Airbus Helicopters puts a worldwide Technical Support network at operators’ disposal, acting according to three main priorities:

- **Safety enhancement**
- **Fleet availability**
- **Customer satisfaction**

FOR MORE INFORMATION, PLEASE CONTACT: marketing-services.helicopters@airbus.com

FOR ALL YOUR CUSTOMER SERVICE NEEDS:

Email: customersupport.helicopters@airbus.com

Phone: + 33 4 42 85 97 97

Fax: + 33 4 42 85 99 96
OUTSTANDING OEM EXPERTISE SUPPORTING YOUR DAILY OPERATIONS

Important to you, essential to us.

HCare Technical Support

CONTINUING AIRWORTHINESS MANAGEMENT SERVICES

TECHNICAL ASSISTANCE | FLYSCAN | TECH DATA

24/7 TECHNICAL EXPERTISE
CONTINUING AIRWORTHINESS MANAGEMENT SERVICES

Our consulting & training services improve operational performance of your fleet.
Such services are complemented by Continuing Airworthiness Management services offering diagnosis up to full implementation.
Take advantage of our advanced services in direct link with Airbus Helicopters Type Certificate holder sources.

SAFETY ENHANCEMENT
Configuration and airworthiness follow-up in accordance with worldwide safety standards.

ASSET MANAGEMENT
From “As built/delivered” up to “as maintained” configuration.

FLEET AVAILABILITY
Optimal monitoring for efficient fleet dispatch.
FLYSCAN

FlyScan suite of HUMS services offers proactive Airbus Helicopters expert analysis, and allows operators to closely follow-up the status of their fleet.

These services will boost your operations by anticipating in-service symptoms, enhancing safety and fleet availability.

With WebHUMS, access to our web services, and benefit from a global view on a fleet or a component behavior in operational conditions.

MANAGE HELICOPTER HEALTH & USAGE IN YOUR KEYCOPTER® PORTAL

SAFETY
Immediately detect any symptom and safely apply corrective actions.

EXPERT SUPPORT
Data treatment with design office and technical experts for optimal analysis.

AVAILABILITY
Anticipate maintenance actions before unexpected grounding of your aircraft.
TECHNICAL ASSISTANCE

A team of more than 150 skilled and qualified Technical Representatives ready to assist directly at operators’ premises, anywhere in the world.

A comprehensive technical service ranging from On-the-Job-Training, troubleshooting, up to advanced logistics services.

EFFICIENT
Single technical point of contact. Direct access to Airbus Helicopters technical department.

INTEGRATED
Mixed teams include operators’ technicians.

FIRST-CLASS KNOWLEDGE
Present at operations in the field & experienced in latest standards. Certified staff B1 or B2 EASA.
TECH DATA

Benefit from state-of-the-art technical data accessible on the web or on-site.

A set of advanced functions and new features to support your daily tasks and make your life easier.

Your documentation is available online and offline for an optimal use during flight preparation and maintenance operations nearby the aircraft, through all mobile devices and main operating systems (Windows, MacOs, iOS and Android).

USER-FRIENDLY
Intuitive interface with advanced search functions.

UP-TO-DATE
Online manufacturer updates.

OFFLINE
Powerful mobile application always available on all devices.

READY-TO-USE
No installation required.
WHEREVER YOU OPERATE... WE SUPPORT YOU

OUR GLOBAL NETWORK SPANS MORE THAN 150 COUNTRIES WITH AN EXTENSIVE APPROVED MAINTENANCE NETWORK LOCATED IN CLOSE PROXIMITY TO CUSTOMER FACILITIES:

- 29 Airbus Helicopters customer centers and participations, some 100 service centers.
- 8 logistics hubs or central/regional inventories, as well as multiple local stock warehouses.
- 4 technical support hubs.

Find your service center with our Heli Presence App on your mobile devices or through our Airbus Helicopters web site https://www.airbus.com/helicopters/global-presence.html
TECHNICAL EXPERTISE

24/7

For any technical question, get in direct contact with our worldwide technical network of tech-reps & customer centers positioned close to your operations.

For AOG needs, a comprehensive 24/7 service around the clock taking care of you anytime, anywhere is also accessible through a unique number and through our Keycopter® customer portal.

In addition, our Senior ATA Expert team is available:
- to conduct complex troubleshooting
- to design repair Solutions
- to issue Technical Agreements

REACTIVE
Reach one of our technical experts whenever the need arises.

CUSTOMER SATISFACTION
Evaluate final answer adequacy in the technical request tool.

KNOWLEDGE CENTER
Capitalize on technical information compiled by the company.

WORLDWIDE
A global network of technical hubs, Customer Centers and Senior ATA Experts at your service.
WHATEVER YOUR OPERATIONAL NEEDS... WE SUPPORT YOU

Night and day, our technical experts accompany more than 3,000 customers worldwide and make sure that our helicopters are used in the most efficient way to handle operational needs.