



Eurocopter Canada's Customer Support Newsletter

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Note from the Director

Dear Valued Customer,

It was a great pleasure to meet with Canadian operators during Heli-Expo in Houston last month. The operators I talked with are optimistic that 2010 will be a better year and flying hours will be getting back to normal. That being said, not sure what normal is today but we are committed to support our customers the best way we can.

In these trying times we are very happy to make the following announcements. Two new technical representatives will be join-

ing the team. Brad Morgan will join the Fort Erie Service Engineering group, becoming our first ever dedicated avionics representative and Rod Tupula, an AME with extensive field experience will join the field representatives and support the Ontario region.

Increasing our support services has also been high on our agenda. New airframe and tailboom jigs for AS350 series and an EC120 Main Gearbox test stand have been acquired. Both are days away from being put to good use. Another 1st for the helicopter

industry is our new Rotor Rewards program. The program provides rewards for services purchased from Eurocopter Canada Limited (ECL). More information will be provided inside this issue.

Gordon Kay
Director, Customer Support



Slave Lake's AS350 B2 on the Eurocopter booth at HAI

Customer Satisfaction Survey: help us help you!

Eurocopter will be launching its 6th Customer Satisfaction Survey campaign in April.

This biannual survey provides ECL with important information on the effectiveness of our ongoing actions launched as a result of previous surveys and helps us identify new opportunities for product and service enhancements.

ECL's customers and operators will soon be invited to participate in the 2010 Customer Satisfaction Survey and will be provided with all the necessary information.

The ECL team counts on all contacted personnel to help us in this survey effort. New to this year's survey is the utilization of respondent-specific filters that will reduce the time needed to

complete the questionnaire and increase the accuracy of our results.





Two new Tech Reps join the team

Brad Morgan joins the Fort Erie Service Engineering team, becoming our first ever dedicated avionics representative

Brad graduated from the Avionics Maintenance Program at Canadore College in 2002. He received his AME "E" license in 2004. He has been employed at Eurocopter since the spring of 2002.

At ECL he has worked both on the production and flight line sides for AS350 B2 / B3, EC120 B, and EC130 B4 aircraft.



Brad Morgan

ECL welcomes Rod Tupula to our field technical support team

Rod joined the Service Centre team at ECL in December 2007 where he has been involved in numerous conversions of AS350 aircraft, in rebuilding damaged aircraft and performed line maintenance on EC120B & AS350B2 & B3 aircraft. Rod's aviation career started in the mid 1980's with Ranger Helicopters (which later became Canadian Helicopters).

In the mid 1990's Rod moved west for 13 years working for Northern Mountain Helicopters and VIH Helicopters in British Columbia. He built experience in field work and heavy maintenance on various types of aircraft including AS350 B, BA, BI & B2 models. Before joining ECL he assumed the position of chief engineer for his last year with VIH. Rod will be joining the Technical Support team in June.



Rod Tupula

Service Bulletins

EC120

- ASB 05-A012 R1 - TIME LIMITS - MAINTENANCE CHECKS - Check for crack in the main rotor hub
- SB 31.006 R1 - INDICATING AND RECORDING SYSTEMS - Check of the warning panel
- SB 56.003 - WINDOWS - Strengthening RH and LH side windshield panels
- SB 63.014 - MAIN ROTOR DRIVE - MGB housing corrosion protection improvement
- SIN 2133-S-26 - FIRE PROTECTION -P/N 863520-00 Fire Extinguisher: Contaminated halon
- SIN 2147-S-26 R1 - FIRE PROTECTION - Cabin fire extinguishers/Contamination of halon

EC130

- SB 56.004 - WINDOWS - Strengthening RH and LH side windshield panels
- SIN 2133-S-26 - FIRE PROTECTION - P/N 863520-00 Fire Extinguisher: Contaminated halon
- IN 2138-I-25 - EQUIPMENT AND FURNISHINGS - Improvement of Pilot & Co-pilot seats - Reminder of existence of reinforced seats, and reinforced bucket seat attachment MOD's
- IN 2139-I-21 - AIR CONDITIONING - Use of tracer products in Liebherr air conditioning systems
- SIN 2147-S-26 R1 - FIRE PROTECTION - Cabin fire extinguishers/Contamination of halon

AS350

- SB 25.01.06 - EQUIPMENT AND FURNISHINGS - Replacement of the existing hook with a D'LOCK type hook with utility eye
- SB 25.01.08 - EQUIPMENT AND FURNISHINGS - Check of load release unit cargo hook MP/N AS21-5-7
- SB 25.01.10 - EQUIPMENT AND FURNISHINGS - Electric Hoist: replacement of hook with a D'LOK type hook with sight
- SB 67.00.45 - ROTOR FLIGHT CONTROLS - Main Servo-Actuator: Input Lever Attachment
- SIN 2133-S-26 - FIRE PROTECTION - P/N 863520-00 Fire Extinguisher: Contaminated halon
- IN 2138-I-25 - EQUIPMENT AND FURNISHINGS - Improvement of Pilot & Co-pilot seats - Reminder of existence of reinforced seats, and reinforced bucket seat attachment MOD's
- SIN 2140-S-05 - TIME LIMITS - MAINTENANCE CHECKS -Water bombing operation cycle counting for helicopters fitted with water bomber kit





How to breeze through a warranty claim

If you find yourself eligible for an airframe warranty claim, make sure you follow these easy steps to ensure swift action from the ECL team:

1. Download and complete your "Warranty Claim Report". The form is available from our website: <http://www.eurocopter.ca/asp/Support.asp>. Refer to the instructions to make sure your form is properly completed.
2. Return your form and Warranty Claim Report back to ECL. You form can be sent by either fax at (905) 871-3599 or email at ruby.smith@eurocopter.ca
3. A Return Material Authorization (RMA) number will be sent to you.



Please note that corrosion, misuse and shipping damage, rental parts and tools, shipping charges, or labor are not typically covered under the warranty agreement. Engine warranties are provided by the manufacturer.

Warranty Claim Report

Should you require further assistance, please contact Ruby Smith at (905) 994-2930 or email at ruby.smith@eurocopter.ca

Did you know?

Fuel caps for the AS350 and EC130... don't lose your keys!

The older style fuel caps P/N ER271 take Key Blanks R63ST from Dominion Lock Company (Canadian).

The fuel cap P/N ER271 with the silver colored lock insert takes Key Blank P/N K4884B.

The fuel cap P/N ER271 with a black colored lock insert takes Key Blank P/N PJ002.

Now for the new aircraft delivered in the past two years, post S/N 3900 and new replacement fuel caps have keys that are cut individually. The key blanks for the new caps can be purchased from a locksmith using Key Blank P/N ILCO, 1581G-CLB7.

Service Bulletins

AS350 cont'd

SIN 2147-S-26 R1 - FIRE PROTECTION - Cabin fire extinguishers/ Contamination of halon

SIN 2149-S-34 - Incorrect Database Honeywell Cycle 1001-Honeywell Urgent Safety Letter D201001000010

SIN 2152-S-00 - GENERALITIES - Safety risks associated with Sales and use of unauthorized/counterfeit EUROCOPTER helicopters and component parts, all models

AS355

SB 25.00.95 - EQUIPMENT AND FURNISHINGS - Electric Hoist: replacement of hook with a D'LOK type hook with sight

SIN 2133-S-26 - FIRE PROTECTION - P/N 863520-00 Fire Extinguisher: Contaminated halon

IN 2138-I-25 - EQUIPMENT AND FURNISHINGS - Improvement of Pilot & Co-pilot seats - Reminder of existence of reinforced seats, and reinforced bucket seat attachment MOD's

SIN 2147-S-26 R1 - FIRE PROTECTION - Cabin fire extinguishers/ Contamination of halon

SIN 2149-S-34 - Incorrect Database Honeywell Cycle 1001 - Honeywell Urgent Safety Letter D201001000010

BO105LS-CBS

SIN 2149-S-28 - Incorrect Database Honeywell Cycle 1001 - Honeywell Urgent Safety Letter D201001000010

SIN 2152-S-00 - GENERALITIES - Safety risks associated with Sales and use of unauthorized/counterfeit EUROCOPTER helicopters and component parts, all models

AS332

IN 2127-I-28 - FUEL - Fuel lines contaminated by talcum powder on helicopters on the assembly line

SIN 2133-S-26 - FIRE PROTECTION - P/N 863520-00 Fire Extinguisher: Contaminated halon

SIN 2147-S-26 R1 - FIRE PROTECTION - Cabin fire extinguishers/ Contamination of halon

ASB 01.00.66 R1 - LIMITATIONS - SIREN Load Release Units

AS21-5-(1 to 7): Anomaly on the locking keeper and load jammed on the cargo hook in the open position

Other (SIREN) Load Release Unit Models: Load jammed on the cargo hook in the open position

SB 05.00.82 - TIME LIMITS - MAINTENANCE CHECKS - Emergency flotation gear: Untimely deployment

SB 05.00.83 - TIME LIMITS - MAINTENANCE CHECKS - Side plug doors

SB 53.01.43 R2 - FUSELAGE - Reinforcement of tail boom finger strip at frame junction at X 9000 or X 9900 (according to aircraft)





New Technology: Eurocopter is flying blue!

At Heli-Expo 2010 in Houston, TX, attendees were given the chance to witness some of the latest technology developed by Eurocopter including the Blue Edge™ double-swept main rotor blade technology and The Blue Pulse™ active noise reduction system.

These are perfect examples of Eurocopter's commitment to launching one new technology demonstrator or upgrade program each year over the next decade.

The Blue Edge™

The Blue Edge™ design changes the blade-vortex interaction (BVI) that occurs at the tip of any helicopter blade. A five-blade Blue Edge™ main rotor has been flying since July 2007 on an EC155 testbed, logging 75 flight hours and demonstrating noise reductions of 3 to 4 dB, as well as very good performance of the blade.



The Blue Edge™ technology



Eco-efficiency on display

The "OPOC" engine

Also on display at the Eurocopter stand was a new compact, high efficiency, high compression two-stroke engine, the innovative OPOC™ from US-based EcoMotors International that the company is considering to perform a flight with a light single-engine helicopter powered by a diesel engine.

The Blue Pulse™ active noise reduction system

This piezo-active rotor control system has the primary objective of reducing noise levels generated by the interference of the rotor blade tip vortices from one rotor blade with the following blades. Flight tests have demonstrated noise reductions of up to 5 dB, while also bringing vibrations to "near jet-smooth" levels said Yves Favennec, Eurocopter's Research and Innovation Vice President. "It creates a smoother ride for passengers and should extend the lifetime of sensitive onboard components such as electronics".

Drastic environmental objectives for 2020 have been defined by the Advisory Council for Aeronautics Research in Europe (ACARE), including a 50% reduction in both fuel consumption and noise. Meeting these objectives is all the more important for helicopter manufacturers as it will help them meet the challenge of expanding their range of civilian applications.



The Blue Pulse™ technology

Main Rotor Blades

During main rotor blades replacement in the hangar, have you ever heard someone saying: "Oh !! I am lucky the serial number of each blade is in consecutive order, that will be easy to track and balance"...This comment may sound right but it is not true, each main rotor blade manufactured or repaired at La Courneuve (North of Paris, France) facility is tested on one of the 3 "dynamic tower track and balance test stands" in order to facilitate and make each blade interchangeable. An enormous electric motor of 12 megawatts runs the main rotor blade similar to that installed on aircraft with "very sophisticated" track and balance equipment.





The blades are run at the same RPM as the normal cruise speed and they can check at the same pitch angle as the maximum power given on the aircraft. In other words, they can reproduce the same coning angle as the max power take off. The center of pressure of each blade is verified at the tip by a few laser beams which record the distance from precise point on the fixture. Is it a good reason to return the blades to the proper repair station, the source of manufacturing?

Depending on the repair, the static balance is not always enough; we test the new or repaired blade in the flight tolerance of a "master" blade of its category. This saves you a lot of time and minimizes the adjustments required, saving you money.



Dynamic tower track and balance test stand in La Courneuve, France

AS350 Airframe Repair at ECL

ECL is pleased to inform you that the company is now Eurocopter and Transport Canada approved for structures and MRO for AS350/AS355 family aircraft. We have acquired structural repair jigs which allow us to provide you new services in the field or at our Fort Erie location for:

- Structural repair
- Damage assessment of aircraft
- Replacement of components
- Exchange part inventory



Fuselage repair jig

The acquisition of these jigs has enabled us to expand our range of services. Along with the support already provided by R&O, these new jigs will allow us to carry out structural repairs on site which are not limited to but may include the following:

- LH skin panel partial exchange
- Replacement of either attachment flanges of the horizontal stabilizer
- Aft Structure junction frame
- Replacement of RH spar and its fitting
- RH skin replacement
- Replacement of tail cone RH skin
- Method for replacing X bulkhead and rear frame
- Replacement of tail boom cone
- Horizontal stabilizer attachment replacement
- Rear cone exchange on main structure
- Replacement of bidirectional bar support fittings

Our team of six technicians, two Aircraft Maintenance Engineers (AMEs) and two experts are able to effectively repair an aircraft with these new jigs and restore interchangeability points to original specifications.

ECL now has three approved jigs for the AS350/AS355 series:

- Mobile repair jig (for use off site)
- Tail boom repair jig
- Fuselage repair jig



Tailboom repair jig

While all of the work can be performed at our Fort Erie facility (fuselage, cabin floor, half structure, etc...), we can now perform many repairs at your facility. Depending on the degree of damage, a standard repair can be completed in 1-2 weeks.

The new portable Jig has already proven to be effective by confirming the interchangeability of the Tailboom junction frame upon replacement of a damaged Aft Tailcone skin and Repair by Reinforcement of damaged Center Section X Frames.



Mobile repair jig





Mark your calendar: ECL at HAC

As the Annual Helicopter Association of Canada (HAC) Conference and Trade-show is fast approaching, the ECL team is pleased to announce its presence at the show, held this year in Quebec City, QC, April 11-13.



Eurocopter Canada booth # 45

For Canada's largest tradeshow dedicated to the helicopter community, ECL will be featuring new technology developed by the Eurocopter Group, promoting the complete range of Eurocopter products as well as its new extended

range of services.

ECL will also be unveiling its new Customer Loyalty Program, Rotor Rewards, specifically tailored to its Canadian customer base.

All participants are invited to attend the annual technical update and breakfast, jointly organized by ECL and Turbomeca Canada teams on Sunday, April 11th.

New to this year's show will be an AS350 Blade Maintenance presentation on Tuesday, April 13th.



ECL Blade shop

Come visit our booth #45 and meet the ECL team.

ECL HAC Agenda

April 11, 0730-1200

ECL / Turbomeca breakfast and Technical Update (Quebec Hilton, all welcome)

April 11, 1900-2200

ECL / Turbomeca Customer Appreciation night (invitation only)

April 13, 0845-0945

BO105 Technical Presentation (Convention Centre, Room 2101A, all welcome)

April 13, 0945-1045

Blade Maintenance Presentation (Convention Centre, Hall 2000D, all welcome)

The Hilton Quebec Hotel and Quebec City Convention Centre, Quebec City, QC, Booth #45

Rotor rewards takes you further rotor rewards

Rotor Rewards is a comprehensive new program that provides loyal Eurocopter Canada customers with tailor-made support programs, exclusive member promotions and perks as well as rewards that have been expanded to include our full range of industry leading services.

You can download the enrolment form and our Terms & Conditions from the Rotor Rewards page on www.eurocopter.ca. Complete the form and send it back to Eurocopter Canada by email at rotorrewards@eurocopter.ca before May 15th for the following opportunities:

- A chance to win one of the five Aviator Jackets as early bird prizes
- Be eligible for Reward Points as indicated in the program Terms & Conditions beginning February 1st, 2010.

Upcoming events



HAC (Helicopter Association of Canada), 14th Annual Conference and Trade Show

April 11-13, Quebec City, QC



CANSEC

June 2-3, Ottawa, ON



CBAA (Canadian Business Aviation Association), Annual Trade Show and Static Display

July 7-8, Calgary, AB



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