



Eurocopter Canada's Customer Support Newsletter

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Note from the Director



Gordon Kay, Director Customer Support

Eurocopter Canada Limited (ECL) is pleased to issue its first Customer Support Newsletter. In this edition, you will find the latest news from ECL, including technological updates, technical tips, training courses dates, etc.

This newsletter is also the occasion for me to present the changes we have introduced since January 2009 in an effort to always serve you better.

In terms of services, our PBH and retrofit service has been enhanced as well as our optional equipment offer. Our new Ser-

vice Centre allows us to significantly increase our capabilities. New equipment has also been acquired, including an EC120 test bench.

As for Spares, processes and internal organization have been reviewed to optimize flows and costs. In particular, we have set a "Minimum Equipment List of Spares" in Richmond BC and Fort Erie, ON and introduced key performance indicators.

A new organization of our Customer Support team has been implemented. Nancy Gilbert and Tracy Lahaie have taken over the commercial aspect of the R & O activity. Sandra Cocroft will continue in her role as Customer Support Representative for Spares for Eastern Canada while Jean-Baptiste Roman will provide back office support to the team.

As the Eurocopter fleet increases in North America, we are pleased to announce that ECL

has been selected by our parent company to become a technical platform for the EC120, AS 350, EC130, AS355, EC135 and EC145 type aircraft. As a result, three new Eurocopter Technical representatives will soon be joining our team to support our North American customers. Last but not least, the presence and role of our Technical Representatives has been strengthened. Marc Lajoie has replaced Yves Tremblay as Technical Representative for Eastern Canada. During their visits, our technical representatives will not only answer your technical questions but also provide you with information on the full range of Eurocopter Canada services and collect flight data information to allow us to better anticipate your needs.

Gordon Kay
Director, Customer Support



**From left to right:
Sandra Cocroft,
Nancy Gilbert, Tracy
Lahaie and Jean-
Baptiste Roman**

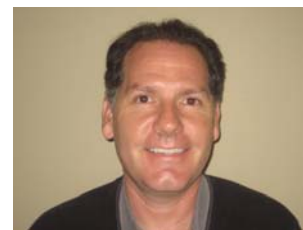
"New" Technical Representative for the East

ECL welcomes back Marc Lajoie as its "new" Technical Representative for Eastern Canada. Marc is actually very familiar with the company as he has worked for Eurocopter for over 10 years.

Marc started his career with Canadian Helicopters Limited (CHL) in 1985 as field AME and later as lead hand at the main hangar performing major inspections on popular MD, Bell and Eurocopter aircraft.

Marc has always enjoyed sharing his knowledge with others and has taught at a local college in the Montreal area. Marc joined Eurocopter in 1997 as an AME and then became an instructor and maintenance manager. He then explored other opportunities before recently joining Eurocopter Canada again. Marc hopes that his experience with manufacturing, operations and instruction will benefit the cus-

tomers support network at Eurocopter.



**Marc Lajoie, Technical
Support Representative
for Eastern Canada**





ECL bids farewell to Allan Shewan



From left to right: Allan Shewan & Adam Everett

In May 2009, Allan Shewan, who had been in charge of Eurocopter Canada's Blade Shop for over 15 years, accepted a new position in Blade Technical Support within the Eurocopter Group in la Courneuve, France.

Allan's expertise has been transferred to Adam Everett who has worked under Allan for two years. Allan wishes to thank all the

customers he has been working with over the years.

Technical Tip

Increase the life of your blades

To protect your blade components, always maintain the paint on your blades.

The best way to increase the life of your blades at the lowest cost is to use an ECL approved paint and to carefully follow instructions provided with the paint. Thus, you will protect the polyurethane components and the body of the blade, allowing you to fly hundreds of extra hours before necessary repair.



ECL approved paint

Service Bulletin

EC120

SB 25-013 EQUIPMENT AND FURNISHINGS - Installation of the Wire Strike Protection System

ASB 04A004 LIMITATIONS - SIREN Load Release Units

ASB 05A011 TIME LIMITS - MAINTENANCE CHECKS - Emergency floatation gears: periodic check of floats with intervals in hours

SB 34-008 NAVIGATION Radio Altimeter: AHV 16 (ERT160) Transceiver; improve reliability of the radio altimeter height signal transmitted for autopilot coupling and display of the radio altimeter indication

ASB 05A011 TIME LIMITS - MAINTENANCE CHECKS - Emergency floatation gears: periodic check of the floats with intervals in hours

IN 2052-I-25 EQUIPMENT AND FURNISHINGS - Emergency Floatation Gear - Float inflation pressure to be applied during maintenance operations

AS350

SB 01.00.50 LIMITATIONS - Conversion of the AS 350 Version BA Helicopter into a Version B2 Helicopter

ASB 01.00.49- LIMITATIONS - SIREN Load Release Units

IN 2038-I-25 SERVICE BULLETINS 504305-25-01 AND 504339-25-01 OF THE AMSAFE COMPANY

SB 25.00.71 EQUIPMENT AND FURNISHINGS - Installation of Emergency Flotation Gear Light Weight Cylinders

SB 25.00.90 EQUIPMENT AND FURNISHINGS - Checking the Float/Gas Cylinder Pairs of the Emergency Flotation Gear Installation and Bringing them up to Standard

SB 34.00.17 NAVIGATION - Radio Altimeter: AHV 16 (ERT160) Transceiver; improved reliability of the radio altimeter height signal transmitted for autopilot coupling and display of the radio altimeter indication

SB 55.00.14 STABILIZERS - Vertical fin with small trailing edge angle

EC130

ASB 04A003 LIMITATIONS - SIREN Load Release Units

SB 34-004 NAVIGATION - Radio Altimeter: AHV 16 (ERT160) Transceiver; improved reliability of the radio altimeter height signal transmitted for autopilot coupling and display of the radio altimeter indication

ASB 05A008 TIME LIMITS - MAINTENANCE CHECKS - Emergency floatation gears: periodic check of the floats with intervals in hours

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New Technology : EC175 Update

EC175: Designed for the customer by the customer



Eurocopter presented the EC175 for the first time in Europe at the 48th Paris Air Show. A

full-scale mock-up of the 16-seat civil helicopter in its corporate version was on display at the EADS stand. The EC175 program is jointly managed by Eurocopter and HAIG, Eurocopter's Chinese partner. The EC175 perfectly rounds off Eurocopter's current range of products.

"We are delighted to present the latest addition to our range for the first time in Europe," announced Lutz Bertling, President and CEO of Eurocopter. "The EC175 program is on time, with the maiden flight scheduled for the end of the year.

The initial deliveries of the EC175 are scheduled for 2012. Powered by two FADEC-equipped 2,000 shp class Pratt & Whitney Canada (P&WC) PT6C-67E turboshafts, the aircraft is initially expected to enter service in the offshore, search & rescue (SAR) and Corporate/VIP markets, with additional applications following shortly thereafter.



Service Bulletin

EC135

ASB 04A003 LIMITATIONS - SIREN Load Release Units

IN 2046-I-00 Occurrence reporting

ASB 05A-001 Time Limits/Inspections/Checks – Overhauls/Time Limits – Reduction of time limits

SB 62-026 Main Rotor System – Mast Moment System – Retrofit of a plug with time delay circuit

IN 2063-I-71 Differing CAD displays on relay unit P/N 3121262-02 and relay unit P/N 3121262-01 of the Pratt & Whitney Canada Company

ASB 71A-032 Power Plant – Sand Filter – Check of Relay Box

AS355

ASB 01.00.47 LIMITATIONS - SIREN Load Release Units

IN 2038-I-25 SERVICE BULLETINS 504305-25-01 AND 504339-25-01 OF THE AMSAFE COMPANY

SB 25.00.80 EQUIPMENT AND FURNISHINGS - Checking the Float/Gas Cylinder Pairs of the Emergency Flotation Gear Installation and Bringing them up to Standard

SB 34.00.14 NAVIGATION - Radio Altimeter: AHV 16 (ERT160) Transceiver; improved reliability of the radio altimeter height signal transmitted for autopilot coupling and display of the radio altimeter indication

SB 25.00.67 EQUIPMENT AND FURNISHINGS - Installation of Emergency Flotation Gear Light Weight Cylinders

IN - 2053-I-77 ENGINE INDICATING - Unwanted OEI selection during start-up

BK105

IN 2038-I-25 SERVICE BULLETINS 504305-25-01 AND 504339-25-01 OF THE AMSAFE COMPANY

IN 2046-I-00 Occurrence reporting

BK105 LS

SB BO105LS-70-2 Installation of additional placard for certification information

BK117

SIN 2062-S-53 Notes for the use of rivets on the helicopter - Structural Repair Manual (SRM) BK117

IN 2038-I-25 SERVICE BULLETINS 504305-25-01 AND 504339-25-01 OF THE AMSAFE COMPANY

IN 2046-I-00 - Occurrence reporting





Special Feature : 2009 Operating Costs



Canadian Helicopters Limited - EC120

Respected industry consultancy Conklin & de Decker has published its official Spring 2009 Cost Evaluator database of helicopter Fixed and Variable Operating Costs. Conklin & de Decker has become the industry-standard provider of helicopter operating cost data, and employs a full-time team which carefully analyses real-world operating cost figures.

Conklin's latest data confirms that Eurocopter's product range retains its long-running position as the most affordable family of helicopters to operate. From the EC120 through to the Super Puma, Eurocopter's products all offer lower or extremely competitive operating costs compared to their closest rivals, with most products enjoying a 13 to 18% operating cost advantage.

The low operating costs associated with Eurocopter products are the result of careful design, with a focus on maintainability and long Time Between Overhaul (TBO). This in turn results in some of the lowest Maintenance Man Hour to Flight Hour (MMH/FH) requirements in the industry, ensuring that your helicopter is up in the air rather than stuck in your hanger. Eurocopter's suppliers also contribute to the low operating costs associated with our products, with Turbomeca and Pratt & Whitney Canada both continuing to extend the TBOs of their engines.



Slave Lake Helicopters - AS350 B2

Eurocopter and ECL have a proven commitment to continuous product improvement, and we will continue to seek opportunities to reduce the operating costs of all helicopter models, while still assuring you of the highest levels of safety.

2009 C&DD Cost Evaluator summaries (fuel @ \$4.49/U.S. gal, labor @ \$94/hour, utility configuration):

(\$/hr)	Parts/Inspection/ Etc.	Fuel & Lubs.	Labour	Major Variable Cost
EC120 B	157.24	143.37	87.98	388.59
AS350 B2	227.69	221.99	96.44	546.12
AS350 B3	225.56	231.24	96.44	553.24
EC130 B4	227.03	245.11	95.60	567.74
EC135 P2+	358.68	295.98	131.13	785.79
EC135 T2+	315.09	295.98	131.13	742.20

Note: other variable costs not included may include landing/parking fees, crew expenses and carbon offset, etc. Additional fixed costs may include salaries/benefits, hangar, insurance, training, etc





Training: Fall 2009 Maintenance Courses

Eurocopter is serious about safety. Our passengers and crew are our most important assets; so we design and test our helicopters in order to surround them with the best in comfort and safety.

However, the best helicopter in the world is only as safe as the crews who work them.

For this reason, ECL provides factory training for maintenance engineers and pilots.

Whether it is a new type rating or recurrent training, ECL provides instruction at a level that cannot be matched. As a manufacturer, responsible for the continuing airworthiness of our helicopters, we tap into a

vast pool of knowledge – around the world. The result is training courses that benefit from this invaluable resource.

As such, ECL recommends and encourages all pilots and AMEs to take advantage of this store of knowledge and join us for your next refresher, recurrent, or new type rating.



Claude Roy, Director, Training



ECL Training School

The Eurocopter Canada Training school is pleased to announce its Fall training schedule for Maintenance courses:

- AS350 B2 Airframe: Sep. 21 - Oct. 2
- Arriel 1 Engine: Oct. 5 - Oct. 9
- EC120 B Airframe: Oct. 19 - Oct. 30
- Arrius 2F Engine: Nov. 2 - Nov. 6
- Arriel 2 Engine: Nov. 9 - Nov. 13
- AS350 B3 / EC130 Difference Airframe: Nov. 16 - Nov. 20
- AS350 B2 Airframe: Nov. 30 - Dec. 11
- Arriel 1 Engine: Dec. 14 - Dec. 18

For more information on courses, prices, please visit our website: www.eurocopter.ca

Upcoming Events



CACP (Canadian Association of Chiefs of Police) 104th Annual Conference

August 9 – 12
Charlottetown, PEI



ALEA (Airborne Law Enforcement Association) Regional Safety Seminar

October 20 – 22
Edmonton, AB



ONTARIO AME Workshop & Symposium

October 28 – 30
Toronto, ON

