strategy that also includes new service centers in Dubai and Kuala Lumpur and upgrades elsewhere. They knit together global service capability. Which leads me to the next big news. This December, the Falcon 6X will mark two years in service. The time literally



seems to have flown by. To mark the occasion, we've invited all 6X operators to a one-day review session in Paris. We'll discuss the plane's operational history, provide service updates, and take operator feedback. A lot has happened since entry into service. The 6X is based on just about every continent. Most service centers are trained on the aircraft and spares are widely distributed. In recent months, the 6X has been certified for steep approaches, dual HUD certification is underway, and we've recently flown high-elevation tests in La Paz, Bolivia — at a mere height of 13,325 feet! That's 1,612 feet higher than Lhasa, Tibet, in case you were wondering. We were pleased to see a recent LinkedIn post from Albinati Aeronautics, celebrating the one-year anniversary of 6X charter operations. I quote from the post: "It has consistently delivered on every promise and flown over 650 hours." We're intentionally holding the 6X operator meeting between

our annual M&O sessions. It gives us more face-to-face operator dialogue. This October, we'll also hold our next OAB meeting just outside New York City — this gathering has always proven to be a great forum for dialogue and feedback. Our objective is to stay focused on delivering the best possible customer service even in a complex and unpredictable geopolitical environment. It's called keeping your eye on the ball. It works in sports, and we believe it works in customer service. If we ever take our eye off the ball, we count on our highly engaged customers to keep us focused. Thank you for spending time reviewing our latest developments.

**Jean KAYANAKIS**  
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## MAKING OUR DEBUT AT CATARINA



Since its inception in 2022, the annual Catarina Aviation Show has quickly established itself as a premier showcase for the world's finest "super machines," featuring a wide array of executive jets, helicopters, luxury automobiles and yachts on display for attendees to view, tour and simply appreciate. Dassault made its debut at this year's event from June 5-7, at São Paulo Catarina Executive Airport. It was a particularly natural fit for us since we just last year opened a beautiful new DFI Service Center at this airport.

The show was well attended and guests enjoyed our spacious chalet and the opportunity to experience two of our very own "super machines," the Falcon 8X and 2000LXS aircraft.

## FALCON M&Os DRAW STRONG CROWDS, EARN HIGH MARKS ON THREE CONTINENTS



Spring is Falcon M&O seminar season, and we deeply appreciate the more-than-500 Falcon operators who joined us in one of our four locations this year. The world tour got underway in grand fashion with a capacity crowd in Paris on April 2-3. More than 250 Falcon operators from across Europe and beyond joined a strong contingent of partners and Dassault team members for two days of insights, learning

and networking. On the night of April 2, attendees enjoyed a cocktail reception at the elegant Conciergerie. Guests were delighted to travel to the venue via boat, affording beautiful photo ops of the Paris cityscape on an early spring evening. Then we turned our attention to the western hemisphere, with May events in Phoenix and Nashville, as well as a June 4 date in São Paulo. Like last year, the U.S. programs followed the same two-day format as the Paris M&O, with well-received evening offsites in between

meeting days. Nashville, in particular, proved to be a huge draw, with more than 150 operators – many of whom said this was their first time at a Falcon M&O seminar. While we cannot duplicate the experience of attending an M&O, we have done the next best thing: posting slides from the shows on the Falcon Portal. And work has already begun on planning our 2026 calendar. Stay tuned!



## FALCON CUSTOMER PORTAL GETS A REFRESH

In March, we released a significant update to the Falcon Customer Portal that improves the user experience. Prior to this more robust overhaul, you may recall that we had simplified the login process for the Portal. The ability to sign in via Apple or Google has been as well received as we'd hoped. With this latest update, we are excited to introduce a variety of additional features to improve your experience with the Portal:

- New responsive design so the Portal looks great and is easy to use on any device
- Enhanced personalization features and documents

navigation

- Updated layout and architecture makes it more intuitive to find what you need
- New navigation menu
- Easier scrolling through documents in the near future.

Many of the Portal enhancements you'll find were spurred by input from passionate Falcon operators who push us to continuously innovate to provide the best possible Falcon Customer Experience. We are pleased to have made these upgrades a reality, and we look forward to delivering still more improvements to the Portal in the near future.



## FALCON 10X FLIGHT DECK RECEIVES AWARD



The NeXus flight deck has won the coveted Good Design® Award from the Chicago Athenaeum Museum and the European Centre for Architecture Art Design.

The award recognizes "quality design of the highest form, function and aesthetics — a standard beyond ordinary consumer products." NeXus goes beyond today's EASy IV flight deck with features derived from Dassault fighters. New displays, operating features, and even flight deck styling create an environment conducive to safe and precise flying.

Functionally, it reduces pilot workload by, among other things, simplifying many button-pushing and data entry tasks and automating others.



# FALCON 6X GETS ITS YEAR 1 REPORT CARD

**Paul Chaubet, Falcon 6X Customer Support Manager, is constantly reviewing feedback from the field and fleet statistics. Here's an interesting data point that has emerged so far: Time between parts removal (an indicator of reliability) is double that of the 7X when it entered service. Even at this early stage, the 6X is demonstrating the maturity and reliability of aircraft that have been in service much longer.**



**W**hen Falcon 6X-004, the first production aircraft, made its pre-certification world tour, reliability was one attribute that stood out. The plane flew around the world — making more than 150 flights, covering more than 50,000 miles, and visiting more than 70 airports with mainly routine line servicing only. Now -004 is in service with a customer, accumulating more than 1,000 hours of reliable service in its first year.

Since formal post-certification entry into service in late 2023, the aircraft has been on a global demo tour. It went into Dassault Falcon Service at Le Bourget for its 800-hour inspection, which went “quickly and smoothly,” according to Chaubet. The 12-month inspection required a few extra days, versus the typical one week, but this was because of planned upgrades and software updates. Operational maturity is being confirmed in the field by operators. “They really

debugged the plane in advance,” commented Albinati Aeronautics Flight Operations Manager Marc Monod. Albinati took delivery of a 6X in July of last year and is flying the aircraft more than 100 hours a quarter. Albinati Continuing Airworthiness Coordinator and Team Leader Amanda Grima rated reliability as “amazing” for a new model.

As with any aircraft, there have been service issues, but Grima reports these were quickly flagged by the aircraft's on board maintenance management system, and rapid troubleshooting was accomplished quickly with the onboard FalconScan system. For example, FalconScan identified a hydraulic pressure switch requiring replacement. Through coordination with the Falcon Command Center, a new switch was ordered while the plane was en route to Geneva, its home base, and quickly replaced there. The Falcon Command

Center also reported another interesting “save” by analyzing FalconScan data. An operator called in, reporting a starting issue. Through FalconScan, the Command Center could see that the pilot was not engaging the start button for the full one second required to initiate the start sequence. That is an unprecedented level of detail available to an aircraft diagnostic system — and to support teams.

Chaubet is very aware that as more 6X aircraft get into the field, the Falcon Customer Service organization will need to constantly up its game with more trained technicians and more parts. Several Dassault service network technicians have had hands-on training with the aircraft through the Dassault Training Academy in Bordeaux-Mérignac

(supplementing classroom instruction from CAE). And several customers have been through the DTA program as well, including an Albinati technician who reported enjoying and benefiting from the experience.

As of this reporting, the 6X is in service in several countries, including the U.S., Canada, Switzerland, Germany, Poland, the UAE and Turkey. Now that customers are really getting a feel for the airplane, a lot of good feedback is coming to Dassault, basically confirming the design decisions that went into the airplane.

Swiss charter operator CAT Aviation took the first customer delivery in February 2024. At that time, company Chairman Helene Neidhart reported that her pilots were enthusiastic about the plane’s precise handling qualities and smoothness in all phases of flight. That 6X is a managed aircraft and Neidhart said the owner was eager to have an aircraft that represented the latest technology in terms of safety and productivity, but also, importantly, in terms of economy and reducing climate impact.

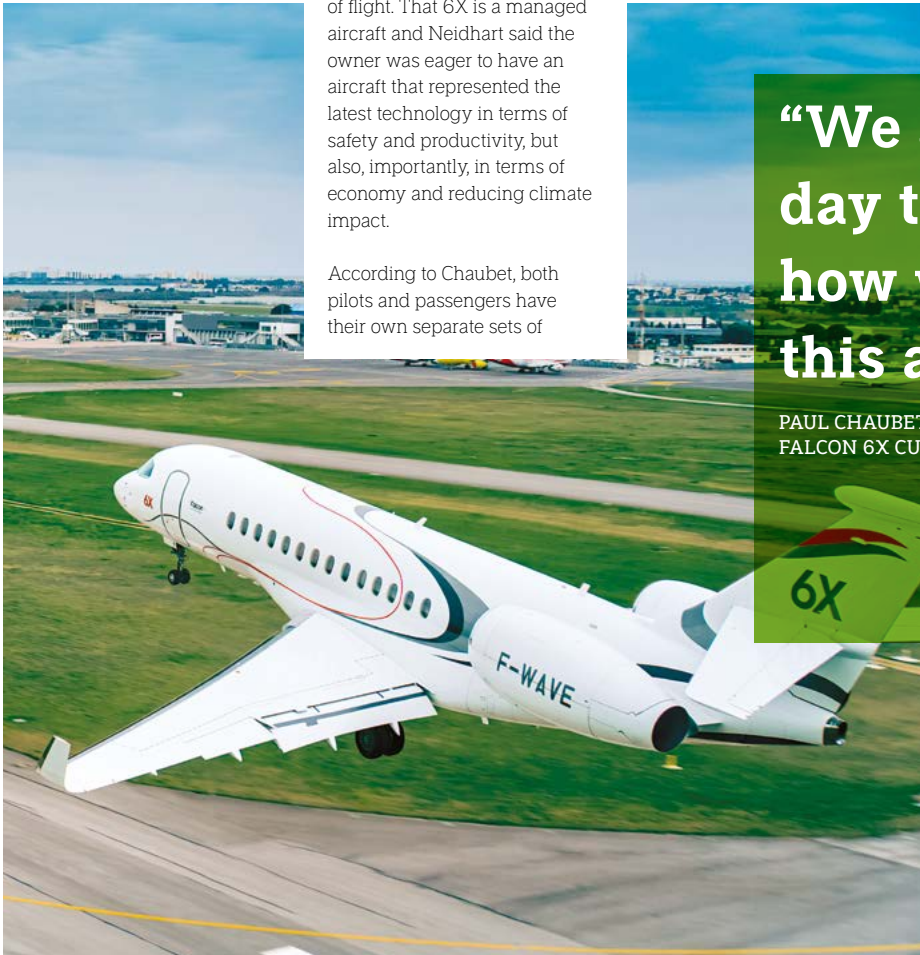
According to Chaubet, both pilots and passengers have their own separate sets of

reasons for giving the airplane high marks. For passengers, the spacious interior is the key selling point as well as the comfort and productivity that comes with it. They also note the remarkable quiet of the cabin, on par with the 8X. The uniform diffusion of natural light through the 30 windows (plus galley skylight) makes the cabin quite a pleasant environment in daytime, they say, and the infinitely customizable lighting hues are pleasing as the plane traverses sunsets and sunrises. During pre-certification world-tour proving flights, large onboard engineering teams gave the satcom system a real workout, just by conducting routine business and videoconferencing with the home office. This capability, with high streaming quality, is used often and is highly valued by passengers.



**“We are judged day to day by how we support this aircraft.”**

PAUL CHAUBET  
FALCON 6X CUSTOMER SUPPORT MANAGER



## FEATURES 6X

For both pilots and passengers, the latest generation of Dassault's digital flight control system, expanding capabilities pioneered on the 7X and 8X, is providing notable smoothness in maneuvering or in turbulence. Pilots comment that the new flaperon control is one more surface working to smooth the ride, but also eliminates the rumble of normal spoiler deployment in descent, while further improving steep approach capability at those airports where it's needed.

Many pilots since the early 6X flight test days, and now while in service, have commented on the aircraft's precise handling due to next generation DFCS. They say they are routinely able to deliver "kiss" landings, also aided by Dassault's trademark trailing link landing gear, which of course pleases passengers.

Also getting high marks from pilots: the 6X's standard EASy IV flight deck. Among the features pilots say they appreciate the most is 2D and 3D airport maps with traffic visibility due to ADS-B In. Given all the news these days about runway incursions and other sorts of traffic conflicts in the airport environment, one can see why this feature is appreciated. But pilots also say they like it because business jet flying is often about showing up at unfamiliar or complex airports at night or in adverse weather. Pilots can taxi with greater confidence.

The 6X was designed for long-range comfort and is routinely making intercontinental runs between both coasts of the U.S. and points in Europe, as well as from Europe to the Middle East and Asia (-004 has toured Asia and Australia extensively). The longest flight was a Paris to São Paulo mission against higher than expected headwinds in 12 hours and 43 minutes, covering 5,646 air miles.

After year one, the report card is good. More 6X aircraft are getting into the field, being seen on a regular basis and attracting new interest. "We are not resting on our laurels," says Chaubet. "We are judged day to day by how we support this aircraft. With more of them flying all over the world, the job becomes more complex. We are ready to meet this task."







# GOTEAMS



ON THE  
MOVE



FALCON COMMAND CENTER  
FALCON RESPONSE  
FALCON SPARES  
FALCON ASSIST

**Falcon**  
Response 

THE LATEST ON IMPROVEMENTS IN RAPID RESPONSE





**Over the last several months, Dassault has been implementing changes to improve both the speed and quality of AOG response. We know this is a critical issue for operators; no one wants to be grounded and wondering when help will arrive.**

## **AN ENTIRELY NEW RESPONSE ORGANIZATION IN THE U.S.**

In the past, Falcon response teams were recruited on a case-by-case basis from the factory service organization, or from an authorized service center. But the fact is these places are busy and sometimes their staff is pretty occupied with in-house work.

So we took a rather bold step and set up a team — the Mobile Repair Team (MRT) — which is solely dedicated to AOG response. It's headed by one of our can-do operations managers, Giovanni (Gio) Hanna, and he is moving fast to expand this organization, which is already improving our ability to respond to grounded aircraft. Hanna started his new team last year with 11 dedicated technicians, all independent of service centers — all on "hot standby" for an AOG dispatch. Now the team is up to 19, with three more slots to fill shortly for a full complement.

Hanna has placed his team in four locations in closest proximity to most AOGs: Teterboro; Van Nuys in Southern California; Stuart, Florida; and Centennial Airport in Denver. Each has a well-equipped mobile van for reaching an AOG that is within an easy drive. Three more





vans are planned so that the group can head in more than one direction when necessary. More team locations may be established if a pattern emerges that would put them closer to clusters of AOGs.

The Mobile Repair Team is of course supplemented by the Falcon Response Aircraft based in Teterboro, which can pick up parts and teams and fly to more remote locations. Hanna and his group have been on top of some pretty complex field repairs. For example, a Falcon 2000 experienced tail damage in Anchorage — in winter. The Mobile Repair Team coordinated with the Falcon Command Center

and Engineering, resulting ultimately in a new horizontal stabilizer being shipped to Alaska.

In the meantime, Hanna and team had placed the 2000 in a cargo hangar and rounded up a crane and scissor lifts — all the equipment, people, and parts to get this airplane back in the air. Sometimes a GoTeam can replace a generator overnight and have a plane in the air by morning, but as the above case illustrates, sometimes there is damage that requires quite a bit of coordination throughout the Dassault organization, and the new MRT is thoroughly prepared to manage these events, as well.

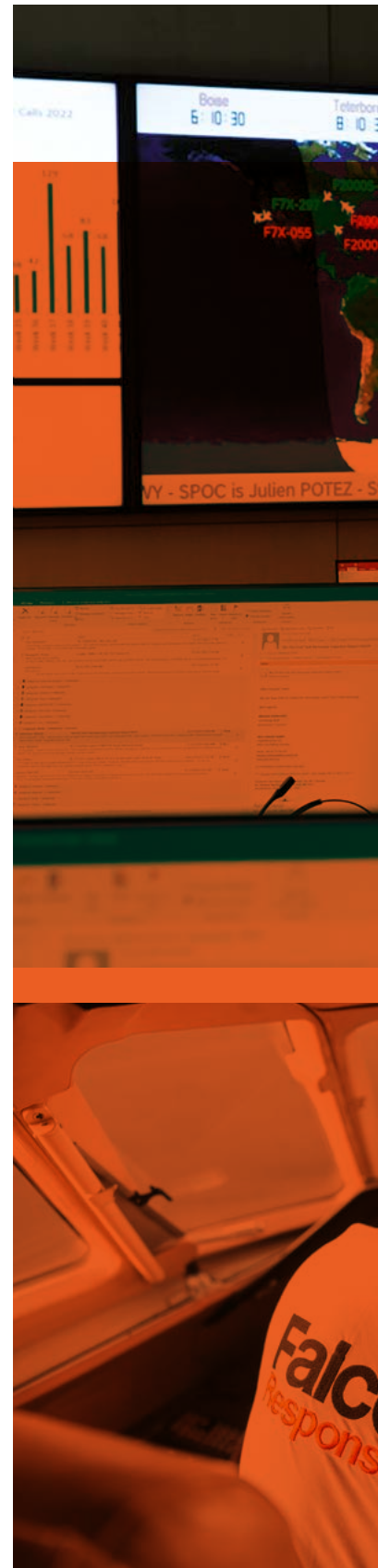


## EASTERN HEMISPHERE RESPONSE BEEFED UP

From Paris to Perth (and beyond), we find we're able to respond very effectively from our factory service centers, as well as authorized centers, when necessary. But we thought a bit more staff on the coordination side of things would help to speed repairs. Any AOG response begins with a call to a centralized place — the Falcon Command Center in Bordeaux-Mérignac (or in Teterboro or Boise, Idaho, as the



night hours go by in France). It is the customer's primary point of contact for AOG support. For AOGs in the EMEA area, the Falcon Command Center will likely delegate to a new organization, Dassault Falcon Services' Maintenance Command Center (MCC) in Lisbon. The MCC can source a GoTeam from Dassault's three MRO networks — DFS, DABS and ExecuJet MRO — as well as monitor troubleshooting and manage logistics and documentation. This handoff to the MCC is mostly transparent to the operator. The MCC is a way of putting more coordination resources at their disposal. You may be hearing this new term, MCC, more often. The key thing is that it's a way of adding resources to address operator issues in the field.







## AND, WE HAVE AN APP FOR THAT

Soon you should be seeing a new app that will also make AOG coordination easier. It's called FalconAssist. The Falcon Command Center (or the Maintenance Command Center) can use it to link to flight crews or maintenance engineers in the field. Command Center staff can then loop in up to five other parties: structural or aircraft systems engineers, field reps, spares experts, interiors specialists, and others — whoever can help

solve a problem. It's a way to quickly bring the resources of the whole company together to resolve an AOG. FalconAssist is in beta test right now with technicians at some of our service centers. With the Falcon fleet more globally dispersed than ever, and new models coming on line, we continue to think creatively about how to improve response — with technology and with talented people like Gio Hanna and his team.



# FALCONASSIST

## NEW FALCON APP MARSHALS AOG SUPPORT

**Steve Jobs introduced the iPod in 2001 by telling Apple fans that they could carry a thousand songs in their pocket. Now Dassault is putting an AOG team in your pocket through a new app called FalconAssist.**

**T**he Falcon Command Center can use this app to link to flight crews or maintenance teams in the field. Command Center staff can then loop in up to five other parties: structural or aircraft systems engineers, field reps, spares experts, interiors specialists, and others – whoever can help solve a problem. It's a way to quickly bring the resources of the whole company together to solve an AOG problem. FalconAssist is in beta test right now with technicians at some of our global service locations. Next, we'll provide it to Operator Advisory Board members for their feedback.



FalconAssist is compatible with all smartphones, laptops, and tablets. One of the big ideas behind FalconAssist is to “see what the customer sees.” The Command Center and others within Dassault will be able to get a first look at things to help you troubleshoot. The app can securely record audio and video to share within the organization. It is also a means of quickly sharing documentation and annotating images and other data from the aircraft. There's a “whiteboard” function to jot down ideas and share them among the group. The app generates a session report at the end of a call, helping teams track the status of an ongoing situation. Additionally, FalconAssist can help technicians who are coming up to speed on

a new model such as the 6X. We expect it will be widely used throughout the service network to quickly access and share information and tap into experts as needed. Would you be surprised to learn that FalconAssist has evolved through collaboration with the military side of our house? Yes, another fighter spin-off as only Dassault can do. Like so many Dassault innovations, the idea is not to layer on more technology but to make aircraft operations (or repairs) easier and more intuitive. We'll have more info as this exciting new product rolls out. Keep your phones charged up.



# NEW FLORIDA FLAGSHIP MRO OPENS FOR BUSINESS

The eagerly anticipated Dassault Falcon Jet Melbourne Service Center opened its doors in July, greatly expanding maintenance capacity in the U.S. at a sparkling custom-built facility.





Situated at Melbourne Orlando International Airport (KMLB) in Florida, our newest location is capable of handling a full range of inspection, repair and overhaul activities from line maintenance through C checks, as well as engineering and modification services. It is equipped with workshops, customer offices and lounges, along with a large warehouse to support shop activity and serve as a regional distribution hub.

The 120,000-square-foot MRO facility is complemented by a 48,000-square-foot state-of-the-art paint shop across the way, opening later this year. Originally announced in October 2022, construction at MLB began in 2023 and stayed on schedule for a summer 2025 debut. Staffing has already surpassed 100 team members and continues to grow, representing a cross-section of Falcon Customer Service departments. The new service center has space for up to 15 Falcon aircraft, making it easier to schedule annual maintenance, avionics upgrades, and cabin

modifications. The Melbourne MRO can accommodate all current Falcon models, including the new, ultra-long-range Falcon 10X, the largest purpose-built business jet. Melbourne is located on Florida's famed Space Coast, which employs about 35,000 aviation and aerospace professionals and benefits from excellent technical training provided by nearby educational institutions such as Embry-Riddle Aeronautical University and the Florida Institute of Technology.

The DFJ team in Melbourne welcomes the opportunity to care for your Falcon or to provide a tour of the new space and meet the crew. Given the proximity to Cape Canaveral, you may even get to witness a rocket launch right from our offices.

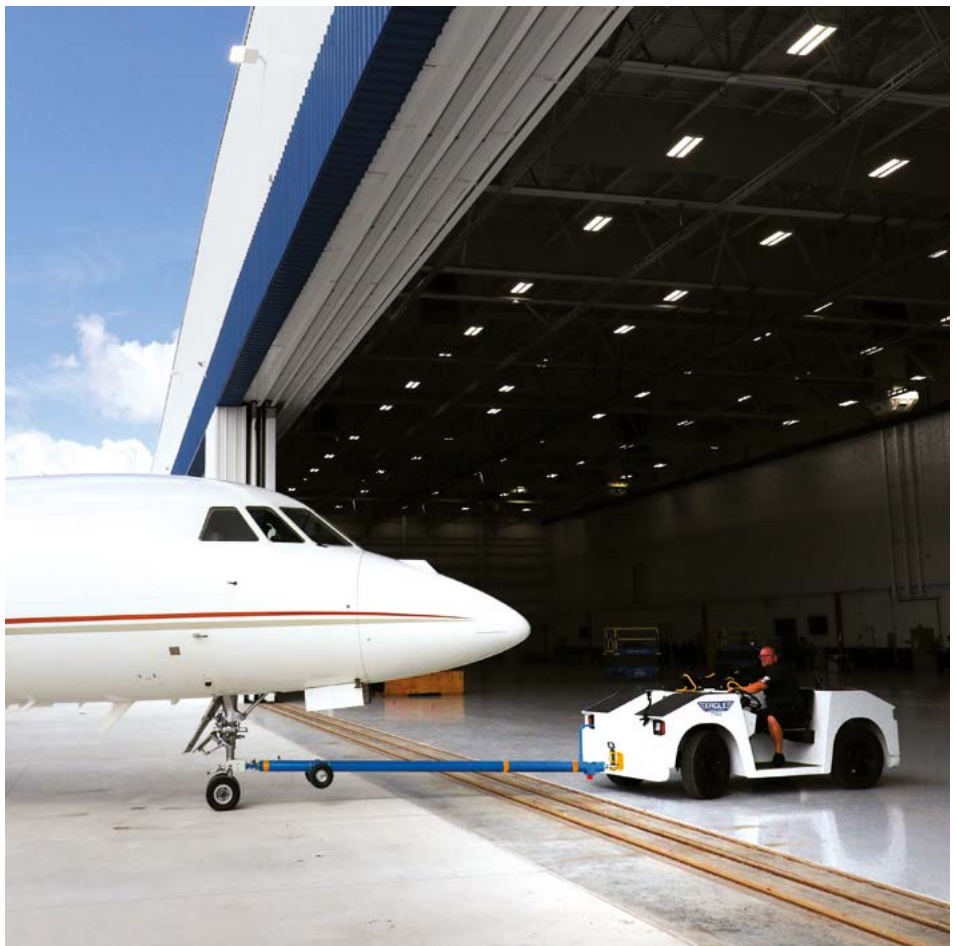


# FALCON 6X SUPPORT MAKES BIG LEAP

**As more Falcon 6X aircraft enter the field, we are keeping ahead of the game by expanding the number of service centers ready to work on them. Today 22 service centers worldwide are approved to support the 6X. This includes North American locations through Dassault Falcon Jet, Europe through DFS and DABS, Africa (through ExecuJet MRO in Lanseria, South Africa), and Asia and the Middle East through ExecuJet MRO in multiple locations, including our major hub in Kuala Lumpur.**

**A**lready we have completed two 12-month inspections at DFS Le Bourget and a third is underway as of this writing at DABS in Geneva. These aircraft have been flying a lot, including our demonstrator -004, which has performed with great reliability and recently received a little cabin refurbishment due to high usage and many demos.

These first 12-month inspections have also been an opportunity to incorporate service bulletin updates and to gather extensive feedback on experience in the field, and to see how everything on board looks after one year in service. All this data is analyzed by the Falcon Customer Service team and filtered back through the field, including to those 22 locations mentioned above.





# YOUR SURVEY RESPONSES ARE MAKING A DIFFERENCE

## HELPFUL SURVEY INFO DIRECTLY FROM YOU

Our readers are likely well aware of outside surveys from *AIN* and *Pro Pilot* magazines. Equally, if not more important, are the surveys Dassault conducts directly with operators. You have likely seen these questionnaires that follow almost every service center experience. We know that in today's world people are surveyed every time they rent a car or visit a hotel, so it's easy to get a little saturated with these things. But the reality is that we gather truly useful info that improves your experience.

For example, we received feedback that customer facilities — office and lounge spaces for operators — could be a little better at DABS in Geneva. The team there acted fast and did a complete refurbishment of these areas. And our service score climbed.

But these surveys go much deeper and give us a good idea of where we can improve. They tell us that we're basically on target with our overall service objective of keeping satisfaction above a nine out of 10 (9.07 for unscheduled service and 8.97 for scheduled service currently). We're getting the highest marks for professionalism and quality of work, which is what we always hope to see. But as you might guess, the surveys show room for improvement on spares and to a lesser extent on quoting work.

The bottom line is that these surveys really do lead to improvement and therefore we would be grateful to have even more customers filling them out. So please do spare a few moments to complete those surveys.



# MEET THE NEW FACES ON OUR FRONT LINE

The team that keeps Falcons and operators moving has welcomed several new members across the globe in recent months. Many have done previous stints with the company, so you might already be familiar with a few of them!



**Gary TALLIS**



**Gary** joined DFJ earlier this year as a Field Technical Representative for the Northeast region, bringing extensive experience and knowledge of the Falcon 2000. For the last 24 years, Gary served as Director of Maintenance for a Falcon 2000 based in Morristown, New Jersey. Prior to that, he worked for DFJ as a Service Engineer for the Falcon 2000 – and before that, he worked in the Falcon Command Center.

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**Eric NERLAND**



**Eric** joined DFJ this spring as a Field Technical Representative for the Northeast region. He started his aviation career 24 years ago in the U.S. Air Force, where he proudly served his country for six years. Afterward, he joined Dassault in Wilmington as an avionics specialist, where he honed his Falcon experience over the next 15 years, followed by several years at a local MRO.

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**Douglas NEAL**



**Douglas** has joined the DFJ team as a Falcon 2000 Model Specialist Field Technical Representative, based in Ohio. Doug has spent eight years serving in the U.S. Marine Corps and, in addition to A&P certifications and an FAA Private Pilot License, he has seven years of service center experience – including five years at the DFJ St. Louis Service Center. He also spent three years with a private flight department.

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**Florian MORITZ**



**Florian** is our newest Falcon Command Center Representative, based in Melbourne, Florida. He relocated from France, where for the last three years he taught students working toward their EASA B1 license at aeronautical school. In the two years before that, Florian worked as a GoTeam technician for DFJ in Teterboro. Prior to his arrival in Teterboro, Florian amassed more than 10 years of experience as a Dassault Aviation technician at both the Le Bourget and Geneva stations.

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## Raphaël REDIER



**Raphaël** is now in charge of customer relations for West and North Africa. With a rich and diverse background at Dassault Aviation — from structural analysis to business engineering, including key roles in Falcon program support — he brings valuable expertise and a strong customer-oriented mindset to our CSM team.

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## Adrien NICOLETTI



**Adrien**, appointed CSM for France, brings solid experience in aircraft maintenance, acquired at major airlines such as Air France, Transavia, and Corsair International. He joined Dassault Aviation as a Customer Service Engineer and now takes on this new strategic role. His deep expertise in maintenance programs and the reliability of widebody aircraft will be a true asset in strengthening our proximity and responsiveness to French operators.

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## Quentin QUERAUD



**Quentin** has joined the team as CSM for Basel and Zurich, bringing a strong international background in aerospace customer support. From managing customer deliveries and technical publications at Bombardier and Airbus Canada to leading teams at Capgemini Engineering and providing technical support at Liebherr Aerospace, Quentin brings a broad skillset focused on customer satisfaction and operational excellence. A valuable addition to strengthen our global CSM network.

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The operator has never had more choice for global high speed communications in a range of price segments and with varying systems including Ka and Ku band sources. The best way to plan and source a system is through a deep discussion of anticipated needs with a service center expert. Also discuss FalconConnect, which can help manage bandwidth utilization, track pricing, allocate costs to corporate departments and charter customers and keep prices consistent with usage patterns.

# AFTERMARKET UPGRADES

## OFFER THE BIGGEST PERFORMANCE GAINS FOR FALCONS

capability, music streaming, even video streaming and videoconferencing if not too many users are absorbing bandwidth.

### Three Paths to the Web

Air-to-ground (ATG) systems, limited to North America, gave users an early taste of true airborne office capability. Since 2015, Dassault has retrofitted the Gogo Avance L5 system (Dassault's first true mainstream connectivity option) on more than 400 Falcons. Compared to satcom, plans are relatively low-cost at less than \$10,000 a month. The system offers speeds up to 9 Mbps across North America. Avance L5 gives passengers web browsing

### GEO Options

For global capability, geostationary (GEO) satellites have long formed the backbone of airborne communication. Operating in high Earth orbit, they continue to improve — adding bandwidth (from L-band to Ku and Ka) and increasing speed. With support from Dassault Engineering, the Aftermarket team has brought an industry-leading array of certified systems to Falcon operators, including:

### > Honeywell JetWave

**(Ka-band):** Certified in 2017, JetWave provides worldwide coverage and upgraded speeds (from 10 Mbps to 40 Mbps) with plans ranging from \$15K–\$22K/month.

### > Gogo PlaneSimple (Ku-

**band):** A newer GEO solution delivering up to 50 Mbps today, with 100 Mbps expected by 2026.

### > Gogo PlaneSimple

**(Ka-band):** A variant delivering 100 Mbps regionally today over Europe and 40 Mbps everywhere else. Full 100 Mbps global coverage is expected by 2027.

### > Viasat (Ka-band):

Supporting global high-speed broadband for high-demand users and transoceanic missions.

When it comes to speed, nothing is advancing quite like airborne connectivity. In just the last decade onboard data speed has increased from 432 kilobytes per second to 400 megabytes per second. That is a 1,000-fold increase in connectivity speed. With the latest installations, a planeload of users can stream content, video conference, and work collaboratively with colleagues around the world. It's no wonder that connectivity solutions are among the most popular upgrades for Falcons. Let's review this rapid evolution and current installation options.



Starlink is rapidly gaining in popularity with more than 40 orders already for Falcon installations. Gogo Galileo is another option for high-speed connection through a low-earth orbit system.

### AND NOW LEO IS A REALITY

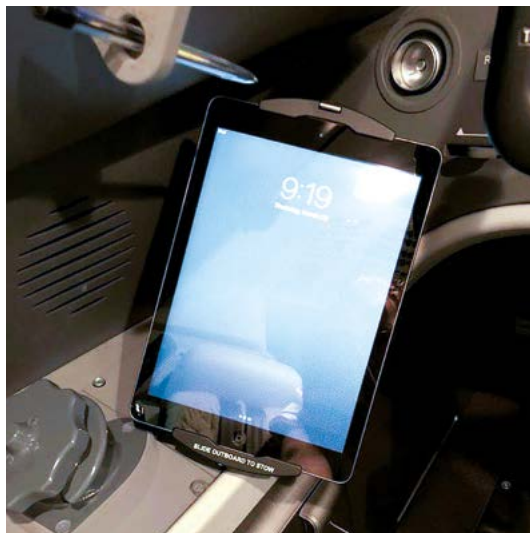
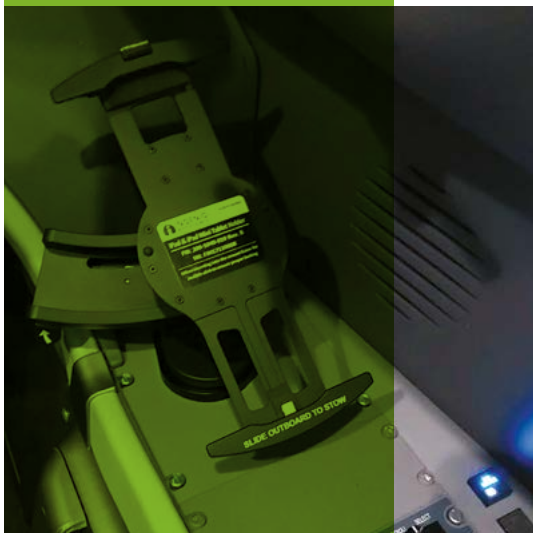
**L**ow Earth orbit satellites and the onboard systems that use them offer ultra-fast speeds and global coverage with reduced latency and cost. The best-known is Starlink from SpaceX (Ku-band), certified by Dassault in July and flying on a Falcon 7X. This is the aforementioned system offering up to 400 Mbps via a vast constellation of more than 7,000 satellites using laser crosslinks for uninterrupted, global coverage.



#### **Gogo Galileo HDX/OneWeb**

**(Ku-band):** This is a new system with high throughput speed (50 Mbps). We're proud to report that Dassault engineered the installation in less than six months and is ready for certification. Dassault expects to be ready to begin customer installations before year-end. This network flies slightly higher than Starlink and has more than 600 satellites currently in orbit. Gogo says the system will cover 99 % of business aviation routes with the exception of geopolitically sanctioned countries.





## MORE AFTERMARKET INNOVATIONS

Dassault's upgrade strategy goes beyond internet access. Other cockpit and operational enhancements include:

### • The Garmin GI-275 standby system:

It adds dispatch reliability with built-in redundancy, plus many additional functionalities.

### • Ingenio iPad arms:

These let crew members securely use iPads in all flight phases, with the tablets now linked to aircraft systems via Bluetooth for real-time flight plan and positioning data.

Why so many connectivity (and other) options? Our mission is to listen to operators and give them choices that mesh with the way they fly and the budget that works best for them.

It takes a capable engineering organization to deliver these types of new systems.

Some antenna installations require flutter calculations and substantiation when adding a 30-pound antenna on top of the tail. Others involve designing the best aerodynamic shape when installing a fuselage-mounted antenna, especially when installed in front of a centerline engine inlet.

But Dassault always likes an engineering challenge — and the chance to make Falcons even more capable.

# FALCON ADVANTAGE

## ENROLLMENT IS STILL OPEN!



**Falcon Advantage, with discounts and other cost-saving benefits, has proven immensely popular with operators. Nearly 1,000 have enrolled. And all Falcon operators have the opportunity to do so.**

**T**his valuable spares program is in its fifth year, supporting Falcon operators with the following benefits:

- 14% discount on eligible parts
- 3-year spares warranty
- Free shipping on cores returned within 10 days
- Supplemental bill guarantee on exchange parts
- 3% discount on brake exchanges
- Tool rentals free on weekends

Close to 1,000 operators are enrolled, taking advantage of all the benefits that the program has to offer. For more information, please visit the Falcon Advantage page on our website.

As a reminder, E-Service Reports (ESRs) are required for all exchange and warranty transactions. Please visit Spares Online – Service Reports Application to check if your transaction requires an ESR. For more information on how to fill out a Service Report please visit the Best Practices for Completing Service Reports.

## SPARES VETERANS TAKE ON NEW LEADERSHIP ROLES



**Patty VAN ZILE**



**Patty** recently assumed the role of Senior Manager, Customer Service and Marketing. She has been a Dassault employee for 37 years, holding various roles in Spares and Sales over the years. Her experience with customers, spares programs and spares online will bring a centralized focus to customers. Patty is so well known and respected by customers, she was profiled in our *Crew Chief* blog.

[patty.vanzile@dassaultfalconjet.com](mailto:patty.vanzile@dassaultfalconjet.com)  
+1 201 218 1741



**Ed McLEAN**



**Ed**, our new Senior Manager of Customer Service Sales, has replaced Bob Fantozzi, who retired in December 2024. Ed is an industry veteran with 40 years of experience in aviation. This includes 25 years with Aero Precision, Repair and Overhaul (APRO), a top components repair facility, and an additional eight years with DFI. Ed is responsible for managing the Customer Service Sales and Sales support team.

[ed.mclean@dassaultfalconjet.com](mailto:ed.mclean@dassaultfalconjet.com)  
+1 201 742 3926

## MEET THE NEWEST MEMBERS OF THE FALCON SPARES TEAM



**Mehdi MAAROUF**



**Mehdi** has joined the Falcon Spares team in Mérignac as an Account Representative. He was previously in the French army for five years. He graduated in 2018 with a bachelor's degree in Negotiation and Customer Relations. Between his military service, education and personality, he will make an excellent point of contact for supporting your aircraft.

**Account Representative,  
in Mérignac**

[Mehdi.Maarouf@dassault-aviation.com](mailto:Mehdi.Maarouf@dassault-aviation.com)  
+33 5 57 20 24 63



**Alex MAY**



**Alex** is a new addition to the Spares Account Coordinator team. He has been with Spares for the past 10 years with roles as a Senior Customer Service Representative and Inside Sales Representative. Alex's knowledge of our programs and systems along with his customer service experience will be a great asset to the coordinator team.

**Customer Account  
Coordinator, in Teterboro**

[alex.may@dassaultfalconjet.com](mailto:alex.may@dassaultfalconjet.com)  
+1 (201) 541-4557





# DASSAULT TRAINING ACADEMY

## GETS A BIG, NEW TRAINING TOOL

Trainees at the Dassault Training Academy in Bordeaux just got a valuable new tool for hands-on training, and it's a big one. Dassault's Istres test center has handed over a Falcon 2000S to the Academy. This particular aircraft has had an esteemed career in flight test, being used to certify the Falcon 2000S and then the latest in the series, the 2000LXS.

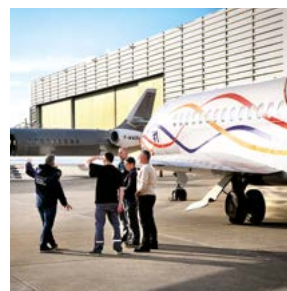


**T**he Training Academy has a Falcon class once a month — an intensive 10-day program that is literally hands-on with aircraft, plus avionics benches and individual systems, as well as virtual reality immersion using 3D goggles. F2000S s/n-701 is the second aircraft to join the Training Academy, which added the famous Falcon 7X s/n-001 in 2023. That aircraft pioneered digital flight controls for business aviation and had a 17-year flight test career proving all sorts of upgrades, including the Smart Throttle that will be standard on the Falcon 10X. Classroom training through FlightSafety International and CAE is extensive and invaluable.

Hands-on training supplements this theoretical learning and provides a tactile dimension not possible with classroom training alone. More than 1,500 technicians have graduated from the program. Feedback from them confirms its value. The knowledge transfer is important, but the ability to work on the actual product boosts confidence, as well.

Dassault's practical training solution is Part 147-approved by EASA, UK-CAA, Indian DGCA, UAE DGCA and Australian CASA, fulfilling type rating requirements from those authorities. But the course, conducted in English, is open to Falcon operators anywhere working under any other aviation authority. Mechanics from the U.S., Africa, and Asia have all taken the course at the Mérignac facilities and found it immensely beneficial. Others have requested that DTA Instructors come to them to provide training on their own airplane or at a facility in the Dassault MRO/ASC network. Dassault accommodates these requests whenever it can. You can find an interesting account of one such training program held in Namibia for a Falcon 900 operator on Dassault's Crew

Chief blog (<https://www.dassaultfalcon.com/news/taking-factory-training-on-the-road-to-windhoek/>). This flight department was thrilled to take the course at its homebase. Among the feedback received: Operators feel the training helps them conduct routine and unscheduled maintenance more quickly and improves overall reliability. It creates a worldwide network of well-trained Falcon technicians, contributing to safe operations. Lastly, graduates say, it's an enjoyable two-week course (including a nice weekend in Bordeaux) with benefits that will last a career. If you have an interest in Dassault Training Academy programs, here's the address to contact: [DassaultTrainingAcademy@dassault-aviation.com](mailto:DassaultTrainingAcademy@dassault-aviation.com)



#### **Nathalie RABY**

Nathalie joined the Operational Support Team in October 2024, initially as Falcon Training Quality Manager, before taking up the role of Operational Support Manager for Cabin Systems.

With previous experience instructing pilots and holding various management roles at FlightSafety International and at CAE, both Dassault-approved training providers, Nathalie will now support Falcon operators with all questions relating to the cabin, providing cabin familiarization training, and bringing operational feedback to the various teams involved in developing the cabin of the future. Nathalie holds a master's degree from Université Panthéon-Assas as well as an EASA frozen ATPL pilot license.



# GPS JAMMING AND SPOOFING

## DASSAULT TAKES A PROACTIVE APPROACH

**A Falcon 2000EX EASy was approaching Hatay, Turkey, in 2021 when something seemed a little off. Literally off. The airplane's estimated position uncertainty (EPU) was degraded. The GPS showed the aircraft 77 nm from its actual position. This was the first reported incident of a Falcon being spoofed.**

The 2000EX EASy landed in visual conditions, so no harm done. But since then, and especially with war erupting in Ukraine the following year, spoofing and jamming are now commonplace in certain parts of the world. Dassault has published advisories and procedures for 2000EX EASy, 9000EX EASy, 6X, 7X and 8X aircraft. Most pilots are aware of these; they're available through the Falcon portal, so we won't recap step-by-step procedures here.

But the phenomenon is so widespread now, it's worth reporting on. *GPS World*, a magazine that covers (as you might expect) all things GPS, estimated last October that pilots were encountering about 1,500 spoofing incidents per day. With various large regions of the world in conflict, these episodes grow ever more worrisome.

There are, in fact, two things

happening to degrade confidence in onboard navigation. The first is jamming, which can occur in fairly broad areas. The area around the Russian enclave of Kaliningrad is one.

Jamming is intentional interference with a GPS signal. The most obvious indication is the loss of synthetic vision. Pilots are likely to get a message that ADS-B Out is inop. EGPWS may be degraded, and satcom may fail. This even happens in the U.S. with planned military exercises, and controllers are accustomed to assigning vectors or changing routing to Navaid airways.

Spoofing is the sending of a fake GPS signal that looks like a real one but results in a fake position. It's a bit more insidious. In early cases it led to un-commanded turns as planes sought to get back on course.

How can you tell you're being spoofed? You might notice a sudden shift in position and altitude or erratic position indications. One tip-off is an incorrect UTC time. Crews can lose CPDLC comms because these are time stamped. There could be false EGPWS alerts; please refer to the dedicated guidelines for more details. One obvious precaution is to

avoid conflict zones to the extent possible. With spoofing events proliferating, however, pilots need to be alert in more places. Also, once spoofed, symptoms such as false EGPWS indications, can linger until the end of the flight.

Among other recommendations, Dassault advises deselecting GPS when nearing suspected spoofing zones and resetting GPS navigation afterward, or after an actual spoofing encounter. It's essential to read up on the full procedure for your aircraft. These include pre-flight and enroute procedures. Public sources such as [www.flightradar24.com](http://www.flightradar24.com) now provide maps of spoofing activity that can be consulted during pre-flight.

The basic message is that pilots these days have to be constantly vigilant for this phenomenon. Jamming and spoofing have gotten a lot of attention, so you

probably don't need a reminder. Nevertheless, be alert for signs of spoofing. And don't hesitate to send us feedback on anything beyond what we've seen to date when encountered. You can direct it here:

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





# DASSAULT TRAINING ACADEMY

## U.S. UPCOMING COURSE OFFERINGS

The Dassault Training Academy (DTA) U.S. launched in 2019 and has now trained more than 250 technicians. Courses currently offered by the DTA U.S. include Structural Repair and Mapping, Falcon Non-Destructive Testing, Horizontal Stabilizer Dimensional Checks, and Wing Tank Modifications.



The DTA U.S. team is currently exploring course additions to include Falcon specialized training in the areas of Fly by Wire, Troubleshooting, and Cabin Management Systems.

### 2025 TRAINING SCHEDULE

#### STRUCTURAL REPAIR AND MAPPING COURSE

The four-day Structural Repair and Mapping training class size is limited to eight trainees to ensure specialized attention during practical training activities. The training will enable the maintenance crew to examine the Falcon aircraft for structural damage for both metallic and composite articles and efficiently deliver repair solutions in line with the SRM (Structural Repair Manual) or Dassault-designed repair schemes.

#### COURSE DATES: NOVEMBER 17-20

Fort Worth, Texas - NDT of Composites  
Working in partnership with Abaris Training Resources, a worldwide leader in aircraft composite training, this five-day course produces technicians capable of evaluating a wide range of composite repair and damage situations using typical NDT methods and techniques. Composite structures are significantly different from metal structures and require different skills from the NDT technicians.

#### COURSE DATES: NOVEMBER 10-14

Fort Worth, Texas or Melbourne, Florida - Location TBD

#### PAUT/ET/UT REFRESHER COURSE

In an ongoing effort to ensure the reliability of the NDT process on Falcons, this five-day course addresses proficiency (hands-on), currency (general & specific NDT knowledge), and risk assessment (stress & failure, maintenance system, aircraft operation) that are critical to making professional and effective NDT decisions.

#### COURSE DATES: NOVEMBER 3-7

Fort Worth, Texas, or Melbourne, Florida - Location TBD

#### OTHER COURSES OFFERED UPON REQUEST

- NDT Tail-Fitting Inspection
- Horizontal Stabilizer Dimensional Checks
- Wing Tank Modification - Service Bulletin Application

Please contact your Dassault Training Academy representatives to book your training event today.

  
Craig JOHNSON



U.S. Training Academy  
Coordinator

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1



3

1 - Jérôme Cupa /  
Chief Pilot, Skyfirst

2 & 3 - Jean-Philippe Belen /  
Chief Pilot, Polygone SA

4, 8, 9, 13 & 12 - Nicolas Lelièvre /  
Falcon Captain, French Air Force

5 & 7 - Maud Koeman /  
Flight Attendant, Dynamic Attendant

6 & 10 - Ferry Tjiock /  
Falcon 7X Captain, Flying Group

11 - Vladimir Jovanovic /  
Executive Director, Prince Aviation



4



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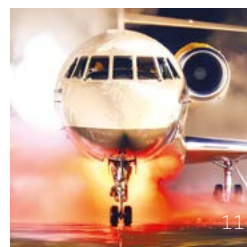
# #iFlyFalcon

## AN OPERATOR PHOTO-SHARING EXPERIENCE

To honor the creative talent of the Falcon picture-taking community, a new section of *Above & Beyond* magazine is showcasing the latest operator photos, submitted via a webpage on our site. There, you'll discover more images and learn how to participate. And perhaps be part of a premium picture book.



Submit your  
photo here





# FEW SPARES PROGRAMS DELIVER AS MANY BENEFITS.



Falcon Advantage from Falcon Spares offers subscribers a low-cost, high-value parts program that is unmatched in the industry. It includes guarantees, discounts, free shipping and more on OEM-quality service and parts. Contact us for details.

**Falcon Advantage**

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