



Eurocopter Canada's Customer Support Newsletter

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Note from the Director

Dear Valued Customer,

First, I am pleased to introduce you to our new President and CEO Mr. Guy Joannes. Guy was appointed to the position in October and has an impressive track record in the rotorcraft industry. Guy holds both an Aerospace Engineering and Management Degree and has worked for a number of aerospace companies including Turbomeca.

Guy first joined Eurocopter in 1991 in the Customer Service Directorate and has served as the CEO of two Eurocopter subsidiaries, Australia where he spent over six years and in South Africa where he spent three years. Most recently Guy was responsible for business develop-

ment for Eurocopter in India. Guy remains committed to building strong relationships and assisting customers with their day to day activities.

In terms of innovation I am pleased to announce we are continuing to invest in our MRO capabilities. We have acquired an EC120 Test Bench to perform the load run on the Main Gearbox. New AS350 Air Frame and Tail Boom Structural Repair jigs have been added and will be fully operational by January 1st, 2010. Also, ECL’s R&O shop is now able to perform the verification of Fire Detectors Opening Threshold. Another service initiative for

Canada will be the 2010 roll out of a new Customer Loyalty program. Please see inside for preliminary information.

Gordon Kay
Director, Customer Support



Mr. Guy Joannes, President & CEO

“Steadycontrol” for vibration testing and balancing

Looking to reduce time and costs on your Rotor Track and balance operations? “Steady Control” is your complete solution.

“Steadycontrol” is a revolutionary new tool with unique advanced vibration analysis capabilities offering a comprehensive rotor track and balance solution thanks to two complementary modules.

Designed for balancing main and tail Rotor, tail drive shaft, fan etc. Steadycontrol Rotor offers, accurate measurements and im-

mediate balance solutions. The application provides you with an overview of your helicopter rotor drive vibrations and clear display of the measurements and tunings.

Available for the EC120, EC130 and AS350/355 type aircraft, Steadycontrol Absorber allows you to compute your aircraft absorber adjustments.

The package is light, compact and portable and contains all the components, accessories, software and instructions needed.

Our field representatives are now fully trained and will be pleased to assist you by providing the necessary guidelines to optimize the usage of the tool. For more information, please contact your regional technical representative.





Technical Tip: Cracks on AS350/355 Tail Rotor Blades

While inspecting the tail rotor center spar section for transverse crack on the reinforcement pads, it may be necessary to remove the white Tedlar film (resembles white primer).



Inside overview of a 355A12-00140-08 cuff

Removing the film will allow light from a flashlight to penetrate the spar, illuminating any cracks that are present. This is also a great time to check the laminated bearings for wear or cracking.

Worn or weak bearings may lead to, or expedite transverse cracks on the reinforcement pad slopes. As always, refer to the Met chapters 64.10.00.601 and 64.10.00.602 for the appropriate criteria.

New R&O service

ECL's R&O shop is pleased to offer a new service: the Fire Detector Opening Threshold check. The required tool has been received and is now operational.

This check is required at 1,500 hrs and 3,600 hrs on most light helicopters listed in the PRE 05-20-01 ATA 26-10.

ECL intends to offer a 1 day Turn Around Time so please notify the R&O shop to make arrangements for this service.

Service Bulletins

ECI20

SB 67-022 ROTOR FLIGHT CONTROLS- RH pedal unit: Play in the torque tube-to-yaw ball-type control lever assembly

IN-2058-I-25 EQUIPMENT AND FURNISHINGS - KANNAD three-frequency or CPI 503 emergency locator transmitters - Emergency locator transmitters delivered with a maintenance code

ECI30

SB 05-004 TIME LIMITS - MAINTENANCE CHECKS - Collective Pitch and Yaw Anticipator Potentiometers

IN-2058-I-25 EQUIPMENT AND FURNISHINGS - KANNAD three-frequency or CPI 503 emergency locator transmitters - Emergency locator transmitters delivered with a maintenance code

ECI35

SB 85-041 Optional Equipment – External Mounted Hoist System – Service Bulletin 44301-720-02 Rev.1 of the Goodrich Company

SB ECI35-56-003 Windows – Door Windows – Retrofit of rear door window panes

ASB ECI35-67A-019 Rev 1- Rotor Flight Controls – Tail Rotor, Cyclic and Collective Controls – Check bearings for correct attachment and retrofit of bushings and washers

IN 2074-I-00 GENERAL - Technical Publication News

IN 2086-I-00 DOCUMENT PRESENTATION - Distribution of technical operational documents (EASB-ASB-SIN-ALS-SB-IN-LI) via internet. Cancellation of paper copy distribution.

ASB ECI35-67A-019 Rev 2- Rotor Flight Controls – Tail Rotor, Cyclic and Collective Controls – Check bearings for correct attachment and retrofit of bushings and washers

SB ECI35-24-021 Electrical Power – Battery Master Box – Replace P/C card

SB 24-020 Electrical Power System – Electrical Master Box – Modification of the Electrical Master Box

AS355

SB 25.00.91 EQUIPMENT AND FURNISHINGS - Emergency floatation gear fixed part installation

IN-2058-I-25 EQUIPMENT AND FURNISHINGS - KANNAD three-frequency or CPI 503 emergency locator transmitters - Emergency locator transmitters delivered with a maintenance code





ECL introduces a Customer Loyalty Program, a 1st for Eurocopter

Increase your savings by simply being a loyal ECL customer.

In our commitment to increase customer satisfaction, ECL will be soon launching a Customer Loyalty Program designed to reward you as you purchase spares and services from ECL. The program will give your company the opportunity to take advantage of reimbursable reward points that can be used on ECL's full range of services.

As the program gets underway, we are confident you will receive a higher level of savings. Complete information on the program will be communicated shortly. In the meantime, do not hesitate to contact us for further information.

Focus on: ECL options

For over 20 years, ECL's engineering department has been working on the development of optional equipment for Eurocopter products. Our Fort Erie engineers have developed a long list of options. While our complete options catalogue is available from our website, here are some of our most popular options.

EC130 / AS350 Cargo pods or "Squirrel cheeks" (LH/ RH)

The Cargo pods, both available for the EC130 and AS350 series increase the volume of both the LH and RH compartments.



Part numbers:
130-201024 (EC130
"Squirrel cheeks LH)
350-200814 (AS350
"Squirrel cheek kit, LH)
350-200824 (AS350
"Squirrel cheek" kit, RH)

AS350 Forward opening rear cargo door

The AS350 Forward Opening Rear Cargo Door replaces the existing downward opening aft cargo door, making use of the cargo compartment easier as the door is out of the way during loading / unloading.



Part number:
350-201014

AS350 Battery relocation kit

The AS350 Battery Relocation kit installs a higher capacity battery in the tail boom in lieu of the standard battery removed from the RH cargo compartment. This reduces or eliminates the need for tail boom ballast while increasing the usable space in the RH cargo compartment. The kit is designed to be removed or installed with winter gloves.



Part number:
350-700324

Technical questions can be emailed to techsupport@eurocopter.ca. For phone support, please call (905) 871-7772 and ask to speak with a Technical Support Representative.

Orders can be placed by email at options@eurocopter.ca or by phone or fax at:

- Phone: (604) 244-1669
- Fax at (604) 244-2926.





Special feature: AS350 - Helpful information for Operating in Cold Weather

As cold weather is already upon some of our operators, the ECL technical support team would like to remind you of applicable sections of our documentation. Here is a summarized information related to operation in cold weather that the team prepared for you as a helpful guide.

Standard Practices Manual

Chapter 20.07.02.205 De-Icing and Anti-Icing.

Chapter 20.01.01 Products used on helicopters

Helpful for finding operating temperature ranges for oils and greases.

Maintenance Manual

Chapter 05.21.00.605 Checks for operating in cold weather

Flight Manual

Section 2.1 Operating Limitations

- Fuel and Oil Effectivity at different temperatures
- Section 8.4 Para. 3 for AS350 Operation in cold weather
- Section 9.9 Ski installation

Options you might want to use:

Illustrated parts catalog:

Chapter 32.91.10 Skis

Tools catalog:

Chapter 96.20.00 aircraft covers, full blade covers, canopy covers, tail and main rotor head covers, etc.

ECL options:

AS350 Settling protectors kit (Part number: 120-500214-01),



ECL AS350 Settling protectors kit

For additional information on maintenance and care of your helicopter, please contact your technical representative.

Long Lead Time Items

Below is a list of items for which there may be long lead times due limited supply. Eurocopter Canada has specific actions plans in place intended to increase the availability of each of these items as soon as possible. In the meantime, we encourage you to plan as much in advance as possible and/or provide forecasts for these items.

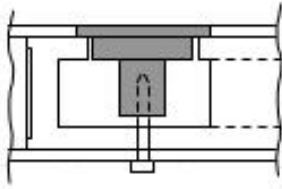
Material Number MPN	Description
350A33-1526-00	LEVER, TGB CONTROL
350A35-1059-01	COUPLING BUSHING ASSY
6701800800	ROD END
LM78349LM78310A	BEARING TIMKEN
350A33-0200-05	TGB
T262M50T0002	EXTINGUISHER
ER271	PLUG KEY





EC120 Main Rotor Blades

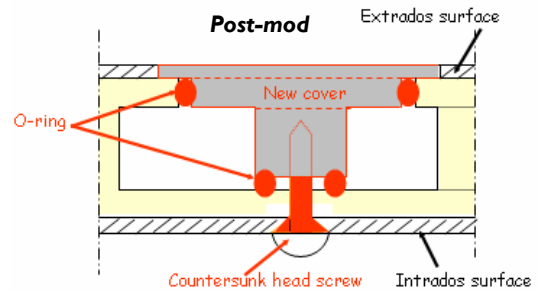
The EC120 B main rotor blades differ in shape, twist, length and construction from the AS355 type blades; a carbon fiber skin is used instead of a fiber glass skin. The flexibility is slightly different. We would like to bring the importance of the S.B 62.01 I to your attention. It introduces a new “pocket door” where the blade tip balance weights are installed in the “tower track and balance” run test. The plastic door has been modified to enhance the sealing from water infiltration. This Service Bulletin prevents down-time and internal corrosion of your blades.



Pre-mod

Prior to blade S/N 1571 (or aircraft S/N 1396), the post mod. blade door was installed with liquid sealer. Finish plastic putty was used to seal the door. In service experience has shown that erosion slowly removes the sealer and water penetrates the foam filler. As the door is on the top of the blade, this can easily be missed by the pilot or engineer during inspection. A new door with two “o-rings” incorporated to the door (one “o-ring” on the door and one on the screw) to perfectly seal the weight compartment. ECL Blade Shop can perform this modification at \$350.00 USD per blade.

When water penetrates the weight compartment, corrosion can start and pulling out span wise weight to rebalance the blade may become impossible. The tip foam core fills with water and it then becomes necessary to add more than the maximum balance washers on the opposite two blades in order to remove lateral vibration.



“SMS” and ECL’s Recurrent Pilot Training

Transport Canada (TC) recently introduced a Safety Management System (SMS) for commercial operators that should see all operators submit their operating standards to TC.

As safety has always been our first priority, ECL wishes to actively participate to the SMS and will be offering on site pilot OEM recurrent training. We understand that it may not be an easy task for a pilot to switch “hats” during the year from operational pilot to instructor pilot.

In addition to a very comprehensive “ground school” manual created by Eurocopter, ECL provides on site training by experienced pilots who have received factory training. The training prepares pilots for a wide range of situations that our instructors encounter on a regular basis and through their many years of experience. Pilots who have successfully completed ECL’s training will receive the OEM diploma, putting you in the best possible light in regards to the standards set by the SMS.

For more information on the pilot recurrent training, please contact Claude Roy, Director of Training. ECL by email at clauderoy@eurocopter.ca



Geotech Limited have recently selected ECL for their Recurrent Pilot Training.





Training: a strong commitment to safety



ECL / BCIT event

With the recent signing of two major agreements on training, ECL strengthens its commitment to flight safety.

On September 25th, 2009, ECL and the British Columbia Institute of Technology (BCIT) signed a Memorandum of Un-

derstanding that will lead to the development of a specialized training program in airframe and engine maintenance. During the event, the Honourable Moira Stilwell, Minister of Advanced Education and Labour Market Development insisted on the importance of such partnerships in meeting demand for training programs.

Further to a first announcement at HAI in 2009, ECL and Canadian Helicopters Limited (CHL) finalized their agreement on CHL's Advanced Mountain Flying Training Program on October, 22nd at the CHL School of Advanced flight

Training. Eurocopter endorsed CHL's unique program that will prepare pilots to understand and manage the inherent risk encountered in mountain flying.



ECL and CHL personnel at CHL's Penticton School of Advanced Flight Training



Mario Blais, Instructor, AME Training

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

- AS350 B2 Airframe: January 11-22 (full)
- Arriel 1 Engine: January 25-29 (full)
- AS350 B2 to AS350 B3 / EC130 Airframe: February 8-12
- Arriel 2 Engine: February 15-19
- AS350 B2 Airframe: March 1-12
- Arriel 1 Engine: March 15-19
- EC120 Airframe: April 12-23
- Arrius 2F Engine: April 26-30

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

Upcoming Events

Mineral Exploration Roundup 2010

January 18-21, Vancouver, BC

Heli-Expo (HAI)

February 21-23, Houston, TX, USA

Prospectors and Developers Association of Canada (PDAC) International Convention, Tradeshow and Investors Exchange

March 7-10, Toronto, ON

CHC Safety Seminar

March 22-24, Vancouver, BC

Congrès de l'Association Québécoise du Transport Aérien (AQTA)

March 24-26, Charlevoix, QC

Helicopter Association of Canada (HAC) Annual Convention & Trade Show

April 11-13, Quebec City, QC

