



# **| Falcon Broadcast**

THE EVOLUTION OF TROUBLESHOOTING

**DASSAULT  
AVIATION**



# WELCOME TO FALCON BROADCAST



The FalconBroadcast service allows EASy operators to receive real-time notifications and explanations of technical issues on an aircraft while still in the air.

With “live” notifications comes an immediate call-to-action. Identifying maintenance tasks early allows your team to monitor a flight from the ground and immediately take the necessary steps to minimize an aircraft’s downtime or even avoid an AOG.



## ▶ THE KEY TO MAINTAINING DISPATCH RELIABILITY

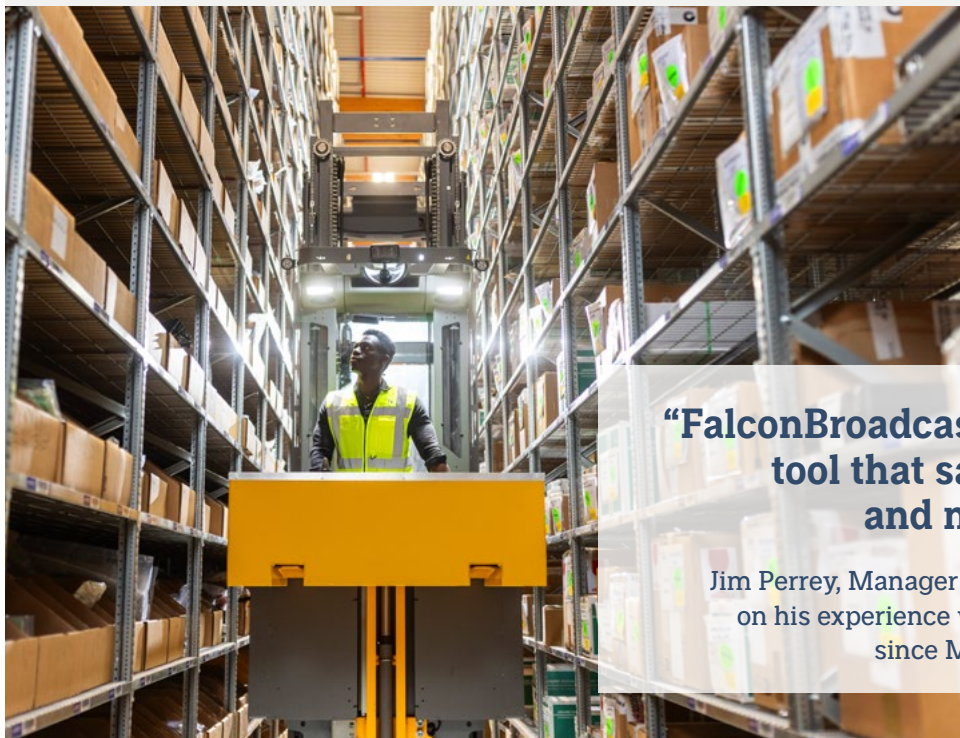
Business jets serve an “on-demand” world where time is of the essence. That’s why Dassault has put so much emphasis on the “dispatchability” of our Falcons. We know you count on your Falcon to be “mission ready” at any time, to go anywhere in the world. Dispatchability was the key driver behind development of this service that we called FalconBroadcast. This innovative service provides a virtually seamless link between your Falcon and ground maintenance

crews by leveraging technology to virtually maintain the aircraft while still in flight.

### **FalconBroadcast offers expedient solutions.**

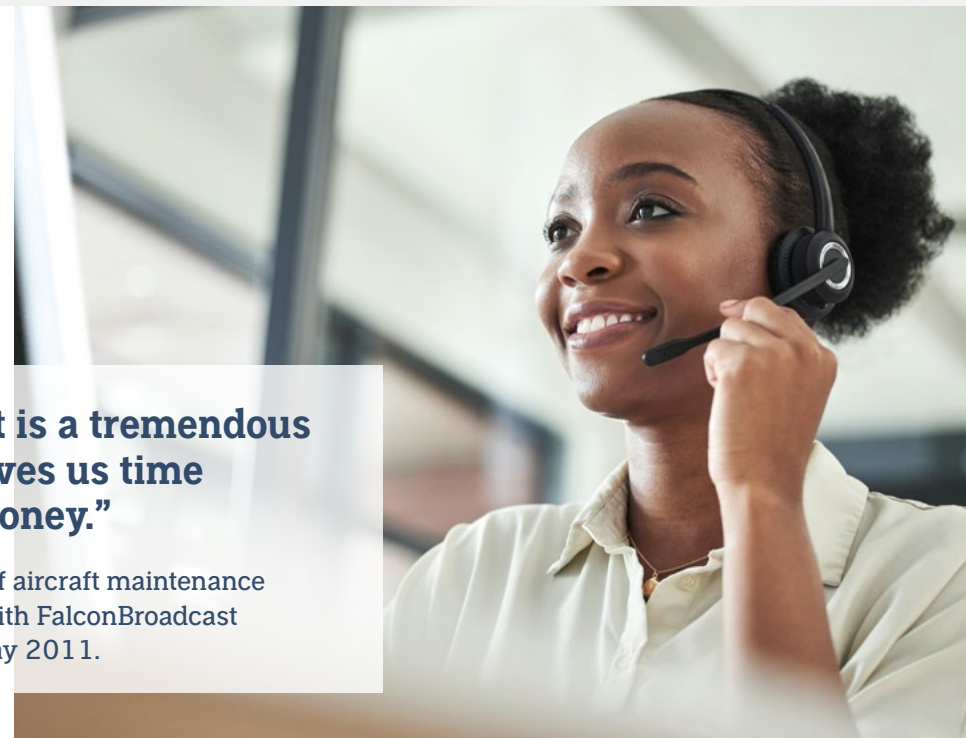
Wherever you are in the world, if a failure occurs in flight, a crew member simply has to press the “EVENT” button located in front of him. Any crucial data on the maintenance computer is instantly transmitted to Dassault, it is then automatically acquired, processed and enriched...

In less than two minutes, an email alert including a synthesis of the maintenance report is sent to your maintenance base. In one click, the detailed maintenance report is available on the private Falcon Customer Portal. Just as quickly, your team can define what needs to be done. Even better, FalconBroadcast lets you know the overall health of your EASy aircraft while airborne.



**“FalconBroadcast is a tremendous tool that saves us time and money.”**

Jim Perrey, Manager of aircraft maintenance on his experience with FalconBroadcast since May 2011.



## ▶ MANAGING UNSCHEDULED MAINTENANCE IN FLIGHT

Imagine your crew getting a CAS message in mid-flight and having a tool at their fingertips to communicate and ultimately remedy the situation. FalconBroadcast does just that.

A message transmitted by FalconBroadcast from one side of the planet to another

is instantly received by your ground crew to quickly coordinate any maintenance action and logistics.

Another innovation for more peace of mind: the automatic transmission of the aircraft's technical status at the end of each flight allows for the early detection of impending failures.

Whether you are an owner, a pilot, or an operator, anticipation is what it's all about. FalconBroadcast is an impressive breakthrough in the area of managing unscheduled maintenance.

FalconBroadcast helps us all keep your Falcon on the go.

## FALCONBROADCAST ESTIMATED DOWNTIME

INSTALLATION ON THE AIRCRAFT	AIRCRAFT ESTIMATED DOWNTIME	
	AIRCRAFT ESTIMATED DOWNTIME	SERVICE BULLETIN FOR FALCONBROADCAST ACTIVATION
<b>7X</b>	One hour: New LDI & new CD of APM Options	SB 7X-195
<b>2000EX WITH EASY AVIONICS</b>	One hour: New LDI & new CD of APM Options	SB 2000EX-287
<b>900EX WITH EASY AVIONICS</b>	One hour: New LDI & new CD of APM Options	SB 900EX-428
<b>8X</b>	Activated basically	
<b>6X</b>	Activated basically	

With FalconBroadcast, you will increase the operational availability of your Falcon and decrease operational costs.

Benefits:

- ▶ Anticipate potential AOG situations
  - Real-time notification of aircraft issues
  - Prepare troubleshooting
  - Organize parts ordering and delivery
- ▶ Aircraft status management
  - Remote access to aircraft maintenance data
  - Anticipate unscheduled maintenance operations

### FUTURE EVOLUTIONS

- ▶ Customization of e-mail settings
- ▶ Hyperlink to portal information



## E-MAIL ALERT

In less than two minutes from the time the FalconBroadcast message is received, an e-mail alert including a synthesis of the maintenance report is automatically sent to the customer's ground staff.

In one click, a hyperlink takes you from the e-mail alert to the detailed maintenance report posted on the Falcon Customer Portal.

## FALCON CUSTOMER PORTAL

What more do I get on the Falcon Customer Portal with FalconBroadcast service? As a complement to the e-mail alert service, you can access the history of detailed maintenance reports logged for each of your Falcons.

These detailed reports provide you with direct links from the maintenance messages to the documented Fault Isolation Procedures.

## FALCON BROADCAST REPORTS

With EASy II installed, you will benefit from:

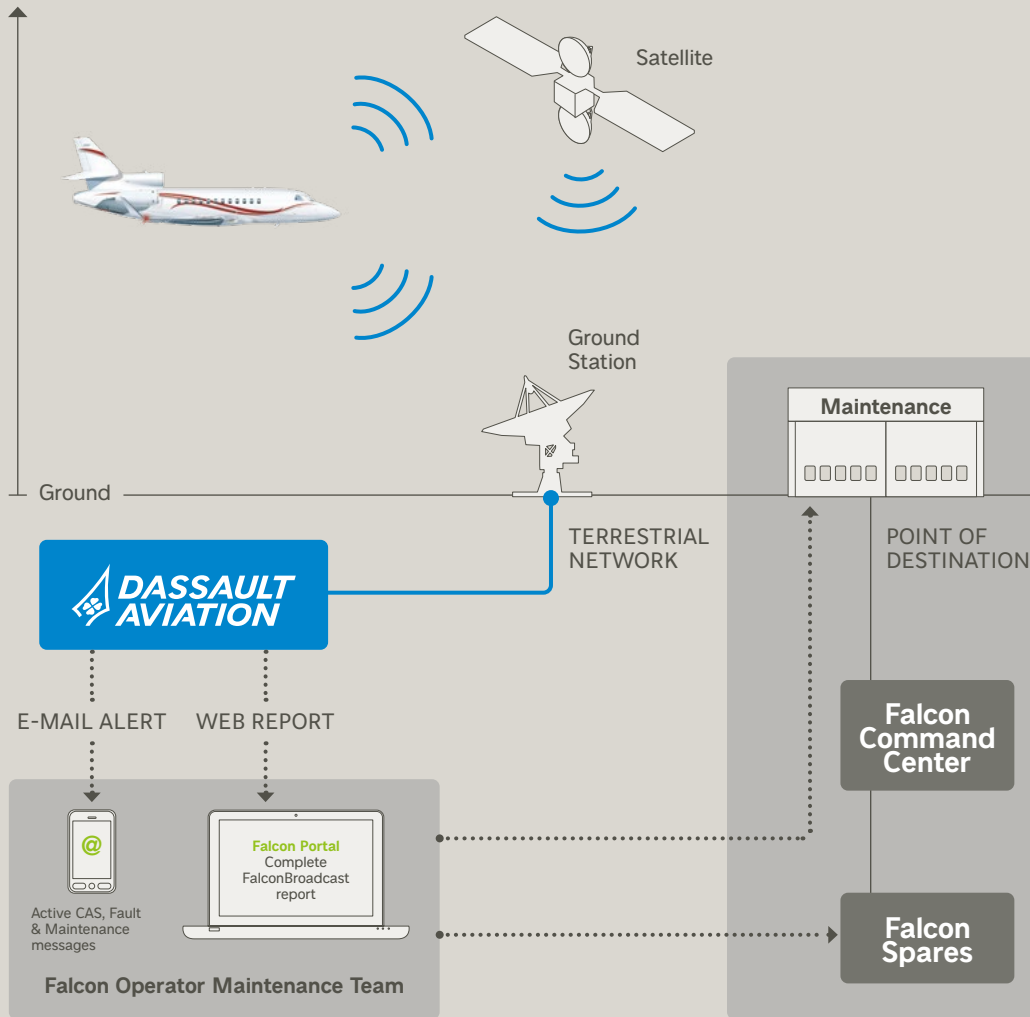
- ▶ Transmission of the Fault Messages displayed in the Status Page of the MDU
- ▶ Time-stamped CAS messages

Also, already available on 7X EASy II, you can take advantage of enhanced reports with synthetic diagnostic information. For instance, a report can group the different symptoms linked to the same failure, or provide indication of risk on dispatch or provide a reference to published FSA.

Note: FalconBroadcast is not a substitution for approved maintenance procedures and documentation.

# FALCON BROADCAST

## FALCONBROADCAST: HOW IT WORKS



## AUTO TRANSMISSION

Auto Transmission of Current Leg Report:

- ▶ 10 min before landing
- ▶ When the “CHECK STATUS” (7X) CAS message is active at least 30 seconds in flight
- ▶ When a WARNING (red) CAS message becomes active at least 30 sec in flight
- ▶ When a « CAUTION CAS » with impact on dispatch is active at least 30 sec in Flight.

## MANUAL TRANSMISSION

Manual Transmission of Maintenance report whenever the pilot pushes on the “EVENT” button.



## YOUR FALCONBROADCAST CONTACTS:

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