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Note from the Director



Dear Valued Customer,

Eurocopter continues to invest heavily in technology with 5 major upgrades announced this year, including the much anticipated Fenestron equipped EC145 T2, which is based on the EC145/UH-72A platform.

THE EC145 T2 introduces four significant enhancements. A fenestron anti torque shrouded rotor, fadec equipped Arriel 2 E engines, which will provide a 21% increase in takeoff power, a 39 % increase in OEI power, a four axis digital autopilot as standard and a new avionics suite incorporating 3 large primary displays.

Four other upgrades have been announced which include the AS332L1e Super Puma advanced avionics and automatic flight control system and the AS365N3e Dauphin, with 15% more power , higher gross weight and new avionics. The EC135e with an 88 lb increase in useful load and the AS350B3e an enhanced version of the Astar featuring a Turbomeca Arriel 2D engine with next generation dual channel fadec an engine data recorder and an optional 30 minute take off rating.

The AS350 B3e also features tail rotor enhancements ,lower direct maintenance costs (DMC), longer maintenance intervals between inspections and faster cruise speeds. Certification will take place later this year with the first deliveries in Canada commencing in 2012 .

This spotlight on new technology would not be complete without mention of announcements made

by our President and CEO Dr. Bertling at HAI which confirmed that the EC175 next -generation medium twin remains on track for certification later this year with initial deliveries to start in 2012 and an update on the X3 high-speed hybrid helicopter demonstrator, which has already reached 180kts in level flight less than 3 months after its initial flight.

Please see additional attachment for more information on evolution of our products.

At the HAC trade show this year ECL and the Turbomeca support teams gave a series of well attended technical briefings on the EC120 and AS350 helicopters.

We hope
you enjoy

Gordon Kay
Director, Customer Support

Phone System Updated

The routings and options for the phone system have been recently improved in order to meet the needs of our customers. This change will result in more direct contact for AOG support .

There will be automatic tracking of on-call personnel through the main line. There will also be access to voicemail that will be checked during regular working hours.

All support personnel will be accessible through the main line by company directory.

You may access the main line at 905-871-7772 or toll free 1-888-816-1669



Save the Date

June 23, 2011

The record-breaking helicopter continues to impress...

You are invited

To a private event in celebration of the Eurocopter family. Rendez-vous at 7 p.m. at a top secret location in Paris. Please contact us for further information.



AS350 Autorotational RPM

Over the last years we have seen a number of 350 B's and BA's, and the odd B2 where the autorotative Rotor Revolutions Per Minute (RRPM) has been set far too low, in several cases it would have been catastrophically low in the event of an engine failure. This may be because of the pilot looking at the single RPM gauge (RRPM ONLY) as opposed to the dual gauge in a B1 and later 350's (RRPM and NTL).

In the dual RPM gauge the pilot can be sure that the rotor is in an autorotative state by seeing a NR-N2 split on the gauge, and even in these we have seen the odd issue of the autorotative RRPM not being set properly, as the pilot did not follow the procedure prescribed in the flight manual. On previous single RPM gauge versions there can be an assumption made, in error, that the RRPM is showing autorotative RRPM, when the rotor may in fact still be married to the engine. This is why in the flight manual for the 350(B, BA, B1, B2), up to the B3, Section 8.3, page 20, "NOTE: Select the weight and altitude values which allow an NR between 395 and 415 to be obtained at full low pitch. Do not pull back the fuel flow control lever."

In the B3 it adds in, to further emphasis this "If the turbine is still synchronized, increase Hp". There are many ways to have a target RRPM from the graph on 8.3 page 21, that is achieved or exceeded when flight testing, but not in a "steady state" autorotation, and then wrongly assumed to be set correctly. It is essential to know that the engine is not contributing to RRPM to properly set the autorotation RRPM. If you are tracking and balancing the aircraft, wait until you are complete before setting RRPM.

The way that we do this is to climb to about 2000' AGL, set the altimeter to 29.92, and 1000' above the target altitude lower the collective fully, let the RRPM stabilize for 1000' and going through the target pressure altitude, note the RRPM, OAT, weight of humans on board and fuel contents. This then gives me what I need as the variables for entering the chart. Typically, through that 1000' stabilization, one will see the RRPM vary somewhat until it stabilizes. You will also (in the B1 and newer) see a NR-N2 split. If the RRPM is low (less than 395) and the pilot is not sure of a NR-N2 split, we still allow it to stabilize, wait until we've gone through our target altitude, get the numbers, then add in a cyclic flare, which should drive up RRPM, and you should then see a split. If at this point you don't see a split, it gives a good indication of how much the collective down stop bolt needs to be adjusted.

Helicopters - Safety First

Wire Strike Protection System WSPS



Initially the Wire Strike Protection System (WSPS) was a device designed to deal with the risk of wire strikes while flying Military helicopters at nap-of-the-earth or very low altitudes. The danger today has spread to all helicopters with the increase of wires installed for communication or energy transportation.

The EC 130 B4 wide cabin is sometimes referred to as the AS 350 B3 wide cabin with a Fenestron system. With the AS350 B3 dynamcomponents installed in the open concept cabin, the EC 130 offers excellent visibility for up to 7 passengers' in flight condition. The EC130 B4 was first designed for the tour operators, but has now built a solid reputation amongst utility and private owners. With the expanded mission portfolio, the helicopter is facing multiple approaches and landings on unprepared surfaces from a fishing lodge to a hydro power line tower.

Eurocopter had developed a new design of landing gear "moustache shape" that offers very important safety measures. By incorporating the rounded forward part of the skid tube, the aircraft is less likely to hook obstacles on the ground such as a stump or branch during initial lift and produce

a dynamic roll over. The additional benefit of the newly designed landing gear is that if contact is made with a cable, the cable is pushed to the lower part of the cabin nose. To further enhance the safety of this aircraft Eurocopter Canada has designed a cable cutter protection system. With the installation of a small knife on top and bottom, the aircraft is fully protected against unexpected wires (power line guide wire, static wire, telephone wire, cable) that are often not visible to pilots in flight. The result of which can lead to a catastrophic accident. This protection is offered at a fraction of price when compared to the cost of hard landing and can save your life. The recently approved WSPS product is also available for other Eurocopter models.

Always think twice when it comes to matters of safety.





AS350 / 355 Airframe & Tailboom Repair Jigs

Mobile Repair Jig for AS350 & AS355 Aircraft:

Allow for specific D Level repairs to be carried out at remote locations such as:

- Replacement of Bidirectional Bar Fittings
- Replacement of fuselage Aft Tailcone
- Replacement of Tailcone Skins (LH, RH, Upper and Lower)
- Replacement of Tailboom Junction Frame
- Used to check or assess damage on aircraft.



Assembly Jig for AS350 & AS355 Aircraft:

- This jig can be used to check, repair or replace at least one of the three main subassemblies of the fuselage structure:
- Cabin floor
- Body structure (Center Section)
- Aft Structure (Tailcone)
- It is possible to re-build a complete fuselage structure with this jig.

Tailboom Repair Jig for all versions of AS350 & AS355 Aircraft:

- Can be used to repair or replace the following components or assemblies:
- Tailboom Junction Frame
- Tailboom Skins
- Tail rotor Drive Shaft Supports
- TGB Support Frame (Sta. 4680.6)
- Rear Cone (AFT Tailboom Sta. 3035)

SERVICE BULLETINS

EC 120 SB 21-014 AIR CONDITIONING - Modification of P2 valve control pin

IN 2311-I-00 GENERAL - Radioactive Contamination

IN 2255-I-00 GENERAL - Aid to introduction of a Safety Management System (SMS) - Operational risk management methodology provided by EUROCOPTER

TIP 31-10-01 THALES H321 EGM STANDBY HORIZON

IN 2302-I-00 GENERAL - Protection and use of helicopters in cold weather and in damp conditions

IN 2312-I-00 GENERAL - AIP/Patch on TIPI

AS 350 SIN 2298-S-00 GENERAL - Electronic publication

SB 30.00.05 ICE AND RAIN PROTECTION - Copilot's Windshield Wiper Installation (Fixed Parts). Pilot's Windshield Wiper Installation (Fixed Parts) Rev. 3

SB 25.09 Emergency floatation gear "AERAZUR" (fixed parts) Rev. 1

IN 2311-I-00 GENERAL - Radioactive Contamination

SB 30.00.09 ICE AND RAIN PROTECTION - Windshield wipers Installation of Pilot and Copilot windshield wipers (Removable Parts) Corresponds to drawings 350A828052.05 and .06

SB 29.00.10 HYDRAULIC POWER - Replacement of the Hydraulic Hoses Rev. 3

IN 2255-I-00 GENERAL - Aid to introduction of a Safety Management System (SMS) - Operational risk management methodology provided by EUROCOPTER

TIP 31-10-01 THALES H321 EHM STANDBY HORIZON

TIP 62-00-14 CARBON BLADE SLEEVES

IN 2302-I-00 GENERAL - Protection and use of helicopters in cold weather and in damp conditions

TIP 52-50-01 REINFORCED SLIDING WINDOWS

IN 2301-I-52 DOORS - Windows - Loss of the sliding part of the "clear vision" window

SIN 2316-S-00 GENERAL - MSM - AMM Documentation

SB 22.02 AUTOMATIC FLIGHT - Installation of SFIM 85E automatic pilot. Rev. 2 ASB 05.00.63 EQUIPMENT AND FURNISHINGS - Emergency floatation gear Check of the front and rear attachment brackets SIN

2315-S-55 STABILIZERS - Fins: Failure of the spar of the upper vertical fin Rev. 1 ASB 25.01.39 EQUIPMENT AND FURNISHINGS - Cargo

Hook - Issue of Service Bulletin No. 40 of the Indraéro Siren company

ASB 05.00.63 EQUIPMENT AND FURNISHINGS - Emergency floatation gear - Check of the front and rear attachment brackets Rev. 1 IN 2312

-I-00 GENERAL - AIP/Patch on TIPI SB 67.00.51 ROTOR FLIGHT CONTROLS - TAIL ROTOR - Check of the setting of the tail rotor control stops IN 2286-I-53 FUSELAGE - STRUCTURAL MAINTENANCE -

Information concerning the introduction of a maintenance classification required for the implementation of structural repairs on the ECUREUIL

EC 130 SB 52-011 DOORS - Installation of front RH door mechanisms with injected plastic handles SB 52-010 DOORS - Sliding door locking

mechanism improvement IN 2311-I-00 GENERAL - Radioactive Contamination SB 25-029 EQUIPMENT AND FURNISHINGS - Installation of

Lengthened Emergency Floatation Gear Fixed Parts Rev. 1 IN 2255-I-00 GENERAL - Aid to introduction of a Safety Management System (SMS) -

Operational risk management methodology provided by EUROCOPTER





EC120 Test Bench Update



ECL has received the final certification for the EC120 Test Bench. The Bench is used for post repair and overhaul of the main gearbox, Epicyclic. This will enable us to offer more efficient turn around times.



The New Light Helicopter Pilot Training Approach

The full flight simulator has always been related to heavy helicopters and Oil and Gas missions. These long term company contracts cannot be stopped for pilot recurrent training; this is the same as the airline industry. Older generation simulators were so expensive to maintain and operate that nobody would offer services to lighter helicopter operators.

Today advanced technology has brought forward affordable training for the light helicopter operator. For less than \$1,000 dollars/hours, you can have access to a full motion flight simulator and a briefing of your training.

The simulator has many advantages in addition to its complete safety features; it can be paused and restart through various exercises such as, a flare in autorotation.

SERVICE BULLETINS

IN 2302-I-00 GENERAL - Protection and use of helicopters in cold weather and in damp conditions
 ASB 25A045 EQUIPMENT AND FURNISHINGS – Cargo Hook - Issue of Service Bulletin No. 40 of the Indraéro Siren company
 IN 2312-I-00 GENERAL - AIP/Patch on TIPI
AS 355 IN 2311-I-00 GENERAL - Radioactive Contamination
 SB 29.00.06 HYDRAULIC POWER - Replacement of the Hydraulic Hoses Rev. 3
 IN 2255-I-00 GENERAL - Aid to introduction of a Safety Management System (SMS) - Operational risk management methodology provided by EUROCOPTER TIP 31-10-02 THALES H321 EHM STANDBY HORIZON
 SB 30.01 PROTECTION AGAINST ICE AND RAIN - Copilot windshield wiper. Rev. 1
 IN 2302-I-00 GENERAL - Protection and use of helicopters in cold weather and in damp conditions TIP 52-50-01 REINFORCED SLIDING WINDOWS IN 2301-I-52 DOORS - Windows - Loss of the sliding part of the "clear vision" window ASB 05.00.58 EQUIPMENT AND FURNISHINGS - Emergency floatation gear Check of the front and rear attachment brackets SIN 2315-S-55 STABILIZERS - Fins: Failure of the spar of the upper vertical fin Rev. 1 ASB 25.01.00 EQUIPMENT AND FURNISHINGS – Cargo Hook - Issue of Service Bulletin No. 40 of the Indraéro Siren company SB 31.00.01 INDICATING AND RECORDING SYSTEMS – Hour meter Installation of DATCON hour meter Corresponds to modifications 070594, 073435 and 073436 Rev. 1 ASB 05.00.58 EQUIPMENT AND FURNISHINGS - Emergency floatation gear - Check of the front and rear attachment brackets Rev. 1
 IN 2320-I-76 ENGINE CONTROLS - Spring of the anticipator control on the ALLISON power plant
 IN 2312-I-00 GENERAL - AIP/Patch on TIPI
 IN 2286-I-53 FUSELAGE - STRUCTURAL MAINTENANCE - Information concerning the introduction of a maintenance classification required for the implementation of structural repairs on the ECUREUIL
EC 135 IN 2292-I-24 ELECTRICAL POWER - Battery master box - Pre-flight check of the helicopter voltage ASB 67A-022 ROTOR FLIGHT CONTROL – Tail rotor controls Check of the ball bearing control
 IN 2305-I-00 GENERAL INFORMATION - Change of storage media technology - Replacement of the CD-ROM by the DVD-ROM as storage medium
 IN 2311-I-00 GENERAL - Radioactive Contamination SB 33-007 LIGHTS – Landing light 250 W (landing gear) - Retrofit of a new support of the landing light ASB 26A-003 Fire Protection System – Engine Fire Extinguishing System – Retrofit of heat-resistant injection tubes
 IN 2306-I-00 GENERAL INFORMATION - Introduction of the „Manual for Standard Practices“ (MTC) for ECD helicopters
 IN 2255-I-00 GENERAL - Aid to introduction of a Safety Management System (SMS) - Operational risk management methodology provided by EUROCOPTER SB 24-022 ELECTRICAL POWER -- DC power generation - Improvement of the display logic when the external power supply (EPU) is used
 SB 32-017 LANDING GEAR -- Snow Skids Retrofit of protective strips to the RH snow skid SB 31-059 INDICATING AND RECORDING SYSTEMS - Radar Altimeter - Retrofit of a voice alarm for the radar altimeter SB 32-014 Landing Gear – Entrance Step – Retrofit of an improved aft bracket Rev. 1
 IN 2312-I-00 GENERAL - AIP/Patch on TIPI SB 67-013 Rotor Flight Control – Collective Control – Replacement of collective levers and introduction of a weight compensation





The methodology behind this training is to allow the trainee to manage their own technique, in order to learn the correct procedure. This is something that is impossible to do when you are trained on an aircraft. The debriefing room is also important; it is where you can visualize the entire cabin, as well as, the aircraft in 3D view. We know always, "a picture means a thousand words".



During this year's HAC in Vancouver, there was an extremely positive response to this training approach. Eurocopter Canada is continuously working to enhance the proficiency of our AS350 operators.

Please contact us for further information and let's book some training!

SERVICE BULLETINS

Rev. 2 SB 33-011 LIGHTS - Map Case - Retrofit or replacement of an illuminated map case

AS 365 SB 63.00.16 MAIN ROTOR DRIVE - MGB oil pressure switch electrical bonding Rev. 2

SIN 2308-S-53 - FUSELAGE - TGB tube - Missing washer of a spacer

SB 65.00.17 ROTORS - TGB control shaft guide bush replacement. Rev. 1

IN 2311-I-00 GENERAL - Radioactive Contamination

SB 71.00.25 POWER PLANT - Evolution of "DIFF GONG" warning system Corresponds to modification 0771C38 IN 2255-I-00 GENERAL - Aid to introduction of a Safety Management System (SMS) - Operational risk management methodology provided by EUROCOPTER

IN 2275-I-53 FUSELAGE - FENESTRON - Circular score on the TGB

flared tube IN 2294-I-63 MAIN ROTOR DRIVE - MAIN GEARBOX -

Possible displacement of the free-wheel shaft during removal of the power takeoff flange IN 2274-I-25 EQUIPMENT AND FURNISHINGS - Expiry limit of the floats installed on the emergency floatation gears

IN 2267-I-53 FUSELAGE - UPPER FIN ATTACHMENT FITTINGS -

Details on the inspection areas of the fittings IN 2302-I-00 GENERAL -

Protection and use of helicopters in cold weather and in damp conditions

SB 05.00.60 TIME LIMITS - MAINTENANCE CHECKS - Tail Rotor

Hub (TRH) - Visual check of the 10-blade TRH hub

SB 24.00.24 ELECTRICAL POWER - Emergency Power Supply - Loss of

the Transponder Function in Ultimate Emergency Power Supply Conditions

Corresponds to modifications 365P678600.02 and 365P678600.03

Rev. 1 IN 2318-I-21 AIR CONDITIONING - SOFTAIR COMPACT AIR

CONDITIONING SYSTEM TYPE 791 - Check of the compressor belt

tension IN 2312-I-00 GENERAL - AIP/Patch on TIPI

BO 105 SIN 2287-S-67 ROTOR FLIGHT CONTROL - Control rods of

the tail rotor control - Note on the preflight check of the control rods

IN 2290-I-67 ROTOR FLIGHT CONTROL - Tail rotor controls - Possible

dents caused by non-conforming tools

IN 2311-I-00 GENERAL - Radioactive Contamination

IN 2255-I-00 GENERAL - Aid to introduction of a Safety Management

System (SMS) - Operational risk management methodology provided by

EUROCOPTER ASB 10-125 Main Transmission - Inspection of the mag-

netic plug/chip detector/oil filter and additional measures after chip detec-

tion on the magnetic plug / chip detector Rev. 1

ASB 80-147 OPTIONAL EQUIPMENT -- Cargo Hook Issue of Service

Bulletin No. 40 of the Indraéro Siren company IN 2312-I-00 GENERAL -

AIP/Patch on TIPI

BK 117SIN 2287-S-67 ROTOR FLIGHT CONTROL - Control rods of the

tail rotor control - Note on the preflight check of the control rods IN 2290-I

-67 ROTOR FLIGHT CONTROL - Tail rotor controls - Possible dents

caused by non-conforming tools rev. 1 IN 2305-I-00 GENERAL INFOR-

MATION - Change of storage media technology - Replacement of the CD-

ROM by the DVD-ROM as storage medium IN 2304-I-00 General infor-

mation - Error in the INDOC CD/DVD - Error in the INDOC CD 4 of the

BK117 C-1 and in the INDOC DVD 12 of the BK117 C-2 IN 2311-I-00

GENERAL - Radioactive Contamination IN 2306-I-00 GENERAL IN-

FORMATION - Introduction of the „Manual for Standard Practic-

es“ (MTC) for ECD helicopters IN 2255-I-00 GENERAL - Aid to intro-

duction of a Safety Management System (SMS) - Operational risk manage-

ment methodology provided by EUROCOPTER ASB 80-164 OPTIONAL

EQUIPMENT - Cargo Hook Issue of Service Bulletin No. 40 of the In-

draéro Siren company IN 2312-I-00 GENERAL - AIP/Patch on TIPI





Maintenance training schedule

Airframe	Date	Engine	Date	Location
AS350 B3	Sept 19th-30th, 2011	Arriel 2B1	Oct 3rd-7th, 2011	Fort Erie, ON
AS350 B2	Oct 17th-21st, 2011	Arriel 1D1	Oct 31st-Nov 4th, 2011	BCIT (Richmond, BC)
AS350, AS350 B3, EC130 B4	Nov 14th-18th, 2011	Arriel 2B1	Nov 2st-25th, 2011	Fort Erie, ON
EC120	Dec 5th-16th, 2011	Arrius 2F	Dec 19th-23rd, 2011	ENA (St-Hubert, QC)
AS350 B2	Jan 9th-20th, 2012	Arriel 1D1	Jan 23rd-27th, 2012	ENA (St-Hubert, QC)
AS350, AS350 B3, EC130 B4	Feb 6th-11th, 2012	Arriel 2B1	Feb 13th-17th, 2012	Fort Erie, ON
AS350 B2	March 5th-16th, 2012	Arriel 1D1	March 19th-23rd, 2012	BCIT (Richmond, BC)
AS350 B2	April 16th-27th, 2012	Arriel 1D1	April 30th-May 4th, 2012	Fort Erie, ON

Please note that location may be subject to change.

For more information on courses, prices and how to enroll, visit our website: www.eurocopter.ca



Visit us at the outdoor static display area at CanSec June 1st-2nd, we look forward to introducing you to the Eurocopter product range.



AN EADS COMPANY

