A solution for any mission profile...

Our comprehensive range of HUMS services has been built-up for you.

It features adapted packages capable to support any of your mission profiles and any organization type.

Benefit from maximum anticipation on maintenance events, made possible by the close monitoring of Airbus Helicopters HUMS experts, providing proactive analysis of monitored parameters of your helicopters.

FlyScan new service packages highly contribute to maximize your operations efficiency, increasing both fleet availability and flight safety, while reducing maintenance burden.
Advise
You fly
We keep a watchful eye...

If you already have an organisation in charge of HUMS monitoring, this solution is for you.

In this service, Airbus Helicopters HUMS experts permanently:

- **Check and monitor all the indicators of your helicopters**
- **Advise you in case of any event validated as abnormal**
- **Allow fast and efficient symptom treatment by your maintenance teams.**

Airbus Helicopters proactive feedback and weekly review of main components, lower maintenance burden by reducing the number of AOG situations and unnecessary technical flights linked to HUMS warnings.
Supervise

Data Download
No Skills required / Single laptop needed

Data Analysis
We do it for you…

If you have not implemented any vibration analysis team in your organization, and if you do not have the means to monitor HUMS data, but wish to get benefits out of this clever system, use this program, it suits perfectly to your requirements.

Through this service, Airbus Helicopters manages for you the various thresholds implemented, and closely monitors any event that could occur on your fleet.

Just a simple and regular data transfer to Airbus Helicopters, and we are able to propose you a deep analysis of your records.

Our expert teams:

• Get in direct contact with your maintenance teams
• Report on an agreed periodic base on any additional maintenance action
• Allow you to prevent incipient failures

As your daily partner, Airbus Helicopters proposes you a HUMS Hotline available 24/7, and commits to a response for an AOG within a few hours.
Guard

1 - Indicator Review

Weekly review of each condition indicator

2 - Behavior Status

Detection of vibration behavior change

3 - Fault

4 - Assistance

Hotline 24/7
We’ve got you covered...

This service is particularly adapted to operators already managing a HUMS system. Airbus Helicopters brings its expertise to your doorstep, and supports your teams in the daily surveillance of your fleet.

Benefit also from maximum anticipation, thanks to Airbus Helicopters proactive feedback, and a weekly review of your data.

Our experts:

- Advise you in case of any event validated as abnormal
- Report on actions to be performed on the system itself, or on the helicopter
- Analyse your technical events and answer to your questions

Act on your maintenance burden, by reducing the number of AOG situations and unnecessary technical flights linked to HUMS warnings.

In this package, Airbus Helicopters puts at your disposal a specific HUMS Hotline available 24/7, and commits to a response for an AOG within a few hours.
<table>
<thead>
<tr>
<th>HELICOPTERS</th>
<th>Advise</th>
<th>Supervise</th>
<th>Guard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BEHAVIOR DETECTION</strong>&lt;br&gt;ARIBUS HELICOPTERS HUMS expert report to Customer any change of vibratory signal behavior through maintenance recommendations and ground station thresholds settings</td>
<td>✓ Weekly</td>
<td>✓ Monthly up to bi-weekly (*)</td>
<td>✓ Weekly</td>
</tr>
<tr>
<td><strong>FAULT CASE MATCHING</strong>&lt;br&gt;ARIBUS HELICOPTERS HUMS expert report to Customer any detection of vibratory pattern in correlation to known fault cases from experience return</td>
<td>✓ Weekly</td>
<td>✓ Monthly up to bi-weekly (*)</td>
<td>✓ Weekly</td>
</tr>
<tr>
<td><strong>HOTLINE ASSISTANCE 24/7</strong>&lt;br&gt;English &amp; French languages</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>WEBAPPS FULL ACCESS</strong>&lt;br&gt;Full access granted to WebHealth and WebUsage</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td><strong>SOFTWARE UPDATE</strong>&lt;br&gt;ARIBUS HELICOPTERS will provide F.O.C. any new software version dealing with HUMS equipments (both on-board and on-ground)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>DOCUMENTATION UPDATE</strong>&lt;br&gt;ARIBUS HELICOPTERS will provide F.O.C. any new update on training material and/or work card (pre-print)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>REPLYING TIME COMMITMENT FOR RED WARNING</strong>&lt;br&gt;ARIBUS Helicopters response lead time &lt; 3 Hours</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>REPLYING TIME COMMITMENT FOR AMBER WARNING</strong>&lt;br&gt;ARIBUS Helicopters response lead time &lt; 72 Hours</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>REMOTE ASSISTANCE</strong>&lt;br&gt;Thanks to remote access tool, ARIBUS HELICOPTERS can maintain Customers ground station easily and quickly (patch application, fleet management, software maintenance, etc...)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>GROUND TOOL LOANING</strong>&lt;br&gt;In case of issue dealing with Customers ground station, whatever the warranty period, ARIBUS HELICOPTERS will provide in any situation an alternative solution to continue to maintain Customers aircraft</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>OPERATIONAL SUPPORT</strong>&lt;br&gt;ARIBUS HELICOPTERS can provide on Customers request specific data analysis and assistance for data downloading.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

(*) Up to 90 tickets available during one year.
For more information, please contact:
marketing-services.helicopters@airbus.com

For all your Customer Service needs:

Toll free*: + 800 55 55 97 97
Toll free** USA: + 1 800 232 0323
Other countries: + 33 (0)4 42 85 97 97
Fax: + 33 (0)4 42 85 99 96
Email: customersupport.helicopters@airbus.com

* Free phone call for the following locations:
Argentina, Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany,
Hong Kong, Hungary, Ireland, Israel, Italy, Japan, Korea, Luxembourg, New Zealand,
Norway, People's Republic of China, Portugal, Spain, Sweden, Switzerland,
The Netherlands, United Kingdom.

** Free phone call for United States