

# HCare

## Customer Service by Airbus Helicopters

HCare is Airbus Helicopters' redefined services offer, which emphasizes the company's commitment to service quality and performance to better meet the evolving needs of our customers.

Airbus Helicopters supports more than 3,000 customers in 152 countries, with experts available on call 24/7 worldwide.

HCare includes industry-leading warranty conditions, offering 3 years or 2,000 flight hours coverage with the first year of labour included.

### Training and Flight Operations

Setting standards in safety, from type rating to Full Flight Simulators. At your doorstep: 26 training centers worldwide supporting our global fleet.



### Technical Support

Manufacturer expertise always on your side – anytime, anywhere. More than 150 tech reps dispatched worldwide, 3 technical support hubs at your service in Singapore, Europe and the United States providing 24/7 support.



### Material Management

A comprehensive offer covering all spare parts and component maintenance needs, expertly tailored to customers' operational requirements.



# HCare<sup>®</sup>

## With you on every flight

### Helicopter Maintenance

Customized solutions - from required inspections to Supplemental Type Certificates (STC) to extensive retrofit - so you can make the most of your aircraft. Visit our dedicated website to discover our complete STC catalogue: [upgrades.airbushelicopters.com](http://upgrades.airbushelicopters.com)



### Connected Services

The best helicopter management just a click away. Interactive tools to ease maintenance operations, improve mission planning and more efficiently manage data.



<b>HCare</b> Infinite	<b>Fleet Availability</b>			
--------------------------	---------------------------	--	--	--

Full availability commitment, all inclusive turnkey solution

<b>HCare</b> Smart	<b>Repair by the Hour (RBH)</b>	<b>Exchange by the Hour (EBH)</b>	<b>Parts by the Hour (PBH)</b>	<b>Full by the Hour (FBH)</b>
-----------------------	---------------------------------	-----------------------------------	--------------------------------	-------------------------------

Performance commitment, budget control, suited to customer needs

<b>HCare</b> Easy	<b>Easy Part</b>	<b>Easy Repair</b>	<b>Easy Exchange</b>	<b>Easy Rental</b>
----------------------	------------------	--------------------	----------------------	--------------------

Open and seamless access to all customers, secured performance

<b>HCare</b> Flight
Weight & Balance
Performance
Helitab

<b>HCare</b> Fleet
FleetKeeper
Envision

