



Eurocopter: The “Force Multiplier” in Law Enforcement



eurocopter
an EADS Company

thinking without limits





The Force Multiplier in Law Enforcement

In the United States, police dub them “force multipliers”. Why? Because three men in a helicopter can do the work of dozens on the ground. And do it more safely and cost-effectively, too.

Helicopters flying routine patrols over U.S. cities average two felony arrests a day, arrests that would not have been made otherwise.

In Europe, when crowds or demonstrations grow unruly, helicopters discreetly ferry crowd-control police into position so as to avoid provoking violence that might put ground personnel at risk.

In the U.K., helicopters are routinely used in high-speed car chases, avoiding major risks of accidents to police vehicles and officers on the ground.

Whether it is for city, state or highway police, mobile customs and excise units, border patrol, coast guard, drug enforcement, SWAT units or searches for missing people (the list goes on...), Eurocopter provides helicopters that fit the variety of missions carried out in every category of law enforcement. With 12,000 helicopters delivered in 133 countries, Eurocopter supplies nearly one third of the world’s rotorcraft fleet.



***Missions:
Whatever you
do, we have
the helicopter
to do it.***

The law enforcement helicopter:

- Improves observation
- Increases mobility
- Speeds responses
- Facilitates searches
- Reduces chase hazards
- Increases apprehensions
- Speeds casualty evacuation
- Increases patrol effectiveness
- Helps the taxpayer feel more secure

Eurocopter offers a wider choice of models than any other manufacturer in the world. From the 1.7-ton, 5-seats, single-engine EC120, to the 11-ton, 24-seat, twin-turbo EC225, Eurocopter helicopters come with the most up-to-date flight technologies and can be fitted with a vast array of cutting-edge certified surveillance and crime-fighting equipment to carry out any law enforcement mission:

Surveillance patrols for population-, traffic- and pollution-control using powerful gyroscope-stabilised binoculars or cameras.

Command and control, particularly during mass disasters or violent demonstrations, using microwave digital-downlinks carrying voice and images from the helicopters cameras to HQ staff on the ground.

Anti-terrorist operations to deploy armed teams or SWAT units.

Drug enforcement and detection — Only a helicopter can effectively survey a wide geographic area with only two or three men aboard. Using thermal-imaging video cameras, and night-sun searchlights, they can spot a smuggler's vehicle from afar, follow it discreetly and organize the means to intercept it on the ground or offshore. If an intervention team is aboard they can act long before other officers can reach the zone.

Border patrols to interdict clandestine immigration or smuggled contraband can be more easily – and cheaply – done by one helicopter than any number of ground vehicles, especially in rugged, isolated terrain where most illegal border crossings take place.



Tricks of the trade

During a high-speed chase on country roads where ground units could not keep up, the helicopter team, discreetly avoiding the road, took up a position, all lights extinguished, far ahead of and facing the fleeing car. When the perpetrator approached on a narrow road at close to 200 km/h, the helicopter aimed its ultra-bright night-sun in the eyes of the driver, obliging him to come to a screeching stop. He was still rubbing his eyes when the ground units pulled up around him.

Tricks of the trade

At night, if you put a spotlight on fleeing persons their reflex is to hide. Because the helicopter can see them using the infrared camera, it can point the light in another direction, leading the culprits to believe they are unseen. When the time is ripe, the helicopter suddenly aims its 30-million candlepower night sun directly at them, and nine times out of ten they freeze in their tracks. For special purposes, the camera and search light can be remote controlled in tandem.



Aerial support for high-speed chases permits pursuing vehicles to drop back, which minimizes the risk of car damage and injuries. Using moving maps linked to GPS, which locks on to the fleeing vehicle, the helicopter team can instruct other ground units to position themselves ahead of the perpetrator where they can deploy stinger tyre deflators in order to bring the matter to a rapid and safe halt.

Search and rescue (SAR) missions (aircraft or ships accidents, floods, wildfires, missing persons, lost hikers, wounded mountain climbers) using infra-red cameras day or night. Not only do helicopter teams find people faster than ground personnel, but they can begin the rescue operation the moment they arrive on the scene even if they can't land. They can thus evacuate victims in the "magic hour" before wounds become irreversibly aggravated or fatal.

Hoisting canine units, paramedics, etc. into rough terrain that would otherwise be impassible for ground vehicles.



THE TYPICAL HELICOPTER PURCHASER GOES THROUGH 6 STAGES:

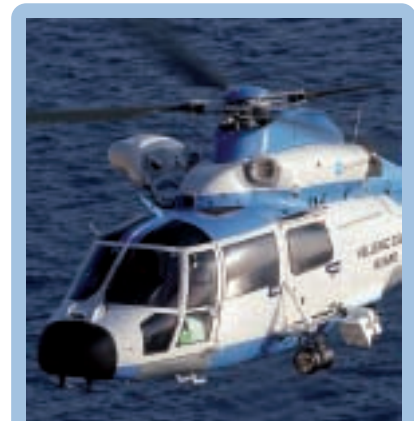
1. Total scepticism that a million-dollar helicopter can save him money.
2. Rhetorical – and often hostile – questioning.
3. Reading Eurocopter literature when nobody is looking.
4. Taking a leap of faith and going on a demonstration ride.
5. Doing the math to discover how a "force multiplier" pays for itself.
6. Becoming a helicopter enthusiast and trying to persuade friends.

Protecting sensitive sites – nuclear power plants, chemical factories, strategic communications centers, space centers, airports and harbors, etc. – in particular during terrorist threats. Once again, one man in a helicopter does the work of twenty on the ground.

Collecting evidence: In some countries, photographs and film can be used in court as evidence against criminals. The use of cameras by police forces is therefore a considerable advantage in providing the prosecution with a strong case.

Tracking vehicles: Insurance companies often trace their policy holders' stolen vehicles thanks to tracking systems installed on the police helicopter. The helicopter not only provides citizens with the most effective protection available against criminal activity, it contributes as well to reducing their insurance premiums.


Reassurance: Patrolling police helicopters also contribute hugely to the public's sense of security. They are generally the most visible reassurance the citizen has that his or her tax dollars are well spent.



Tricks of the trade

The helicopter's 700-watt loudspeakers – known as the sky shout – play an important psychological role during search and rescue missions. When a helicopter team cannot set down near a wounded mountain climber, the victim can easily feel abandoned and lose all will to live if the 'copter leaves him. Via sky-shout, a simple reassurance that help is on the way can give him the courage to hang on until rescuers can safely reach him.





How a multi-million-dollar investment can save you money.

In more and more countries, law enforcement agencies are regularly required to justify to the taxpayers all new investments and running costs. If dedicated law-enforcement helicopters were the exorbitant luxury some people believe them to be, these countries' purchases would not be making Eurocopter one of the world's leading providers of police rotorcraft.

On the contrary, global cost-of-use analysis shows that, in the face of today's police problems – organized crime, public security, mass demonstrations, natural catastrophes, etc. – dedicated police helicopters, properly equipped, are not only eminently cost-effective, they actually improve police effectiveness. As suggested above, the use of helicopters:

Minimizes risks to police personnel and vehicles on the ground (in hostile terrain, during chases (particularly vehicle pursuits)).

Radically reduces the number of personnel required on the ground (hunts for missing persons, search and rescue missions, etc) yet achieves the same or better results.

Gain precious time in reaching crime or accident scenes, which is often a decisive factor in the success of the mission;

Optimizes the results of reconnaissance missions, (search and rescue, command and control, etc.) thanks to thermal-imaging cameras and numerous other airborne imaging technologies, and again radically reducing the number – and costs – of personnel necessary.

The improvements seen in these parameters, and others, quickly offset a helicopter's purchase price and running costs.



The British government's Scientific and Research Branch actually took the trouble to do a scientifically controlled cost-effectiveness study. The test was to search for "bodies" (torso-sized black plastic sacks) dispersed and hidden in a haphazard way across 1.3 square miles [X Km²] of dark brown, green and black brush-covered wild terrain.

The helicopter was manned by a pilot and two police officers, equipped only with their own eyes (whereas a regular police helicopter is stuffed with sophisticated electronic sensors). They were to search the whole area for an unknown number of bodies.

Twelve police officers on the ground had only to search for bodies in a terrain one-third the size of that covered by the helicopter.

The result? Both the men on foot and the helicopter were 100% effective in finding the bodies. The difference was that the helicopter could successfully search a square mile [square kilometer] in twelve minutes, but it would take 450 man-hours to search the same area on foot!

In monetary terms, at the time of the test, it was estimated that the cost of searching one square mile (2.6 square kilometers) was **£4,091 for the twelve men on foot**, and **only £106 for the helicopter**.

Today's costs are somewhat higher, of course. Based on a 1999-2000 UK police-force estimate of hourly costs for a foot officer (£18 per hour), the extrapolated cost of the twelve-man search described above would be **£8,000**. The cost for a Eurocopter AS355F2 helicopter, complete with pilot, fuel, maintenance, two police searchers and depreciation, would still be **only £129!**



**Cost effective?
Don't take
our word for it.**

The same report suggests that, in the absence of the Eurocopter helicopter, the police force would have to allot £500,000 annually to foot searches that actually cost just £120,000 using air support.*

Another important factor militates in favour of helicopters: their versatility. In many countries, helicopters are shared between different agencies, thus reducing costs for each partner. This is an interesting thought in a period when tight budget constraints may force reductions in personnel and funding for law enforcement agencies.

*Report of the Chief Constable to the Greater Manchester Police Authority, 13 July 2001. Courtesy Brian Allison



Eurocopter has years of experience in providing dedicated, fully equipped helicopters to law enforcement agencies around the world. Not surprisingly, we have learned what our clients need most:

Quick start capability.

Easy-to-use technology and design allow Eurocopter helicopters to be operational very quickly. Automated start procedures permit scramble take-offs in less than two minutes. Quick mission availability is ensured thanks to the speed with which equipment can be reconfigured, and by easy maintenance.

Discretion and silence.

Eurocopter helicopters are widely recognised as the quietest in the world. Every model in the range is substantially quieter than strict ICAO limits require. In fact, when they are on patrol over a city, even at low altitudes imposed by the mission, they are quieter than many of the vehicles on the streets below them. This is an interesting advantage in crime fighting. It is an even greater advantage in relations with the public.

A Eurocopter AS365 helicopter, marked "GUARDIA CIVIL" and "05 301", is shown in flight over a town. The helicopter is white with black accents and a Spanish flag on the tail. The town below features a prominent church with a tall, dark spire. The background shows a dry, hilly landscape under a clear blue sky.

***We have
what you
need,
whatever
your mission.***

Comfort

Eurocopter helicopters are widely recognised as the most comfortable on the market. All have been designed to provide pilots and police personnel with the highest level of comfort in spacious, wide-open cabins and cockpits. After three hours of surveillance, that counts. It keeps personnel in top form, even when they have multiple missions on the same day.

- **Low vibration and noise level.**

Care has been taken to make cockpits and cabins as quiet and vibration-free as possible. In a Eurocopter helicopter, a day in the air is no more tiring than a day at one's desk. In fact they are so silent that dogs, which are particularly sensitive to noise and vibration, can be immediately used after a flight.

- **Speed.** How fast you get to a crime scene has a lot to do with the mission's success. Eurocopter helicopters are all among the fastest in their respective weight classes.

- **Excellent visibility.**

Cockpits and cabins are designed with a maximum of window space for optimum visibility. Surveillance missions and pursuits are less tiring, so personnel remain more alert. In some cases, several police helicopters may be flying in the same vicinity and the large field of view allows the crew to deal efficiently with flight safety.



- **Low crew workload.**

Thanks to unique technological advances, Eurocopter crews have the lowest workload on the helicopter market. Relieved of many of the chores of controlling the machine's performance, the cockpit crew can concentrate more effectively on flight safety and the police mission at hand, for example by moving the aircraft to the best appropriate position for observation.

- **Easy access to the cabin.**

Eurocopter helicopters are designed with large doors and cabins to make boarding and disembarkation as easy as possible. There is easy access, as well, to the large luggage compartments, which can be used for carrying additional equipment.

- **Easy contacts in the cabin.**

Eurocopter helicopters provide a complete single-volume cockpit/cabin. This solution allows the crew to see and react to the police passengers' "body language", which can substantially improve communication beyond the normal mike-and-earphone conversation system.

Safety

All Eurocopter helicopters employ the very latest technologies to ensure optimal safety. Their safety rate is identical to that of commercial aviation. And this, despite the fact that police helicopters often fly dangerous missions. In order to achieve this goal, on different models, Eurocopter developed such state-of-the-art technologies as:

- **Flat-panel display.**

(Depend on the helicopter type). The Vehicle and Engine Multifunction Display (VEMD) gathers all the conventional electromechanical instruments onto two five-inch full-colour LCD screens. This reduces the pilot's workload and improves safety by allowing him to concentrate on his mission.

- **Composite materials** create a crash-resistant structure and endow corrosion-proof blades with unlimited lifespans.

- **Energy absorbing seats** absorb the impact of hard landings, thereby reducing the risk of back injury.

- **Automated engine control.**

(Depend on the helicopter type)
Fully Automated Digital Engine Control



Performance and technology

All Eurocopter helicopters ensure the highest levels of performance in their respective classes, thanks to a combination of proven engineering solutions and cutting-edge technologies.

- **Fast cruising speeds.**

A Eurocopter helicopter can be on the scene at the farthest reaches of its zone of responsibility in the minimum of time, well before ground units arrive.

- **Carrying capacity** and cabin size are calculated to maximize payload, including police passengers and equipment, without increasing the size or cost of the aircraft.

- **Long-endurance capacity** ensures that any Eurocopter helicopter can cover a lot of ground and remain airborne for as long as ground units need airborne back-up.

(FADEC), invented by Eurocopter, ensures optimal engine function during all phases of flight. Everything becomes automatic and, because the calculator has a reaction time infinitely faster than a human's, it eliminates all risk of error.

- **Enclosed tail rotor.**

The Fenestron®, invented by Eurocopter, is an aerodynamic casing around the tail rotor. It guarantees security for third parties during landing or parking manoeuvres. It also contributes to the silence of the helicopter, allows for higher speeds with less fuel consumption and protects the rotor against foreign object damages (FOD) during flight.







***Helicopters That
Fit the Bill...
and Then Some***

Light Single Engine

EC120 B/EC130 B4/AS350 B2/B3

Lean and Efficient

Eurocopter's single-engine aircraft are perfectly adapted to perform the daily surveillance missions for which they are designed. A full range of optional equipment is available that, when combined with the added efficiency of low operating costs, form the best combination for the law enforcement mission.



	EC120 B	EC130 B4	AS350 B2	AS350 B3
Capacity Passengers + pilot With stretcher + PAX + pilot	4 + 1 1 + 1 + 1	Up to 7 + 1 2 + 2 + 1	Up to 6 + 1 1 + 2 + 1	Up to 6 + 1 1 + 2 + 1
Useful load kg / lb	750 / 1,653	1,048 / 2,311	1,030 / 2,270	1,018 / 2,244
MTOW kg / lb	1,715 / 3,781	2,427 / 5,351	2,250 / 4,960	2,250 / 4,960
Slings capacity kg / lb	700 / 1,543	1,160 / 2,557	1,160 / 2,557	1,400 / 3,086
Powerplant Turbomeca	Arrius 2 F	Arriel 2 B1	Arriel 1 D1	Arriel 2 B1
Take-off power kW / shp	376 / 504	632 / 847	546 / 732	632 / 847
Rotor diameter m	10	10.69	10.69	10.69
Overall Length m	11.52	12.64	12.94	12.94
Fast cruise speed (*) km/h - kts	223 / 120	240 / 130	246 / 133	258 / 140
Hover ceiling IGE ISA m / ft	2,819 / 9,250	3,100 / 10,165	3,000 / 9,850	4,050 / 13,285
Range (*) km / nm	710 / 383	610 / 329	666 / 360	665 / 359
Endurance (*)	4 h 19	3 h 47	4 h 24	4 h 14
Fly-over noise level compared to ICAO limit. EPNdB	- 6.6	- 8.8	- 4.9	- 4.6

(*) At MTOW



Safety (Equipment may vary from case to case)

At Eurocopter, safety is a primary concern whether in flight or during ground operations.

Notable safety features include:

The VEMD: (Vehicle and Engine Multifunction Display), The FADEC System (Full Authority Digital Engine Control), The shrouded Fenestron® tail rotor, a high clearance of the rotors, Energy Absorbing seats...

Engine Reliability

All our single-engine helicopters feature TURBOMECA turbine-engines.

With established reliability standards and known for their power, these engines offer uncompromising dependability and are a vital component to the overall safety and state-of-the-art condition of our aircraft.

Easy Maintenance

Without the need for specialized tools, your technical crews can perform many of the tasks associated with the maintenance of our aircraft. This is yet another example of our unabated desire to provide aircraft that lend themselves to rapid and economical maintenance regimes.

The Necessary Equipment and Systems Suite

All of our aircraft can be outfitted with all the necessary equipment for your surveillance and law enforcement operations: searchlights, FLIR, video down-link, data transmission (data down link), Hoisting systems (not on EC120), rope down systems, loudspeakers, etc.



Light Twin Engine

AS355 NP/EC135/EC145

Specially Designed for Urban Operations

Two key aspects of these aircraft designate them specifically for urban missions: their vast, single-volume cabin, the only one of its kind, and the extreme reliability of their twin-engine power plant.



	AS355 NP	EC 135	EC145
Capacity Passengers + pilot With stretcher + PAX + pilot	Up to 6 + 1 1 + 2 + 1	Up to 7 + 1 2 + 3 + 2	Up to 8 + 1 2 + 3 + 2
Useful load kg / lb	1,110 / 2,447	1,455 / 3,208	1,793 / 3,953
MTOW kg / lb	2,600 / 5,732	2,910 / 6,415	3,585 / 7,903
Sling capacity kg / lb	1,134 / 2,500	1,360 / 2,998	1,500 / 3,307
Powerplant Turbomeca Pratt & Whitney	Arrius 1 A1	Arrius 2 B2 PW206 B2	Arriel 1 E1
Take-off power kW / shp	343 / 460	473 / 634 (TM) 498 / 667 (PW)	550 / 738
Emergency power	415 / 556	609 / 816	574 / 770
Rotor diameter m	10,69	10,20	11,00
Overall Length m	12,94	12,19	13,03
Fast cruise speed (*) km/h - kts	222 / 120	254 / 137	246 / 133
Hover ceiling IGE ISA m / ft	2,610 / 8,560	3,045 / 10,000	2,925 / 9,600
Range (*) km / nm	716 / 386	620 / 334 (TM) 635 / 342 (PW)	680 / 370
Endurance (*)	4h20	3h23 (TM) / 3h35 (PW)	3h35
Fly-over noise level compared to ICAO limit. EPNdB	- 2.3	- 9.5 (TM) / - 7.8 (PW)	- 7.3

(*) At MTOW



Economical Operation

Design simplicity, easy access to main components, the use of composite materials, and the technological reliability of Eurocopter aircraft guarantee you very low operating costs. The TBOs (Time Between Overhaul) are the highest in the industry, allowing our helicopters an exceptional availability rate.

Safety (Equipment may vary from case to case)

At Eurocopter, safety is a primary concern whether in flight or during ground operations. Notable safety features include: The VEMD: (Vehicle and Engine Multifunction Display), The FADEC System (Full Authority Digital Engine Control), The shrouded Fenestron® tail rotor, a high clearance of the rotors, Energy Absorbing seats...

The Necessary Equipment and Systems Suite

All of our aircraft can be outfitted with all the necessary equipment for your surveillance and law enforcement operations: searchlights, FLIR, video down-link, data transmission (data down link), hoisting systems, rope down systems, loudspeakers, etc.

Large Cabin Volume

Cabin volume and accessibility are essential factors in facilitating transportation of heavily equipped specialized teams. Unlike the competition, Eurocopter offers you a single-volume, level-floor cabin which is much more spacious and eliminates wasted space. Wide openings and the capability to load both from the sides and at the rear (Not on AS355 NP) facilitate and accelerate this phase of operations, shortening deployment times.

The open space allows better communication between each crew member (in the cockpit and cabin).



Medium Twin Engine

AS365 N3/EC155 B1

Built to Handle the Heaviest Missions

The large unobstructed cabin can carry special forces members, provide a platform for simultaneous hoisting or rappelling operations, and effortlessly transport the heaviest and bulkiest cargo.





	AS365 N3	EC155 B1
Capacity Passengers + pilot With stretcher + PAX + pilot	Up to 12 + 2 4 + 1 + 2 or 2 + 4 + 2	Up to 13 + 2 2 + 4 + 2
Useful load kg / lb	1,911 / 4,213	2,281 / 5,029
MTOW kg / lb	4,300 / 9,480	4,920 / 10,846
Sling capacity kg / lb	1,600 / 3,527	1,600 / 3,527
Powerplant Turbomeca	Arriel 2C	Arriel 2 C2
Take-off power kW / shp Emergency power	635 / 851 729 / 977	697 / 935 780 / 1,046
Rotor diameter m	11,94	12,60
Overall Length m	13,73	14,30
Fast cruise speed (*) km/h - kts	269 / 145	265 / 143
Hover ceiling IGE ISA m / ft	2,620 / 8,596	2,145 / 7,050
Range (*) km / nm	792 / 427	791 / 427
Endurance (*)	4 h 06	4 h 05
Fly-over noise level compared to ICAO limit. EPNdB	- 4.8	- 6.9

(*) At MTOW

Rapid Deployment

The effectiveness and success of today's airborne mission requirements center around the necessity for rapid deployment. Eurocopter has focused on the construction of aircraft that employ compact yet simple external design but also maintain the necessary internal dimensions to optimize power/weight ratios that are essential to the success of your mission.

Safety

At Eurocopter the safety of flight and ground crews is a constant concern. Notable safety features include: The VEMD (Vehicle and Engine Multifunction Display), The FADEC System (Full Authority Digital Engine Control), The shrouded Fenestron® tail rotor, A high clearance main rotor, Energy Absorbing seats...

The Necessary Equipment and Systems Suite

All of our aircraft can be outfitted with all the necessary equipment for your surveillance and law enforcement operations: searchlights, FLIR, video down-link, data transmission (data down link), hoisting systems, rope down systems, loudspeakers, etc.

Low Vibration Levels

The very low vibration levels of the latest generation of Eurocopter's aircraft provide optimal conditions for the installation and use of avionics systems required for police missions. It offers a comfortable working environment for crews performing long-lasting operations such as surveillance, patrolling...



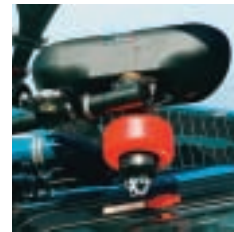


**Police
equipment.
The bad guys
don't stand
a chance.**

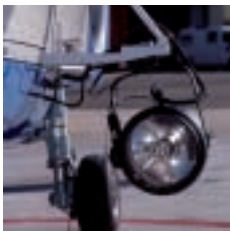
Because mission requirements vary, a wide range of equipment has been developed to ensure maximum flexibility. All equipment can be delivered pre-installed. *



Upper and lower cable cutters for wire-strike protection



External hoist (up to 270 kg); cable length 90 meters.



"Night Sun" 30 million candlepower searchlight with adjustable beam and remote steering; compatible

with night vision goggles (NVG).



Gyro-stabilised binoculars.



Tracker for following and locating stolen property or vehicles.



"Sky shout" 700 Watt loudspeakers plus police siren.



Emergency medical kit.



Fast-rope rappelling system.



Broadcast quality day and low light video camera with 32X zoom, mounted alongside infrared thermal imaging system

with 16X zoom in a gyro-stabilised turret. Both modes can be recorded or transmitted by microwave downlink.



Moving Map with zoom, GPS, and lock-on capabilities.

*Equipment not displayed here: Night-vision goggles, TCAS anti-collision system, cargo sling load, electrical external mirrors, sand prevention filter, second battery kit, snow skids, simultaneous 4-channel police radio, radio encryption, emergency flotation system.







Our Fast Response Makes All the Difference in the Field!

Today you are tasked with numerous and various missions. From road control, search and rescue/recovery operations, and environmental /fire fighting missions to narcotics surveillance or stopping terrorist from entering the country: these are a few of the missions that you handle. These missions require helicopters which are ready to fly at all times – day and night.

It is thus imperative that we provide you with dependable and innovative services which allow you to stay ahead of the evolving situation, whether it consists of surveillance, rescuing or fire fighting.

To answer all your specific needs- in addition to our traditional support offer- we have implemented innovative programs for total support which provide you with maximum availability, responsiveness and cost-control, and allow you to concentrate on your mission.

As we value your dedication to serving the community, we are committed to providing you with outstanding services!

Giving You the Wining Edge in Terms of Helicopter Availability

Your missions require on-going readiness and availability. Your need to operate 24 hours a day, 7 days a week, requires superior reliability and fast services. To answer your specific needs, we have designed 4 different repair and overhaul program levels. From basic repair services up to an all inclusive package, they are dedicated to answer your many requirements.

	FOS	Access	Advance	Law Enforcement Availability Program
Standard Repair & Overhaul services	●			
Warranty extension	●			
Repair & Overhaul services with guaranteed TAT		●		
Guaranteed DMC through payment per flight hour		●		
Unscheduled Insurance Maintenance Plan (UMIP) - Component unscheduled repairs - Guaranteed repair costs - Guaranteed part replacement within 24h F.C.A - Fixed hourly rate			●	
Parts by the Hour (PBH) - Component unscheduled repairs - Component overhauls - Overhaul provisioning - Guaranteed repair & overhaul costs - Guaranteed part replacement within 24h F.C.A - Fixed hourly rate			●	●
Maintenance program - O & I maintenance inspections - All operations performed by a dedicated maintenance center				●
Pay per Event		●		

Included ● Option

• Follow On Support

This reference program offers relevant OEM repair and overhaul services within an optimized contractual framework.

• Access

Through this service, we offer you repair & overhaul services with guaranteed TAT. Our commitment: if a lead time is exceeded, we provide you with a standard exchange part at the same price as the repair. Moreover if you wish to have guaranteed DMC, we advise you to opt for the payment per flight hour option.

• Advance

This service provides the replacement part within 24 hours for all unscheduled repairs for dynamic components, blades, and equipment thanks to a dedicated inventory.

The payment per flight hour allows you to smooth out your expenses and thus offers you budget control. Finally, if you wish to ensure complete and accurate cost-control, you can opt for the Part by the Hour (PBH) program which includes overhaul provisioning and thus ensures you never have big expenses.



• Law Enforcement Availability Program

The goal of this comprehensive program is to relieve you of all the maintenance and repair aspects related to your helicopters. It covers part replacement for all repairs and overhauls, and also includes scheduled inspections. Everything is managed by a dedicated, approved maintenance center. The payment is based per flight hour rather than payment when the maintenance activity occurs.

This service frees you from the burden of your helicopter maintenance while ensuring maximum fleet availability.

Available with the Advance and Law Enforcement Availability programs, the Pay per event option offers you the possibility of having a contractual flat rate per flight hour with an actual payment at the time of repair or overhaul. It is therefore calculated on the hours already flown.



A Complete Series of Services Allows You to Customize Your Program to Match Your Additional Needs

Completely flexible, you can add a service at any time depending on your specific requirements or constraints.

Eyes in the Sky, Skills and Proficiency in Your Hands!

Helicopter law enforcement missions are challenging multifaceted operations featuring hospital transfers, search and rescue, mountain or desert operations, night patrol surveillance and pursuit... Pilots must be ready to fly night missions in urgent situations, and in severe conditions and environments. This is why our training focuses on real situations and decision-making, which is imperative for preparing pilots to cope with the severe situations they may face during their missions. As mission success is also based on helicopter availability, our technician training is developed to provide time-sensitive organization and proficiency.

Concentrating on professional skills and expertise, our training programs are key assets for achieving efficient and safe helicopter missions, and reduced operating costs, making of Eurocopter the only choice for your training.



- **Recurrent Training in Emergency Procedures**

This refresher course progressively covers malfunctions, from minor up to major failures, with application of the appropriate safe procedures.

- **Search and Rescue (SAR)**

This training introduces and practices all procedures to be applied in SAR over water operations. It includes real-life scenario, from aircraft crashes over water, man at sea, in day and night conditions.

- **Night Vision Goggles (NVG)**

Night flight training for pilots, who wear special goggles attached to their helmets to amplify residual light, even in darkness.

- **Recurrent confined helipads and areas**

This training practices normal and emergency procedures, mountain in "hot and high" flight conditions and perform approaches, landing and take-off in various terrain configuration, in rooftop helipad or built-up areas and confined areas.

- **Fire bombing basic techniques**

This training provides helicopter pilots with knowledge of aircraft procedures and basic flight techniques to perform fire fighting missions.

- **Mission training**

This training is particularly law enforcement mission oriented and is dedicated to the operation of specific equipment, such as hoists, rappelling installation, Flir, night sun, cameras... These courses are given in partnership with our vendors.

- **Computer Based Training**

With this interactive teaching aid, you can learn and practice at your own pace in a user-friendly way, so that complex procedures, such as hydraulic systems and normal or emergency procedures are easy to understand.

- **Technician Refresher**

Updating maintenance know-how and maintaining proficiency levels, with a special focus on specific systems (new avionics suites, etc.).





Technical Assistance

Based at your premises, our technicians can install equipment, perform maintenance operations or help you with your logistic and maintenance organization.

As maintenance experts, they provide you with on-the job training and pass along their know-how and practical experience to your maintenance team.

In-service Introduction Package

The arrival of a new type of helicopter in your fleet often entails adjustments to your organization, the learning of new maintenance procedures for your technicians, and familiarization with a new piloting environment for your pilots.

The answer to your specific assistance needs is definitely the in-service introduction package. Designed to help you launch your activities, additional training and technical assistance are proposed. Our technicians offer you on-the-job training to assist recently qualified technicians with their daily work and to give them full confidence in the performance of their maintenance tasks. The additional "line training" performed at your premises fully completes your pilot training in the operation of a new helicopter by practicing in their specific missions and environment.





Computer Aided Maintenance

Operating and maintaining a helicopter fleet requires accurate, detailed and real time data. Maintenance requirements rely on this data and helicopter availability depends on it too. To provide you with a complete picture of your maintenance fleet requirements, we have implemented partnerships with leading companies in computer aided maintenance. Their software allow you to easily schedule, track and perform your maintenance operations. As a result, you are guaranteed a high level of operational readiness.



Maintenance Tool Rental

The choice to rent depends on your business needs, on how many tools you need and how long you need them. Renting can be a profitable solution for expensive, bulky tools or seldom used tools. Our service can provide with all the tools you may need for your helicopter maintenance, any time and whatever the moment and duration.







Number one leader in the helicopter industry.

(We must be doing something right.)

With 53% of all worldwide civil and parapublic helicopter deliveries, and 15% of worldwide military orders, Eurocopter is world leader in the design, manufacture and maintenance of rotary-wing aircraft

We owe our success to our clients, of course, and to five simple precepts:

First, safety. Safety has always been, and will always be, the top priority for Eurocopter.

Second, we work hard to understand your needs. Our mission is to provide helicopters tailor-made and fully equipped to suit your specific requirements.

Third, Eurocopter sells and supports the broadest range of helicopters offered by any manufacturer. We can fulfill any conceivable mission, whether it is law enforcement, Emergency Medical Services, personnel or cargo transport to offshore oil and gas platforms in any weather, or ferrying corporate officers and VIPs in the utmost comfort.

Fourth, meeting our clients' demands during more than 43 million flight-hours has driven our R&D engineers to an impressive number of technological firsts in order to make our helicopters safer, lighter, quieter, more durable, as well as easier and more economical to operate and maintain.

And fifth, Eurocopter is equipped to give you the individual attention, service and support you require. We have over 14,000 employees in 140 countries (more than any other manufacturer) serving our 2,800 clients and their 10,000-odd helicopters currently flying. The right help is always there when you need it, from component repair and overhaul services to parts and spares-support and training programs.

Created in 1992 from the merger of two existing helicopter manufacturers, Eurocopter is today a wholly-owned subsidiary of EADS, the European Aeronautic, Defence and Space Company, one of the two largest aerospace groups in the world. Which is a sixth reason for doing business with Eurocopter – you can count on us to be around for a very long time.





eurocopter
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