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Note from the Director



Dear valued customer,

2011 was a good year for ECL with 21 new Eurocopter helicopters

delivered in Canada. In 2011 the Eurocopter Canada fleet of 620 helicopters flew 255,700 hours or another way to express it, 412 hours per aircraft. These are quite impressive numbers as the Eurocopter Worldwide Fleet of 5,129 helicopter flew 1,610,000 flight hours, or an average of 314 hours per helicopter. I'm pleased to provide this information thanks to our customers participating in the Rotor rewards program. The information collected from our subscribers is not only used for statistics, but is very useful for ECL for future planning and forecasting of our spares, support and training requirements.

Eurocopter continues to invest in new products with the latest being the introduction of the AS350 B3e into Canada. The enhanced helicopter has been very well received and features a new engine, tail

ECL Can Repair Your Starflex!

Eurocopter Canada Limited has received OEM approval to carry out Starflex D-Level repairs for the AS350 and AS355. We expect to be up and running before the end of the 1st guarter of 2012.

This repair consists of replacing all three bushings when one or more bushings have been determined to be debonded in the field.



We can "Repair your Starflex", please contact your Customer Service Rep for details.

rotor improvements, increased maintenance intervals and extended TBOs resulting in DMC savings.

Recently, the EC130 T2 helicopter was introduced. Please see the article on the HAI Highlights for more information. In addition, we will be doing a general presentation on the helicopter at the Friday morning technical briefing at the HAC in Ottawa.

On the services side I'm happy to announce a new service for our customers with the introduction of the Starflex repair. Please take a look at the article 'We can repair your starflex' in the newsletter. In addition, Eurocopter and Turbomeca will be presenting a technical briefing on the morning of Friday 16th at HAC. The briefing will be on the EC120, AS350 and EC130.

We hope to see you at HAC!

Carta

Gordon Kay Director, Customer Support

Say hello to your new CSR!

We are pleased to welcome Dan Payette to the Eurocopter Canada team as a new Customer Service Representative! Dan brings 15 years experience in customer service and sales.

The customer support team is closely integrated

with our Sales & Marketing team, ensuring that you enjoy a seamless transition from the acquisition of your helicopter through to years of hassle-free flying. The team is here to help make operating your Eurocopter product as simple and reliable as flying it.



You can reach Dan at ECL's Montreal office: (514) 334-5554 or <u>dan.payette@eurocopter.ca</u>.







HAI 2012 Highlights

The world's largest helicopter tradeshow was held at the Dallas Convention Center in Texas from February 11th to 14th. HAI 2012 reached another record breaking year with more than 650 exhibitors and almost 20,000 attendees. The helicopter community enjoyed more than 1 million square feet of exhibition and meeting space and 60 helicopters on the show floor. Eurocopter was one of the largest exhibitors at the event, showcasing the latest products, technologies and services from our portfolio.

Eurocopter Group, celebrating its 20th anniversary, demonstrated its leadership in innovation with the launch of yet another product, the EC130 T2, aligning it with customer requirements and evolving fleet operations. The EC130 T2 is an updated version of the single-engine EC130, with 70% of its airframe modified for enhanced safety, comfort, performance and versatility. Key improvements include:

- Active vibration control system (AVCS);
- High performance air conditioning & demisting systems;
- Redesigned cabin interior with full flat floor;
- Improved man-machine interface;
- New and powerful Turbomeca Engine Arriel 2D;
- Lower fuel consumption and better engine health monitoring;
- Extended load capacity offering better versatility for EMS, Law Enforcement and Utility missions;
- Higher TBOs which will result in decreased DMCs.

In addition to the EC130 T2 unveiling, Eurocopter's Heli-Expo exhibit stand at Dallas included the new EC145 T2 along with the Helionix avionics suite and the Stylence Cabin Interior. The Helionix represents the new and advanced avionics solution for Eurocopter's light helicopters.

Also on display at Eurocopter's booth were the EC175 and the EC135 T2e, the evolved version of Eurocopter's twin-engine EC135 family, a built to scale model of the X3 and a whole range of other innovative solutions for products and services. Customers also had the opportunity to demo the EC120, AS350 B3e, EC135 & EC145 at the Convention Centre's heliport on-site.

Heli-Expo 2012 was an outstanding success for the Eurocopter Group, with 191 bookings, 8 aircraft deliveries and many support-related contracts implemented.

Eurocopter Canada would like to thank all the participating Canadian customers for making HAI 2012 a great show for the entire Eurocopter family.







ECL Launches Innovation in Safety Award

Eurocopter Canada Limited has launched its *Innovation in Safety Award*, which is dedicated to the increased safety of helicopters in Canada, both while flying and on the ground. The goal of the award is to generate greater awareness of safety by highlighting industry best practices.

This award is open to individuals, groups, companies, organizations or agencies working in rotary wing aviation, who have made advances in innovation and are taking measures to increase safety. Nominees will be judged on the following criteria: Innovation, Safety and Reach. Innovation will be based on the creation of more effective products, processes, services, technologies or ideas to increase safety during flying operations. Nominees will also be judged on the significance of their innovative safety practices, as well as the number of people impacted by these initiatives. The winner of this award will be selected from all nominations received during a calendar year. The Award Presentation will take place every year at the Helicopter Association of Canada's Annual Convention.

Nominees will be judged by a panel of rotary wing experts, including: Robert Erdos, Chief Experimental Test Pilot at National Research Council of Canada; Fred Jones, President and CEO at Helicopter Association of Canada; Matt Nicholls, Editor at Helicopters Magazine and Wings Magazine and Mike Reyno, Photo journalist and Owner at Vertical Magazine.

For more information on the award and nomination process, please visit www.eurocopter.ca

More rewards and more savings through Rotor Rewards!



Your single source of Support & Savings

The Rotor Rewards Program keeps getting bigger and better every year! This year, more than 80 customers will be benefiting from the exceptional benefits and promotions as members of Eurocopter Canada's unique loyalty program.

As per the recently concluded Rotor Rewards promotion, Eurocopter Canada would like to announce the winners of five exciting prizes. All existing and new members who submitted their annual fleet information were automatically entered into the draw:

1st prize (Trip to HAI): Phoenix Heli-Flight

2nd prize (MacBook Air 11'): Sander Geophysics Ltd.

3rd prize (Nikon D3000 10.2MP Digital SLR Camera): Innukopteres Inc.

3rd prize (EC Cutter and Bug leather bag): Hydro One Helicopter Services

4th prize (An ECL Soft Shell Technical Jacket): Panorama Helicopters Ltd.

Congratulations to all the winners!!!



Left to right: Arthur Volckaert, DOM, Paul Spring, President, Phoenix Heli-Flight

We would like to thank all existing and new members of the Rotor Rewards program for participating in the draw. As always, Rotor Rewards members can look forward to other exciting promotions in the future!

Currently, Rotor Rewards is open to all commercial owners and operators of Eurocopter aircraft in Canada. For those customers who are still not enrolled, signing up to the program is simple:

- Just go to our website: <u>www.eurocopter.ca/rotorrewards;</u>
- Review the terms & conditions and complete the enrollment form;
- Start receiving additional benefits as detailed in the program.

For any questions, you can write to the Rotor Rewards team at rotorrewards@eurocopter.ca





Keep Current With T.I.P.I!

The T.I.P.I. Service (Technical Information Publication on Internet) offers many benefits and implies a variety of changes with respect to Technical Publications Information on our newly launched website.

The T.I.P.I. site provides many beneficial services and advantages to our. Subscribers will have access to all Emergency and Safety documentation, general Service Bulletins, Information Notices, and the Master Servicing Manual as soon as they are released from France.

By registering to this free service, customers can also obtain "Reference" only copies of EASA (Code A) Flight Manual revision updates.

Please be advised that these updates are for "Reference" only and are not to be printed and put in your manual. Kindly wait for the update to be released and sent to you from ECL. Please also note that there are no TC (Code C) approved Flight Manuals posted on the T.I.P.I. site. Therefore, please use caution when viewing these updates, as they may not be the correct certification for your aircraft.

T.I.P.I. also provides you with the opportunity to check the revision status of maintenance manuals and DVD's. Please be advised that this option is no longer available on our new website, however revision statuses' of Flight Manuals remain accessible via

www.eurocopter.ca.

How to check the status of your manuals on T.I.P.I:

- Click on the SRD/LOAP icon;
- Select the aircraft model type in the product drop down box and submit;
- A final screen should appear with a list of the manuals at their current revision status.
- We strongly advise any T.I.P.I. subscribers to visit the Eurocopter Canada website (www.eurocopter.ca) to check the revision status of flight manuals. This way you can be confident that you are checking the revision status with the proper authority/certification code.

If you are not a registered user to T.I.P.I, we would like to encourage you to sign up as soon as possible and take advantage of the many benefits it has to offer.

Thank you in advance for using T.I.P.I. and the Eurocopter Canada website. For more information please contact Caren Stewart at: caren.stewart@eurocopter.ca or 905-994-2969.







WITH EUROCOPTER'S TECHNICAL PUBLICATIONS

Enroll to Paperless Technical Publications for T.I.P.I (Technical Information Publication on Internet) and start receiving electronic versions of the following:

• Emergency documentation (EASB, ASB, SIN,ALS)

PUBLICATIONS

Master Servicing Recommendations

BENEFITS OF PAPERLESS TECHNICAL

Immediate and instant access to the seleted safety documentations upon release by Eurocopter.

Save time + fly safe!

Easily circulate the documentation within your organization.

Option to print copies.

less Subscribers will no longer receive printed documentation.

Information Notices

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- General Service Bulletins
 Airworthiness Limitation Section
- Airworthiness Limitation Section

HOW TO SIGN UP?

For existing T.I.P.I users: Complete the Paper Cancellation Form today to sign up!

For non-T.I.P.I users: Visit www.eurocopter.com for TIPI enrollment and send us a completed Paper Cancellation form. iPAD!

Sign up before March 31, 2012

for a chance to

CONTACT: Caren Stewart Phone: (905) 994-2969 or Caren.Stewart@eurocopter.ca www.eurocopter.ca/techpub



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Frequently Asked Questions

Installation of new NR sensor on the Main Rotor Hub, corresponding to MOD 074223 AS350/EC130

There have been recent Service Bulletins that have come out for the AS350 (SB 63.00.18) and EC130 (SB 63-006) aircraft regarding the replacement of the NR sensor with a new one because of the current one becoming obsolete. Rev 0 of these documents did not account for wiring to reach the location of the NR sensor. Rev 1 however, incorporated the wiring and additional parts so the NR sensor can be successfully connected.

The AS350 and the EC130 share the same part numbers for the kits to be ordered. There are three different kit part numbers that are referred to in Rev 1 and they are:

350A08-6445-0071 This is the new NR sensor kit that was called up in Rev 0 and it does not include wiring to reach location of new NR sensor.

350A08-6445-0151 This kit compliments the -0071 kit in providing the additional wiring to reach the location of the new NR sensor.

350A08-6445-0171 This kit contains all the parts required to successfully install the new NR sensor. This kit combines the -0071 and the -0151 kits.

If you have already ordered the -0071 kit, then you only need to order the -0151 kit to compliment their first order and to be able to complete the install. If you have not yet ordered the original kit, you will only need to order the -0171 kit to fully change to the new style sensor.

Engine to MGB Driveshaft – Hardware Assembly at Engine Flector AS350/EC130

When installing the engine to MGB driveshaft, the assembly instructions & diagrams in the various models maintenance manuals require some clarification.

In the AMM / MET the description refers to the face of the washer (3) that is curved or convex and this is sometimes difficult to distinguish since the curve is slight. The face referred to is opposite to the ID & OD bevels.

When installing, ensure that the large OD diameter thin orange washer (1) is directly against the flector and the smaller OD thin orange washer (2) is against this one. Then place the curved face of the washer (3) against this stack up.

ENGINE FLECTOR END







SERVICE BULLETINS

EC 120

SB 32-006 LANDING GEAR - Replacement of the landing gear rear attachment clamp

SB 67-025 ROTOR FLIGHT CONTROLS - Tail rotor controls. Check the yaw ball-type control Rev. 2

IN 2376-I-28 FUEL - CONTAMINATION OF FUEL SYSTEM - Prevention, detection, eradication, and maintenance actions

IN 2389-I-25 EQUIPMENT AND FURNISHINGS - Check of the pressure gages of the emergency flotation gear inflation bottles

SIN 2395-S-00 GENERAL - Information following a fire on a helicopter which led to an emergency landing

IN 2410-I-20 STANDARD PRACTICES - Main and Tail Rotor Composite blades - Products for repair

AS 350

SB 53.0043 REV0 FUSELAGE - Cowlings and fairings - EC130 B4 type optional thermal protection installation on AS350 B3

IN 2376-I-28 FUEL - CONTAMINATION OF FUEL SYSTEM - Prevention, detection, eradication, and maintenance actions

IN 2380-I-00 GENERAL - AS350 B2/B3 and AS550 C3 Master Servicing Manual - Information following errors in the documentation

IN 2393-I-64 TAIL ROTOR - Attachment of additional weights to the Chinese weights (MOD 075601)

IN 2390-I-62 MAIN ROTOR - NEW STARFLEX STAR 350A31-1918-XX SIN 2404-S-00 GENERAL - ALS Documentation ERROR CORRECTION SB 29-00-15: HYDRAULIC POWER - New hydraulic pump drive

IN 2389-I-25 EQUIPMENT AND FURNISHINGS - Check of the pressure gages of the emergency flotation gear inflation bottles

"E"ASB 05.00.66 LIGHTS – Position lights - Inspection of the optional equipment: "Position strobe lights"

SIN 2395-S-00 GENERAL - Information following a fire on a helicopter which led to an emergency landing

SB 31.00.57 INDICATING AND RECORDING SYSTEMS – Installation of DATCON hour meter

SB 11.00.03 PLACARDS AND MARKINGS - INSTALLATION OF EMER-GENCY "EXIT" LABELS

SB 05.00.65 TIME LIMITS - MAINTENANCE CHECKS - EQUIPMENT AND FURNISHINGS Introduction of a TBO for cargo hook (MP/N) S1609-6

SB 31.00.58 REV0 INDICATING AND RECORDING SYSTEMS - Installation of a diode on the input circuit of the "red GOV" indicator light on the Comtronic type warning panel.

IN 2410-I-20 STANDARD PRACTICES - Main and Tail Rotor Composite blades - Products for repair

SB 63.00.08 MAIN ROTOR DRIVE - Poly V trapezoidal type belt installation on hydraulic pump drive. Rev.3

SB 53.00.44 REV0 FUSELAGE - Tail boom conversion

SB 63.00.18 REV1 MAIN ROTOR DRIVE - Main Rotor Hub (MRH)- Installation of a new NR sensor on the Main Rotor Hub (MRH). Rev. 1

"E"ASB 26.00.02 - FIRE PROTECTION – Power Plant Fire Detection -Restoration of the power plant fire detection circuit function

SB 05.00.67 TIME LIMITS - MAINTENANCE CHECKS - Inspection of the longitudinal bulkheads

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EC 130

IN 2376-I-28 FUEL - CONTAMINATION OF FUEL SYSTEM - Prevention, detection, eradication, and maintenance actions

IN 2390-I-62 MAIN ROTOR - NEW STARFLEX STAR 350A31-1918-XX IN 2389-I-25 EQUIPMENT AND FURNISHINGS - Check of the pressure gages of the emergency flotation gear inflation bottles

SIN 2395-S-00 GENERAL - Information following a fire on a helicopter which led to an emergency landing

SB 11-001 PLACARDS AND MARKINGS - INSTALLATION OF EMER-GENCY "EXIT" LABELS

SB 31-011 REV0 INDICATING AND RECORDING SYSTEMS - Installation of a diode on the input circuit of the "red GOV" indicator light on the Comtronic type warning panel

IN 2410-I-20 STANDARD PRACTICES - Main and Tail Rotor Composite blades - Products for repair

SB 63-006 REV1 MAIN ROTOR DRIVE - Main Rotor Hub (MRH)- Installation of a new NR sensor on the Main Rotor Hub (MRH). Rev. 1 AS 355

IN 2376-I-28 FUEL - CONTAMINATION OF FUEL SYSTEM - Prevention, detection, eradication, and maintenance actions

IN 2390-I-62 MAIN ROTOR - NEW STARFLEX STAR 350A31-1918-XX IN 2389-I-25 EQUIPMENT AND FURNISHINGS - Check of the pressure gages of the emergency flotation gear inflation bottles

"E"ASB 05.00.60 LIGHTS – Position lights - Inspection of the optional equipment: "Position strobe lights"

SIN 2395-S-00 GENERAL - Information following a fire on a helicopter which led to an emergency landing

SB 11.00.01 PLACARDS AND MARKINGS - INSTALLATION OF EMER-GENCY "EXIT" LABELS

IN 2410-I-20 STANDARD PRACTICES - Main and Tail Rotor Composite blades - Products for repair

SB 63.00.24 REV1 MAIN ROTOR DRIVE - Main Rotor Hub (MRH) - Installation of a new NR sensor on the Main Rotor Hub (MRH). Rev. 1 EC 135

ASB 85A-029 Optional Equipment – Cargo Hook – Visual inspection of cargo hook fittings and of forward and aft mount of the cargo hook beam for cracks. Rev. 3

IN 2381-I-28 FUEL SYSTEM – Supply Tank - Reduction of fuel level in the supply tanks

IN 2365-I-34 RADAR ALTIMETER KRA405B - Information about a possible incorrect radar height indication. Rev. 1

SB 25-016 EQUIPMENT/FURNISHINGS – Cabin Furnishings - Retrofit of an operator seat darkening

SB 71-040 POWER PLANT - Engine and transmission covers - Support rods and brackets for helicopters with IBF (Inlet Barrier Filter)

TIP 71-040 Support rods and brackets for helicopters with IBF (Inlet Barrier Filter)

SB 32-014 Landing Gear – Entrance Step – Retrofit of an improved aft bracket. Rev. 2

85-053 OPTIONAL EQUIPMENT – External Mounted Hoist System Installation of Hook P/N 44301-440 and 42315-785





SERVICE BULLETINS

SB 85-051 OPTIONAL EQUIPMENT – Cargo hook - Retrofit of a weighing system for the cargo hook Rev. 1

ASB 26A-003 Fire Protection System – Engine Fire Extinguishing System – Retrofit of heat-resistant injection tubes. Rev. 2

SIN 2379-S-85 OPTIONAL EQUIPMENT – External Mounted Hoist System - Notes on the installation of the external mounted hoist system PN

44307-480, 44307-480-1, 44307-480-2, 44301-420 and 44301-423. Rev. 1 SB 34-015 Navigation - Attitude and heading Reference System AHRS -Retrofit of AHRS Free Steering Mode. Rev. 2

SIN 2392-S-22 AUTO FLIGHT SYSTEM - Notes on the deactivation of the auto stabilizing systems. Rev. 1

SB 23-014 Communication Systems - ATC 2 - Retrofit of an "Elementary Surveillance (ELS)"- compatible Mode S ATC Transponder with associated control unit

SIN 2395-S-00 GENERAL - Information following a fire on a helicopter which led to an emergency landing

SB 21-014 AIR CONDITIONING – Mechanical air conditioning - Replacement of the refrigerant lines between compressor and condenser module SB 31-052 Indicating and Recording Systems – Flight Control Display

System (FCDS) – Modification of the Primary Flight Display PFD (SMD45) and of the Navigation Display ND (SMD45). Rev. 1

SB 32-017 LANDING GEAR - Snow Skids - Retrofit of protective strips to the RH snow skid. Rev. 1

SIN 2405-S-64 Tail Rotor Drive - Procedure for the installation of the tail rotor on the output gear wheel

SB 31-061 Indicating and Recording Systems – CVFDR / UMS / SSQAR - Software update of the MFDAU+ to revision C

SB 53-021 Fuselage – Rear Structure – Replacement of ring frame X5730. Rev. 3

SB 52-010 DOORS AND SERVICE COVERS - Sliding Doors - Improved attachment of the lower door rails and additional sheets to reduce wear SB 71-042 POWER PLANT -- Inlet Barrier Filter (IBF) Retrofit of diodes on

helicopters equipped with an Inlet Barrier Filter (IBF)

TIP 71T-038 Installation of an Inlet Barrier Filter System (IBF) made for Turbomeca Engines

AS 365

SB 11.00.02 PLACARDS AND MARKINGS - Basic and optional marking evolution

SB 05.07 TIME LIMITS - Monitoring of driving gear backlash on MGB oil pump

"E"ASB 05.00.48 TIME LIMITS - MAINTENANCE CHECKS - Check of the MGB Planet Gear Carrier. Rev. 4

"E"ASB 05.26 TIME LIMITS - MAINTENANCE CHECKS - Check of the MGB Planet Gear Carrier. Rev. 3

IN 2361-I-34 NAVIGATION - Information concerning certification, function and upgrade - Aircraft equipped with EGPWS MK XXII

IN 2376-I-28 FUEL - CONTAMINATION OF FUEL SYSTEM - Prevention, detection, eradication, and maintenance actions

SB 29.00.09 HYDRAULIC POWER - Check of the Hydraulic Pipe Installation. Rev. 3

IN 2274-I-25 EQUIPMENT AND FURNISHINGS - Expiry limit of the floats installed on the emergency floatation gears. Rev.1

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SIN 2394-S-25 EQUIPMENT AND FURNISHINGS - Hoisting operation - Operational maintenance reminder

IN 2389-I-25 EQUIPMENT AND FURNISHINGS - Check of the pressure gages of the emergency flotation gear inflation bottles

SB 34.00.30 NAVIGATION - ADU3000 air data unit replacement by ADU3200

SB 05.00.59 LANDING GEAR - Ski installation: check of the screws attaching the main landing gear lower torque link. Rev. 1

SB 32.00.17LANDING GEAR - Ski installation - Failure of a screw on the ski installation of the LH main landing gear

SIN 2395-S-00 GENERAL - Information following a fire on a helicopter which led to an emergency landing

SIN 2406-S-65 TAIL ROTOR DRIVE - Visual check of the double bearing of the Tail Gearbox control shaft/rod assembly

SB 21.00.27 AIR CONDITIONING - Air conditioning draining improvement IN 2410-I-20 STANDARD PRACTICES - Main and Tail Rotor Composite blades - Products for repair

SB 32.00.18 LANDING GEAR - Actuating cylinder - Inspection of the universal joint of the actuating cylinder of the main and auxiliary landing gears **BO 105**

IN 2370-I-24 ELECTRICAL POWER - Modification of the starter/ generators i.a.w. ASB BO 105-90-103, SB BO 105-90-104 or TI BO 105-90-1

SIN 2395-S-00 GENERAL - Information following a fire on a helicopter which led to an emergency landing

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IN 2365-I-34 RADAR ALTIMETER KRA405B - Information about a possible incorrect radar height indication. Rev. 1

IN 2342-I-63 MAIN ROTOR SYSTEM -Note on the log card of the main transmission

SB 30-114 TAIL BOOM - Vertical Fin Fairing - Retrofit of a grounding strip to the vertical fin fairing

SIN 2395-S-00 GENERAL - Information following a fire on a helicopter which led to an emergency landing

