BOMBARDIER
CUSTOMER SERVICES
COMMERCIAL AIRCRAFT

Aftermarket Services

Support throughout the aircraft lifecycle. Always.

You. First.

BOMBARDIER

You. First. Always.

Wherever our customers fly, whatever our customers need, we bring together the people, the passion and the performance to get the job done. Responsive. Reliable. Ready. At Bombardier, Customer Services is about putting our customers first. Always.

The support you need, when and where you need it

One phone call. That's all it takes, anytime of the day or night, to mobilize our global network of support professionals.

Customer Response Centres

Our Customer Response Centres operate 24/7 to resolve all technical and parts needs – to keep your aircraft flying. You can count on us to provide accurate, prompt responses to every query. Services include:

- Troubleshooting assistance and procedures
- AOG spare parts availability
- Factory approved aircraft repair and return to service data and instructions
- Unique engineering and technical modification needs

Regional Support Offices

Our Regional Support Offices provide a regional presence on a global scale. Available near you to meet your business needs in your time zone, we're constantly expanding. Our global offices are located in:

- Tokyo, Japan
- Shanghai, China
- Sydney, Australia
- Munich, Germany
- Mumbai, India

In-service supplier management

Our in-service supplier management serves as a direct link between you, our partners and our suppliers, ensuring you receive exceptional service and prompt resolution to all queries.

Throughout the aircraft lifecycle, Bombardier is right there with you.

Remarketing of previously owned Bombardier aircraft

Bombardier Commercial Aircraft is one of the largest regional aircraft leasing and management organizations in the world. We have the international connections and expertise to address every need for fleet replacement or acquisition of pre-owned regional aircraft, everywhere, always.

Start-up Support

Bombardier and our authorized partners provide the customized start-up support you need to move your aircraft into service quickly and reliably.

Aircraft Maintenance Services

Our award-winning Bombardier owned and operated Service Centres provide support to your fleet and minimum span times for your maintenance needs. As the original equipment manufacturer, we have the expertise, experience and access to the fleet information you need to keep your aircraft flying.

Locations include:

- Bridgeport, West Virginia, United States
- Tucson, Arizona, United States
- Macon, Georgia, United States

Authorized Service Facilities

Our Authorized Service Facilities offer global support with specialized tooling, training and technical information for reliable, efficient and quality maintenance service in your region.

Locations include:

- Flybe Services, England
- Adria, Slovenia
- STAECO, China
- SAMCO, Netherlands
- Hawker Pacific, Australia

Exceptional services to provide total support.

Worldwide parts network

Fast, reliable and cost-effective delivery of aircraft parts is essential to your fleet's performance and success. That's why our extensive network is designed to ensure you have access to the parts you need, when you need them.

In order to get parts to you as quickly as possible, anywhere in the world, we provide:

- Extensive global parts inventory with 24/7 parts availability
- State-of-the-art distribution centres strategically located around the world
- Component cost-per-hour programs from Bombardier and our partners

Parts Distribution Centres

- Chicago, Illinois, United States
- Frankfurt, Germany
- Tokyo, Japan
- Beijing, China
- Sydney, Australia
- Singapore
- Dubai, UAE
- São Paulo, Brazil

Extensive training

Our extensive training programs provide all the knowledge and skills required to get your aircraft flying and keep them flying – on time, every time.

Customized maintenance programs

Our maintenance programs are customized to suit each airline's unique needs to achieve optimal aircraft availability and reliability at the lowest cost.

Comprehensive technical publications

We offer a complete spectrum of technical publications. The new Digital Data Navigator allows you to merge your documentation and critical information with Bombardier's technical manuals in one easy-to-access program.

eServices

Bombardier's customer web portal offers an extensive selection of technical data, resources and tools. iflybombardier.com serves as a single source for all your online needs and support, including:

- Aircraft Diagnostics Solutions *Plus*
- Airline Performance Analytics
- Online Drawings
- Bombardier Online Spares System (BOSS)
- Online Technical Requests
- Technical manuals, Service Bulletins and other technical information

Mobile Repair Team

Our highly trained and experienced Mobile Repair Team provides immediate service, around the clock, for rapid return to service anywhere in the world.

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For more information, please contact our Customer Response Centres:

Q-Series:
Telephone: 1.416.375.4000
Email: thd.qseries@aero.bombardier.com

CRJ Series:
Telephone: 1.514.855.8500
Email: thd.crj@aero.bombardier.com

Or visit:
www.iflybombardier.com

For Spares 24/7 AOG, please call:
Telephone: 1.416.375.3910 or 1.416.375.4020
Email: aog@aero.bombardier.com

For Used Aircraft Sales and Remarketing Services, please visit:
www2.bombardier.com/Used_Aircraft/en/Links.jsp

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BOMBARDIER

DASH 8/Q-SERIES

EXTENDED SERVICE PROGRAM

Extend the lifespan of your Dash 8-100 aircraft up to 120,000 cycles

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Operators of the Dash 8-100 aircraft can look forward to many more years of reliable operation of their aircraft with Bombardier's Extended Service Program. This program can extend the life of the aircraft up to 120,000 cycles.

A long history of reliability and success

The Dash 8-100 aircraft has been in service for many years, reliably transporting passengers worldwide. Originally certified for 80,000 cycles, ongoing maintenance checks indicate that the airframe and systems are performing better than originally estimated.

A longer life, and more profits

There are many benefits to the Extended Service Program, including:

- Providing many additional years of reliable transportation for passengers around the world
- Continuing to generate additional profits and drive higher aircraft residual value for the operator
- Fully utilizing the new landing gear assets (which must be replaced at 60,000 cycles)

A comprehensive program, geared to your needs

Service Bulletin which will identify:

- Requirements for the Enhanced Structural Inspection Requirement (ESIR) program to be implemented as a prerequisite
- Prerequisite modifications required for the Extended Service Program
- One-time inspections and checks
- Structural and system components that will require replacement

Maintenance Program Supplement which will:

- Permit operation beyond 80,000 cycles
- Revise check and replacement intervals for system components
- Identify components marked for mandatory reliability monitoring program designed to expose adverse trends
- Include a list of repeat inspection intervals and safe-life components, plus revised structural maintenance tasks

Call our Customer Response Centre today

For additional information, or to receive a quote for price and offerability tailored to your fleet's specific upgrade requirements and aircraft configurations, contact the Customer Response Centre, Q-Series.
Telephone: **1-416-375-4000.**

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DASH 8/Q-SERIES

INTERIOR REFRESH PROGRAM

Enhance your passengers' experience with the improved *Q400 NextGen* interior

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Bombardier's enhanced interior provides a significantly improved flying experience for passengers on the Dash 8/Q-Series 100/200/300 aircraft. The interior upgrade is based on the *Q400 NextGen* interior, and features new overhead bins, ceiling panels and lighting. Passengers will enjoy more comfort, more storage and improved aesthetics.

Improved stowage, lighting and overall comfort

The basic interior upgrade will consist of *Q400 NextGen* overhead bins, PSUs, ceiling panels and LED lighting, combined with re-finished Dash 8 sidewall panels, all tailored to fit into the Dash 8/Q-Series 100/200/300 fuselage.

The generous *Q400 NextGen* bins will accommodate the standard IATA 10.5" x 16" roller bags, while the LED "cool" lighting will wash along the ceiling panels and under the bin doors. These features, combined with the *Q400 NextGen* "Crystal White" finish, will brighten and enhance the spacious appearance of the interior.

The *Q400 NextGen* forward draft bulkhead and flight attendant control panel, changes to the Environment Control System (ECS) ducting and wiring (to accommodate the new PSUs and LED lights), plus new cabin insulation round out the Dash 8/Q-Series 100/200/300 *NextGen* Interior offering.

Additional features are also available

Additional upgrades to enhance the interior of your aircraft, such as new seats, carpets, floor path lighting, and lavatory or galley refurbishment, are also available and will add even more to your passengers' experience. Each of these features can be priced separately and installed as part of the upgrade.

Improved comfort, reduced maintenance costs

There are many benefits to a new interior:

- Enhanced experience when discerning customers are comparing the new *Q400 NextGen* interior to other aircraft
- Lower maintenance costs and reduced maintenance-time costs with new LED lighting
- Reduced complexity of ECS and wiring systems
- Commonality of parts
- Reduced weight from ECS, LED lights, insulation and carpets (optional)

The *Q400 NextGen* interior upgrade may be installed in conjunction with, or independently of, the Extended Service Program modifications, main landing gear change, engine exchange and/or the flight deck upgrade or at any major maintenance check.

Call our Customer Response Centre today

For additional information, or to receive a quote for price and offerability tailored to your fleet's specific upgrade requirements and aircraft configurations, contact the Customer Response Centre, Q-Series.
Telephone: **1-416-375-4000**.

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DASH 8/Q-SERIES

COMPONENT COST-PER-HOUR PROGRAM

Effectively manage lifecycle costs with improved service and component cost-per-hour program

FLY FOR DASH 8

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Bombardier and Fokker Services have combined forces to provide a component cost-per-hour program for Dash 8/Q-Series 100/200/300 aircraft. This will allow operators to more effectively manage lifecycle costs, providing them with improved service, parts availability and aircraft dispatch availability.

Fokker Services – a leader in aircraft support

Bombardier and Fokker Services will provide logistics support solutions for the Dash 8/Q-Series 100/200/300 aircraft through the *FLY for Dash 8 Program*. This new program is based on Fokker's comprehensive ABACUS program, the longest running logistics support program in aviation history. ABACUS has been assisting operators of post-production models to manage their inventory, repair and overhaul costs for almost two decades.

Improved parts and dispatch availability

The *FLY for Dash 8 Program* offers guaranteed availability of serviceable components and customized component repair and overhaul services on a cost-per-hour basis.

In addition, parts availability is ensured through Fokker Services' large pool of components.

These value-added services will allow Dash 8/Q-Series 100/200/300 aircraft operators to better forecast and plan repair costs, as well as better manage lifecycle costs.

Call us today

For additional information, please email Fokker Services at **FLYforDash8@fokker.com**

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BOMBARDIER

DASH 8/Q-SERIES

ESIR PROGRAM

Reduce downtime and costs with ESIR

(Enhanced Structural Inspection Requirements)

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In order to reduce downtime and costs for Dash 8-100/300 aircraft flying over 40,000 cycles, Bombardier has established the ESIR program for the wing, flaps and fuselage.

A proven history of reliability

Regular and heavy maintenance checks indicate that the airframe and systems are performing better than the 80,000 cycles originally estimated, generating more profits for airlines and operators.

ESIR – a rapid and significant return on investment

Bombardier's ESIR program substantially extends the repeat intervals of selected mandatory structural inspections, significantly reducing inspection labour hours and material costs while increasing available revenue-generating flying time.

ESIR is serial number specific, meaning it is transferable with the aircraft, resulting in higher residual value. The lower the number of aircraft cycles upon introduction of an ESIR program, the larger the benefits to be realized.

Reduced inspection labour hours, material costs, higher residuals and revenues

Introduced through the approved Service Bulletin, ESIR:

- Adds ESIR Supplement 2 to the Maintenance Program Airworthiness Limitations list
- Adds new Task Cards to the Task Card Manual
- Defines certain modifications as prerequisites to implement the ESIR program

For the Dash 8-300 (Models 301, 311, 314, 315), which require a more extensive damage tolerance data review due to the higher gross weight, Bombardier has reassessed the damage tolerance analytics and generated a new inspection interval listing with significant reductions in inspection intervals on affected significant structural inspections. The ESIR program and revised maintenance documentation for the Dash 8-300 is available now.

Call our Customer Response Centre today

For additional information, or to receive a quote for price and offerability tailored to your fleet's specific upgrade requirements and aircraft configurations, contact the Customer Response Centre, Q-Series.
Telephone: **1-416-375-4000**.

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CRJ SERIES

CRJ TECHNICAL TRAINING

A comprehensive package of CRJ technical training tailored to your airline

Flight Path International

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CUSTOMER SERVICES
COMMERCIAL AIRCRAFT

Bombardier and FlightPath International combine to provide more comprehensive and professional technical training for all CRJ Series aircraft.

FlightPath International – professional, full service training

Bombardier and FlightPath International, one of the most respected aviation training providers in the world, have joined forces to provide entitlement and recurrent technical training for all CRJ Series aircraft. The training will be delivered by a team of experienced and professional maintenance instructors, delivered to meet ATA 104 guidelines for aircraft maintenance training.

A comprehensive package of core and specialty training courses

All training courses can be customized to meet individual operator's needs. That includes providing training at either Bombardier's facilities or at customer-selected facilities. The instructor-led classroom training will be supported by desktop simulation, utilizing a fully-functional aircraft cockpit in the classroom environment.

Enhanced training increases safety, reduces costs

The enhanced training services provided by Bombardier and FlightPath International will ensure that your maintenance personnel are well prepared to maintain the aircraft to the highest possible standards. This will provide both optimal safety and lowest operating costs for all operators.

Call our Training Facilities today

For additional information, or to receive a price and offerability quotation tailored to your specific needs, please contact:

Bombardier Training Centre 1-877-551-1550 or email:
www.ba_training@aero.bombardier.com

FlightPath International 1-705-434-0058 or visit:
www.flightpathinternational.com

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CRJ SERIES

USED PART OFFERING

Enhanced used parts availability reduces operator costs

MAGELLAN GROUP

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Magellan Aircraft Services will refurbish spare parts for Bombardier CRJ100/200 aircraft, providing operators with a low-cost solution to meet their spares requirements.

Integrated, global aftermarket service

The Magellan Group is a global supplier of integrated aftermarket support services. With Bombardier, they will provide additional channels for operators to easily acquire genuine, certified parts for their CRJ aircraft.

Over 6,200 used parts available

Bombardier and Magellan are both AFRA (Aircraft Fleet Recycling Association) accredited companies committed to management of end-of-life airframes and engines. Ensuring an environmentally responsible part-out process is followed, there will now be more than 6,200 parts available, including engines, for lease or sale.

Engine Leasing: The Magellan Group originated many leasing concepts since the early 1980s, and created many of today's standard leasing structures. This includes short and long-term engine and accessories leasing and exchange agreements.

Operating Leases: Magellan provides operating leases and AOG support for engines and accessories for short-term (one month) and long-term (five year) agreements.

Sales and Lease Back: Additional liquidity and flexibility are available through Magellan's customized sales and lease back arrangements. Lease terms range from short-term (one year) to long-term (five year) agreements.

Call our contacts today:

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