

## **Falcon Customer Service backgrounder**

### **Our 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 after-market support.

Comprised of 1,700 dedicated professionals from throughout the Dassault Aviation Group and backed by a worldwide network of service facilities, spare parts warehouses and field service offices, Falcon Customer Service supports more than 2,100 Falcons flown by 1,300 operators in over 90 countries.

### **Around the Globe, 24/7 Product Support**

Falcon support facilities are strategically located around the globe to be as close as possible to customers and major business aviation markets. The network includes 50 service centers and 16 spares distribution facilities.

Company-owned service centers are operated by two affiliate companies, Dassault Aircraft Services (DAS) for the Western Hemisphere, and Dassault Falcon Service (DFS) for Europe, Asia, the Middle East and Africa.

Dassault Aircraft Services, headquartered in Wilmington, Delaware, operates service centers in Little Rock, Arkansas; Wilmington, Delaware; Reno, Nevada; and Sorocaba, Brazil. It also maintains five satellite facilities in Teterboro, New Jersey; Stuart, Florida; Dallas, Texas; St Louis, Missouri; and Van Nuys, California.

Dassault Falcon Service, based at Paris Le Bourget Airport, manages service centers in Le Bourget and Mérignac, France, along with satellite facilities in Moscow, Russia; Rome, Italy; Nice, France and Lomé, Togo.

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 13 countries is available to assist and coordinate engineering support. Additionally, a dedicated team is on call 24/7 to handle structural repair resulting from instances such as bird or lightning strikes or ramp incidents.

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; 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**

Like any business, executive aircraft operators are under constant pressure to optimize their costs and operating efficiency, and maintain the highest residual value of their assets. Dassault offers a full spectrum of innovative services to keep Falcons in tip-top working order throughout the life cycle of their aircraft.

### **Training**

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

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

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.

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 base 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 techniques to provide hands-on training exactly 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).

## **Flight Operations**

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. These include:

- Falcon Perf, which optimizes take-off and landing performance.

- Electronic Weight & Balance, which conducts fast, accurate pre-flight W&B calculations
- The Electronic Performance Manual, which optimizes flight planning and en-route performance data computations
- Flight Data Monitoring, a tool for proactively analyzing flight data in order to enhance safety and flight efficiency

### *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.

### **Spare Parts**

Dassault is the industry benchmark for spare parts handling. AOG orders can be shipped within 2 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 \$870 million in its global spares inventory. Parts are stored at two central warehouses in Teterboro and Paris-Le Bourget 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 and Beijing, China; and Sydney, Australia.

At the end of January 2019, the Le Bourget facility will be replaced by a larger, state-of-the-art complex near Paris Charles de Gaulle Airport that will further improve the speed and efficiency of parts distribution.

### **Engineering and Maintenance**

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. The plan, tailored to the needs of each operator, makes it possible to determine consistent, predictable costs, reduce administrative and procurement overhead and enhance 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, 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, which 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 and 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 and improvements like 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.

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