

Falcon Customer Service Backgrounder

Dassault Aviation recognized as the industry benchmark in aftermarket support.

Falcon operators enjoy the support of a worldwide network of professionals, strategically located around the globe, and a range of innovative programs and tools to keep them flying.

Falcon Customer Service Mission:

Since the first Falcon entered service in 1965, Dassault Aviation has strived to build a global customer support organization capable of providing operators with the **highest level of safety, reliability, operating efficiency and customer value** throughout the life cycle of the aircraft.

This demanding mission is the responsibility of Falcon Customer Service, widely recognized as today's industry benchmark in aftermarket support.

Comprised of more than 3,100 dedicated professionals from throughout the Dassault Aviation Group and backed by a worldwide network of MRO facilities, spare parts warehouses and field service offices, Falcon Customer Service supports more than 2,100 Falcons flown by 1,300 operators in more than 90 countries.

Dassault Voted #1 in Customer Support

A surge in Dassault investment in 2019 has expanded the group's factory-owned maintenance, repair and overhaul network, further strengthening worldwide spare parts availability. The company recently purchased the MRO activities of ExecuJet (11 MRO facilities), TAG Aviation (4 service centers in Geneva, Farnborough, Le Bourget and Lisbon) and RUAG (Geneva and Lugano, Switzerland) and opened a new state-of-the-art spares distribution center near Charles de Gaulle Airport that will boost parts service in Europe, Africa, the Middle East and Asia. All in, these acquisitions add 17 factory-owned facilities and more than 1,000 service professionals to our global service network and proactively position the company to support a growing and more globally dispersed customer base.

These and other ongoing efforts and investments were recently recognized by two customer surveys conducted by *Professional Pilot* and *Aviation International News (AIN)*, whose readers voted Dassault Aviation the top service provider in the business jet sector for 2019. It is the first time Dassault has finished first in either of these leading surveys. Operators cited spares availability, cost of parts and speed of AOG service as top reasons for giving Dassault such high scores.

24/7 Product Support Around the Globe

Falcon support facilities are strategically located around the globe, close to customers and major business aviation markets. The network includes more than 60 service centers and 16 spares distribution facilities.

Company-owned service centers are operated by:

- Dassault Aircraft Services (DAS) for the Americas
- Dassault Falcon Service (DFS) for Europe, Asia, the Middle East and Africa.
- TAG Maintenance Services in Europe
- ExecuJet MRO Services in Europe, Asia, the Middle East, Africa and Australia/Oceania

Americas – Dassault Aircraft Services (DAS), headquartered in Wilmington, Delaware, operates service centers in:

- Little Rock, Arkansas
- Wilmington, Delaware
- Reno, Nevada
- Sorocaba, Brazil

It also maintains five satellite facilities in:

- Teterboro, New Jersey
- Stuart, Florida
- St. Louis, Missouri
- Van Nuys, California
- Denver, Colorado

Europe, Asia, the Middle East and Africa

Dassault Falcon Service (DFS), based at Le Bourget Airport, manages service centers in:

- Paris-Le Bourget, France
- Bordeaux-Mérignac, France

There are also DFS satellite facilities in:

- Moscow, Russia
- Rome, Italy
- Nice, France
- Lomé, Togo

TAG Maintenance Services (TMS) operates service centers in:

- Geneva, Switzerland
- Farnborough, UK
- Le Bourget, France
- Lisbon, Portugal
- Lugano, Switzerland

There are also satellite facilities in:

- Luton, UK
- Moscow, Russia

ExecuJet MRO Services operates service centers in:

- Brussels, Belgium
- Dubai, UAE
- Johannesburg, South Africa
- Kortrijk, Belgium
- Kuala Lumpur, Malaysia
- Melbourne, Australia
- Perth, Australia
- Sydney, Australia
- Wellington, New Zealand

Line Stations in:

- Brisbane, Australia
- Cape Town, South Africa

GoTeams – The service center network is equipped to deploy 250 GoTeam technicians specially trained to troubleshoot grounded aircraft. A network of more than 100 Field Reps at 35 Dassault Aviation field offices in 16 countries is available to assist and coordinate engineering support. Additionally, a dedicated team is on call 24/7 to handle structural repair.

Falcon Response – To minimize Aircraft on Ground (AOG) time, operators can turn to Falcon Response, a comprehensive portfolio of services that guarantees the availability of spare parts, tools and engineering resources needed to return a grounded Falcon back into the air as quickly as possible.

Falcon Response begins with the Falcon Command Center, which tracks AOG events around the clock from facilities in Teterboro, New Jersey; Boise, Idaho; and Saint-Cloud, France. When an AOG event occurs, the Command Center coordinates with spares, technical representatives and engineering teams to troubleshoot the failure and organize rapid on-site assistance.

Two dedicated Falcon Airborne Support aircraft are available to dispatch spare parts, tools and GoTeams to the site of an AOG. Based at Teterboro and Le Bourget Airports, these long-range Falcon 900 jets can also provide alternative lift for stranded customers – an industry first.

Maximizing Customer Value

Business jet operators are under constant pressure to optimize costs and operating efficiency while maintaining the highest residual value of their assets. Dassault offers a full spectrum of innovative services to keep Falcons in peak working order throughout the life cycle of the aircraft.

➤ **World-Class Training**

Keeping Falcons in top condition and maintaining safe, efficient aircraft operation starts with proper training.

Authorized Training Partners – Pilot and maintenance training is provided by two Authorized Training Partners – CAE and FlightSafety International – at numerous training centers around the world, permitting instruction as close as possible to the operator.

Additionally in March 2019, Dassault Aviation announced the selection of Global Jet Services as an authorized technical training provider for out-of-production Falcon aircraft, including the Falcon 10, 20, 20-5, 50, 50EX, 2000, 2000EX, 900 and 900EX models. The agreement increases the options for technicians seeking to improve their knowledge and skills for maintaining 'Classic' Falcon aircraft.

Training and course materials are audited regularly by Dassault experts to ensure they adhere to company standards and recommendations. Offerings are also updated as required to meet evolving regulatory requirements.

Dassault Training Academy – Contractual training is complemented by in-house OEM training offered by the Dassault Training Academy and tailored to individual operator requirements and fleet models. These EASA-approved courses include:

- Aircraft-based training for added takeoff and landing type ratings and instructor/examiner type rating courses, dispensed through Dassault Aviation's Approved Training Organization certificate.
- Flight crew briefings and in-flight assistance.
- Cabin familiarization training, designed to provide a comprehensive rundown of Satcom, Flight Cabin Management, galley equipment and cabin amenities and other capabilities right on the customer aircraft.
- Practical maintenance training, the first practical training authorization ever granted to a business jet OEM. The latest iteration of this syllabus is Falcon Immersive Practical Training, which employs virtual reality (VR) techniques to provide hands-on training as though technicians were working on an actual aircraft.

- Structural repair, composite repair, non-destructive testing, and other maintenance and repair courses offered in partnership with Aerocampus Aquitaine in Latresne, France (near Bordeaux).

➤ **Innovative Flight Operations Support**

Dassault provides a full line of innovative products and services to help pilots maximize the safety, availability and efficiency of their aircraft.

Pilot Operational Support teams – Falcon operators benefit from a full range of services designed to assist them in their day-to-day flight operations. Pilot Operational Support Teams, based in Teterboro and Saint-Cloud, are available to answer technical and operational queries before and after each Falcon delivery. These teams also conduct pre-delivery briefings and familiarization training, starting well before the aircraft arrives in the customer's hands. The teams also assist in meeting specific regional regulatory requirements and support customer communication events such as Dassault's annual Regional Maintenance and Operations Seminars across the globe.

Special performance apps – A range of special performance tools are available to help operators get the most out of their Falcon aircraft. These include:

- **FalconPerf**, which optimizes takeoff and landing performance
- **Electronic Weight & Balance**, which conducts fast, accurate pre-flight W&B calculations
- **Electronic Performance Manual**, which optimizes flight planning and en-route performance data computations
- **Flight Data Monitoring**, a tool for proactively analyzing flight data to enhance safety and flight efficiency
- **eDispatch**, available for Falcon 7X and 8X aircraft, gathers all dispatch documentation from Dassault (MMEL, PAL CDL, NEF/NSRI) to quickly deliver dispatch conditions based on Fault and CAS messages. The eDispatch app can be used in lieu of the easy Dispatch Guide (eDG).

FalconSphere II EFB – FalconSphere II is an integrated Electronic Flight Bag (EFB) suite that allows pilots to easily download and update a vast array of apps, including operating manuals, weather maps and popular commercial apps like Jeppesen Flite Deck Pro, as well as Dassault special performance tools.

The Flight Doc app on iPad, initially released in 2015 for all generations of Falcon models, has notched more than 4,000 subscriptions worldwide. Developed specifically for pilots, the app ensures that they remain up to date with the latest flight manual revisions and operational publications, due to its direct synchronization with the Falcon Customer Portal.

➤ **Spare Parts, Expedited Worldwide**

Dassault is the industry benchmark for spare parts handling. AOG orders can be shipped within two hours or less and the company maintains a spare parts service level of 98.5% overall – tops in the industry.

Currently, Dassault maintains more than 80,000 parts numbers worth \$900 million in its global spares inventory. Parts are stored at two central warehouses in Teterboro and Paris-Charles de Gaulle and 14 Regional Distribution Centers located in:

- Little Rock, Arkansas
- Louisville, Kentucky
- Wilmington, Delaware
- Reno, Nevada
- São Paulo, Brazil
- Lagos, Nigeria
- Johannesburg, South Africa
- Moscow, Russia
- Dubai, UAE
- Mumbai, India
- Singapore
- Hong Kong, China
- Beijing, China
- Sydney, Australia

In January 2019, the previous Paris facility at Le Bourget was replaced by a larger complex near Paris-Charles de Gaulle Airport that further improves the speed and efficiency of parts distribution. The new flagship distribution center in Tremblay-en-France features a state-of-the-art design and, with its proximity to one of the world's major transport hubs, ensures that parts and tools arrive in the hands of Falcon customers even more rapidly than before. The \$50-million, 180,000-square-foot (16,500 sq meter) facility boasts more modern equipment, such as vertical lift machines and carrier robots, as well as a new management system to improve logistics monitoring and handling efficiency.

➤ **Predictable, Proactive Engineering and Maintenance Tools**

Falcon customers have access to a range of plans that help them manage their fleet more efficiently. These include:

FalconCare, Dassault's guaranteed maintenance cost-management plan. Tailored to the needs of each operator, FalconCare makes it possible to determine consistent, predictable costs while reducing administrative and procurement overhead and enhancing aircraft resale value. It covers labor, parts and consumables for scheduled and unscheduled maintenance, ADs and Service Bulletins and spans the entire aircraft, from wheels and brakes to avionics and cabin systems.

Falcon Maintenance Doc is an interactive app that enables customers to easily consult, update and manage up-to-date maintenance, repair and logistics documentation. Like Falcon flight manuals, the Falcon Maintenance Doc is available on iPad or tablet devices.

FalconBroadcast ensures Falcons are always mission ready by identifying maintenance issues in flight and providing instant alerts to operators and ground maintenance crews via satellite so they can be addressed as quickly as possible.

➤ **Aftermarket Solutions**

Dassault Customer Service offers a range of upgrade and STC solutions designed to keep in-production and out-of-production Falcons at the state of the art. Offerings include:

- WAAS GPS
- New FMS
- ADS-B Out
- FANS 1A+
- LCD cockpit displays
- LED lighting
- iPad arm
- a wide array of connectivity solutions from Air-to-Ground to L-Band, Ku-Band and Ka-Band Satcom

More than 1,100 Classic Falcons are still flying, including one built in 1965, proof of Dassault's commitment to supporting Falcons throughout their entire life cycle.

Some of the most popular upgrades are:

- the Falcon Elite II program, which combines Honeywell display with synthetic vision features
- new FMS software functionalities such as LPV that will ensure compliance with new air traffic management regulations
- improvements such as electronic charts/maps and XM weather overlay that will permit safe access to a larger number of airports and FANS1/A+ for transatlantic crossings.

Two other upgrades in high demand are Falcon Pro Line 21 and Falcon Select II, which equip older model Falcon 2000s, 50EXs and 900s with Rockwell Collins Pro Line IV and Honeywell Falcon Primus 800 electronic flight displays and new air traffic management functionalities.

➤ Our Organization



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