



LEONARDO HELICOPTERS

# OPERATIONAL SUPPORT PLAN



## INTRODUCTION

The new range of Leonardo Helicopters Service offerings consist of:

- **4 new Service Plans**, focused on different levels of customer operational needs
- **Service Level** with committed performance guarantee.

Multiple combinations available, **providing customers with flexibility and a clear solution to their support needs.**



## SCOPE OF COVERAGE

The Operational Support Plan, provides:

- **A Logistic Support Guarantee covering all components in the basic helicopter configuration**
- **Labour for Base Maintenance provided at an approved Leonardo Helicopters Service Centre.**

The Plan provides repair, overhaul, replacement and/or exchange of parts including Life Limited parts, Time Between Overhaul parts and parts for scheduled inspection maintenance.

**Coverage extends to scheduled and unscheduled events, enhancing Customer aircraft availability, reducing inventory costs and optimizing R&O expenses.**

## COVERED COMPONENTS

- Airframe Components
- Avionic Components\*

## COMPONENTS & ITEMS EXCLUDED

- Engines & Engine Accessories, Auxiliary Power Unit (APU)
- Primus Epic System (only for AW139)
- Optional kits (can be included upon Customer request)
- Items with a unit price less than 200 EUR/250 USD
- Aircraft paint, upholstery, carpets, interior panels
- Fuel, lubricants, and consumable materials
- Labour for Line Maintenance
- Any costs attributable to abuse or misuse of the aircraft
- Transportation charges
- Tools and Ground Support Equipment.

\* for AW139 the coverage of the Honeywell Primus Epic System is guaranteed under the signature of the Honeywell Maintenance Service Plan



## SERVICE LEVEL

- An AOG service with 24 hours' ex-work delivery
- A transparent and guaranteed Service Level, measured as delivery time and delivery schedule adherence
- Refund if the Service Level is not adhered to the agreement.

## PAYMENT METHOD

**Pay By Hour guarantees a fixed cost per flight hour**, with insurance on covered components. The price doesn't vary, no matter how many times the component is changed – regardless of maintenance frequency.

Leonardo Helicopters is committed to developing and expanding its Customer support solutions to meet their needs.

We always welcome discussions with our current and potential Customers to help us in delivering solutions focused on their operational needs.

## ADVANTAGES OF A LEONARDO SERVICE PLAN

- **Higher aircraft availability**  
Providing a guaranteed service level, with enhanced performances compared to transactional purchases
- **No need of Up-front Investment**  
Taking care of spares provisioning to ensure helicopters are supported
- **Higher resale value of aircraft**  
Enhancing the helicopters resale value by ensuring it has been maintained using approved parts
- **Service Bulletins**  
Optionally included to keep the helicopter configuration state-of-the-art
- **Transportation services**  
Optionally included to optimize logistics
- **Cost Predictability**  
A fixed cost per flight hour to assist with controlling Customer budgets and helicopters maintenance costs.



**Leonardo Società per azioni**

Registered Head Office:  
Piazza Monte Grappa, 4  
00195 Rome-Italy  
T +39 06 324731

**Leonardo Helicopters**

Head Office:  
Via Giovanni Agusta, 520  
21017 Cascina Costa di Samarate-Italy  
T +39 0331 229111

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