Built-up from operators' return on experience from the field, a comprehensive material management offer is at your disposal from Airbus Helicopters.

HCare Material Management offerings provide firm commitments and operational cost-reduction for better competitiveness.

- 100% performance on planned spares orders
- Committed performance on Smart plans
- Secured performance on Easy Repair & Easy Exchange services

3 lines of service package answering customers' mission specifics.
Fleet availability services: Full availability commitment, turnkey solution

By-the-Hour services: Budget control, enhanced helicopter availability, simple management

On request catalog services: Seamless access for all customers, secured performance

3 lines of service package
Always a solution to answer your needs
Easy Part

Spare parts
• Supply of any spare part, for the whole Airbus Helicopters range.
• Performance commitments on planned orders with On-Time-Delivery.

Repair & Overhaul
• One-stop-shop solution for the maintenance of any helicopter component.
• Complete range of repair solutions.
• OEM quality standards and main certifications.

Standard Exchange
• Immediate availability of a part.
• Applicable to scheduled & unscheduled maintenance.
• Subject to parts availability in stock.

OPEN
Service accessible to all Airbus Helicopters customers

100% GUARANTEED
deliveries on planned spares orders

SIMPLE & FLEXIBLE
a catalogue on Keycopter® portal

PAY-BY-EVENT
A purchase order when maintenance is needed
Easy Rental

- Rent a tool or a Ground Support Equipment (GSE) when it is needed, and for the period you define.
- Applicable to a growing list of part numbers available within the group.
Easy Repair

- A new standard for Repair & Overhaul service offering more service for the same price.
- Short and fixed repair Turn-Around-Times secured by a dedicated pool.
- Applicable to the whole Airbus Helicopters range.
- A catalogue of part numbers eligible for this solution is available on our customer portal Keycopter®, and covers all of our helicopter types.
Easy Exchange

- This solution entails the replacement of a part reaching its time limit or which has failed.
- Parts availability is secured by a dedicated pool, prices are fixed with no exclusions on most part numbers, and delivery is immediate.
- A catalogue of part numbers eligible for this solution is available on our Customer portal Keycopter® and covers all of our helicopter types.

OPEN
Service accessible to all Airbus Helicopters customers

SECURED AVAILABILITY
Part available at high performance level

PAY-BY-EVENT
Pay for an exchange part when needed

EASY ACCESS
All conditions in our catalogue
Our HCare Smart line of services has been tailored to answer the needs of operators seeking

- Optimized parts availability
- Budget control
- Simple management

These programs offer various coverage combinations according to customers’ profiles and missions, and reach an On-Time-Request performance level of more than 95%.

- Scheduled maintenance
- Dynamic components, blades and equipment parts
- Unscheduled maintenance
- Nose-To-Tail coverage

Offering anticipated delivery for scheduled events and 24h FCA platform conditions for AOG items committed by contract. Conditions can be customized according to operators’ requirements.
Repair-By-the-Hour (RBH)

• A Repair & Overhaul service based on a contractual fixed-hourly-rate payment.
• High parts availability through an optimal balance between operators’ inventory levels and repair Turn-Around-Time.
• Committed Turn-Around-Times.
• Especially designed to fit military or para-public customers’ needs.

IMPROVED AVAILABILITY
Optimized balance between stock & repair times

COMMITMENTS
Tailored to operational requirements

BUDGET CONTROL
Fixed hourly rate, predictable costs
Exchange-By-the-Hour (EBH)

- An exchange service based on a contractual fixed-hourly-rate payment, and proposing affordable performance.
- Offers immediate availability in case of unscheduled maintenance.
- Allows operators to reduce inventory investments and does not entail any buy-in payment.
- More particularly adapted to moderate flyers.
Parts-By-the-Hour (PBH)

- An exchange service based on a contractual fixed-hourly-rate payment.
- Offers immediate availability in case of scheduled or unscheduled maintenance.
- Allows operators to drastically reduce inventory investments.
- Designed for customers in need of high reactivity.

**SPECIAL OFFER ECUREUIL FAMILY**

- Competitive pricing
- No upfront buy-in
- Nose-To-Tail option

**AVAILABILITY**
Permanent parts availability on scheduled & unscheduled maintenance

**BUDGET CONTROL**
Fixed hourly rate, no unexpected cost and stock optimization

**COMMITMENTS**
Performance commitments backed by penalties

**OPTIMIZE YOUR ASSET**
Keep your helicopter at the best value
Full-By-the-Hour (FBH)

- Comprehensive service based on a contractual fixed-hourly-rate payment.
- Offers immediate availability in case of scheduled or unscheduled maintenance, and the supply of non-repairable parts.
- Simple management through a single contract.
Fleet Availability

• Comprehensive program embedding maintenance, logistics operations and OEM support.
• Contractual budget conditions entailing monthly and hourly rates.
• Offers a performance commitment for the benefit of a fleet ready to fly.
• Allows operators to focus on flight operations and delegate support activities to a major player in the industry.

WORRY-FREE
A customized solution matching your needs, for total peace of mind

SIMPLE & EFFICIENT
A single contract to manage maintenance

TOTAL BUDGET CONTROL
Full cost management from spares supply to aircraft maintenance

COMMITMENTS
Guaranteed fleet availability performance backed by penalties
WHATEVER YOUR OPERATIONAL NEEDS... WE CAN DELIVER.

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  - 7 central inventories or logistics hubs, as well as multiple regional stock warehouses
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United States.