2021 CUSTOMER SUPPORT DIRECTORY

AIRBUS

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Airbus Helicopters North America
Striving to serve you better

www.airbus.com

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AOG Email: aog.us@airbus.com

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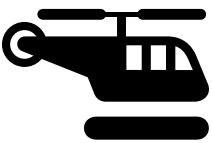

Dear Valued Customer,

This past year has been like no other in our industry, and I could not begin this letter without first thanking everyone for their operations this past year saving lives, protecting communities, carrying essential goods, safely transporting passengers, and ensuring critical infrastructure across the U.S. and Canada.

At Airbus Helicopters North America, we know that you rely on our support now more than ever, and this drives our teams to provide you with the services and support you need in this rapidly changing industry environment. We continue to take the necessary steps to protect the health and safety of our employees so that we can remain fully operational in supporting your fleet and critical missions.

We know that when you need your helicopter to carry out your specific missions, you need it ready then, without unexpected surprises or hurdles. As we continue to look for ways to improve the service and support that we provide to all our customers in the region, we've taken your feedback to heart and are implementing concrete changes in 2021 across all of our service solutions, so we can better help you increase your aircraft availability, manage your recurrent costs, reduce and more quickly mitigate any AOG situations, and streamline your exchanges with our teams to improve your overall AHNA Customer Support experience. I'd like to highlight a few of these changes that you'll see throughout the year:

We're completely rethinking our approach and organization. We're building a new team 100% dedicated to AOG to streamline the process, accompany our customers through it, reduce lead times, and ensure 24/7 telephone and online support. We've also increased our Customer Support Management team to help streamline spares logistics and deliveries and reduce AOGs, while also developing new processes to improve the customer experience of placing support orders. They also will assist with new HCare by the hour contracts, which are seeing a steady increase for our customers looking to combine OEM expertise with comprehensive cost management. Lastly, we'll be adding two new Customer Support managers for eastern and western Canada to be closer to our customers, and are training Tech Support Reps for the ramp up of the Super Puma in the region.

We've increased the capabilities of our service centers, including our first H160 service center in the Northeast U.S, gearing up for this aircraft's entry into service later this year. We've also added a more exhaustive list of Airbus STC and SBs into the catalog on AirbusWorld, which is also receiving several upgrades this year. On the training side, we've adapted our schedules and procedures to safely fulfill customer requirements during the pandemic and have also launched new virtual training options. We will soon be deploying H145 5-blade maintenance training courses and will inaugurate Helisim's H145 (4 and 5 blade) Level D Full Flight

Simulator in Grand Prairie, Texas this spring.

As our world becomes more connected, we are rolling out new video content and webinars for better awareness and proficiency on digital solutions, including software applications, ground segment tools, and analytics, among others.
Lastly, on the MRO side, we are not only overhauling your aircraft, but our internal tools and processes as well. We're implementing new software for more dynamic scheduling and status updates, we're investing in more training for our teams, and we're adding a Tech Support role in our blade shop. We're also increasing our capacity for dynamic component repairs and will inaugurate later in the year a new DCR test bench in our Grand Prairie, Texas, support facility.

Our overriding goal in implementing these changes is to provide a seamless support experience so that you can keep your mind on carrying out your missions.
You'll find in the attached documents everything you need to know about customer support at Airbus Helicopters North America, and if you have any questions, do not hesitate to reach out to myself or my teams.

I speak for the entire Airbus Helicopters North America team when I say we appreciate your business, and stand ready to support you as the world and your business continue to evolve. Thank you again for your trust in Airbus, and stay safe.

Best wishes,

Anthony Baker
Vice President
Customer Support, North America

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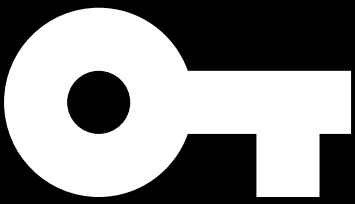

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DISCLAIMER: The information contained in this Directory is for reference purposes only and should only be consulted for the applicable service year listed. Airbus Helicopters reserves the right to update any of the Directory information at any time without notice. Please consult Airbus Helicopters, Inc or the companies identified in this Directory should you require confirmation of the listed information.

Airbus Helicopters North America

CUSTOMER SUPPORT

Regional Customer Support

The Regional Customer Support Management Team is your single point of contact for AHI when needed and your internal voice.

Customer Support

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2020 CSM & CSR Teams

New Maps Coming Soon!

New Maps Coming Soon!

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Airbus Helicopters North America

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- Technical Support and Product Expertise
- Field Service
- Technical Publications
- Fleet Statistics

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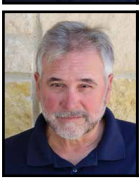

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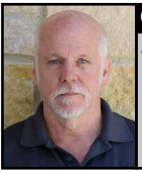

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TECHNICAL PUBLICATIONS

Technical Publications are essential to the safe and efficient maintenance of Airbus Helicopters products. O.R.I.O.N, Optimized Reader for Internet and Other Network is a navigation tool for interactive electronic documentation. O.R.I.O.N offers optimized navigation allowing quick access to the information through advance search functions, table of contents and libraries, and are provided free of charge with the purchase of a new aircraft.

Manuals on USBs are available for the following aircraft:

EC120	AS355	EC145	H160
AS350	EC135	BK117	AS332
EC130	BO105	AS365	EC225
		EC155	

Vendor manuals on USBs are available for the following aircraft:

AS350	AS355	AS365
EC130	EC145	AS332

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Airbus Helicopters North America

MAINTENANCE, REPAIR & OVERHAUL

Airbus Helicopters' repair and overhaul facilities provide inspection, maintenance and repair services for Airbus Helicopter products. Our team consists of experienced, factory-trained technicians, supported by service engineers and quality assurance technicians. Our repair and overhaul team strives to provide the most comprehensive service and competitive pricing in the industry.

MRO MANAGEMENT

Director, MRO

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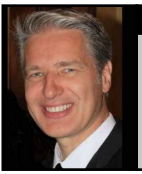

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DCR Shop

EC135/EC145 Test Cell

Avionics

Maintenance & Repair

EC135/EC145/BK117
Repair Fixture

EC145/BK117 Tail
Boom Repair Jig

EC130/H130 Tail
Boom Repair Jig

Airbus Helicopters North America

FLIGHT OPERATIONS

Flight and ground training courses are provided for all current civil/government production Airbus Helicopters' aircraft, including initial, transition and recurrency training.

Details on scheduling and pricing can be found online at www.airbushelicoptersinc.com.

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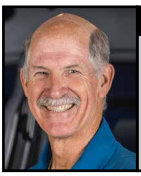

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Airbus Helicopters North America

CUSTOMER TRAINING CENTER

Maintenance and Pilot training courses are provided for all current civil/government production Airbus Helicopters' aircraft, including initial, transition and recurrency training.

Airbus Helicopters' maintenance training school offers a variety of courses including: airframe field maintenance, automatic flight control system, field maintenance and general maintenance. For your convenience, off-site training is also available.

Details on scheduling can be found online at https://www.airbus.com/us/en/helicopters/training.

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TRAINING COURSES

2021 Course Catalog

Airbus Helicopters, Inc. is pleased to offer the following catalog of flight and maintenance training courses.

For full details of courses, please contact your local Airbus Helicopters' representative or visit our website at: https://www.airbus.com/us/en/helicopters/training.

Flight Training Courses

These courses combine classroom instruction with flight instruction. Minimum requirements include FAA-issued Private Pilot Certificate with a Rotorcraft - Helicopter Rating, take-off and landing currency in helicopters, and a valid medical certificate.

Pilot Initial/Transition Course

Initial/transition flight training in factory owned helicopters is offered for the following models:

AS350/H125 Series - 5 day program includes flight and simulator training
EC145 - 10 day program includes flight and simulator training

Initial/transition flight training for the following models is conducted in the customer's helicopter. Pricing will be negotiated based on travel expenses and daily instructor costs.

H120 - 3 days classroom, 3 flight hrs
H130 - 3 days classroom, 3 flight hrs
AS355 Series - 3 days classroom, 4 flight hrs
EC135/H135 IFR - 7 days classroom, 7 flight hrs
H145 - 8 days classroom, 8 flight hrs
BK117 - 4 days classroom, 4 flight hrs
AS365 - 5 days classroom, 5 flight hrs
H155 - 7 days classroom, 7 flight hrs
H215 - 10 days classroom, 10 flight hrs

Pilot Recurrent Course

Recurrency flight training in factory owned helicopters is offered for the following models:

H120 - 1 day classroom, 1.5 flight hrs
AS350/H125 Series - 2 day program includes flight and simulator training
EC145/H145 - 4 day program with either flight in simulator or aircraft

Recurrency flight training for the following models is conducted in the customer's helicopter. Pricing will be negotiated based on travel expenses and daily instructor costs.

H120 - 1 day classroom, 1.5 flight hrs
H130 - 1.5 day classroom, 1.5 flight hrs
AS355 Series - 1 day classroom, 2 flight hrs
EC135/H135 VFR - 1 day classroom, 1.5 flight hrs
EC135/H135 IFR - 2 days classroom, 2 flight hrs
BK117 - 1 day classroom, 1.5 flight hrs
AS365 - 1 day classroom, 1.5 flight hrs
H155 - 2 days classroom, 2 flight hrs
H215 - 5 days classroom, 3 flight hrs

Inadvertant Instrument Meterological Conditions (IIMC)

To review flight conditions that typically leads to inadvertent IMC conditions. This course emphasizes the identification of circumstances conducive to inadvertent IMC and strategies to abandon continued VFR flight into deteriorating conditions. The discussed strategies will include Aeronautical Decision Making (ADM) skills, weather resource gathering, Single Pilot Resource Management, and IIMC survival techniques.

This course segment is complete when the student can demonstrate an understanding of the conditions that typically lead to inadvertent IMC, describe the basic skills required for and items that assist in recovery from IIMC and unusual attitudes.

The student is exposed to Instrument Meteorological Conditions (IMC) in a controlled environment where they may experience the risks associated with IMC conditions in a non-IFR certified aircraft. The student will be exposed to Marginal VFR (MVFR) conditions while under the hood, as well as actual IIMC. During the students training they will review IIMC procedures, Single Pilot Resource Management skills as well risk management techniques.

This course consists of half a day of classroom instruction and 2 hours of simulator flight.

Maintenance Pilot Flight Procedures Course

Maintenance pilot flight procedures courses are offered in our factory owned aircraft. Successful completion of an approved Pilot Transition course is a pre-requisite for this course.

AS350 B2 - 2 days classroom, 1.5 flight hrs
AS350 B3/H125 - 2 days classroom, 2 flight hrs
H135 - 2.5 days classroom, 3 flight hrs
EC145/H145 - 2 days classroom, 4 flight hrs

Pilot Differences Course

Pilot differences courses are offered in our factory owned aircraft. Successful completion of an approved Pilot Transition course is a pre-requisite for this course.

AS350 B2 to B3/H125 - 1 day classroom, 2 flight hrs

Pilot differences courses are also offered in the customer's aircraft. Successful completion of an approved Pilot Transition course is a pre-requisite for this course.

AS350 B3 to B3 2B1/H125 -
1 day classroom, 2 flight hrs
H125 to H130 -
1 day classroom, 1.5 flight hrs
AS365 N2 to N3 -
1 day classroom, 1.5 flight hrs
EC135/H135 VFR to IFR -
2 days classroom, 2 flight hrs

NVG Initial Qualification for Commercial Pilots

This course provides pilots with the basic knowledge on the safe use of night vision goggles. It provides an in-depth study of the human visual system and the theory of Night Vision Goggles, and provides Basic Aircraft Maneuvers - Commercial PTS and NVG Specific.

Minimum requirements include a valid commercial pilot's certificate, a current Class 2 or better medical certificate, at least 300 total hours of helicopter experience.

AS350 B2/H125 - 8 hrs classroom, 6 flight hrs

NVG Refresher

Requirements for this course are identical to the NVG Initial course listed above.

AS350 B2/H125 - 4 hrs classroom, 2 flight hrs

Night Urban Flight and Emergencies

This course is advanced night training for private or commercial pilots. It covers an in-depth study of the human visual system and provides Basic Aircraft Maneuvers with demonstration of visual problems as well as full emergency procedures at night.

Minimum requirements include a valid private or commercial pilot's certificate, a current Class 2 or better medical certificate, at least 300 total hours of helicopter experience, and previous attendance at Airbus Helicopters initial training for the aircraft model in question.

Initial qualification:

AS350/H125 series - 4 hrs classroom, 2 flight hrs

Refresher training (the Night Urban Flight and Emergencies Initial course is a pre-requisite):

AS350/H125 series - 2 hrs classroom, 2 flight hrs

Airframe Field Maintenance Courses

These courses utilize classroom instruction and/or shop demonstrations to train the student to a point where he or she will be able to demonstrate an understanding of the fundamental operations and skills necessary to maintain the aircraft in an airworthy condition. Acceptance into the courses is based on the requirement that the student possess the basic experience and skill levels of one of the following: certification as an airframe mechanic/engineer with one year practical experience as a rated aircraft mechanic/engineer; one year of experience as an active mechanic/engineer on helicopters; or three years general experience as a commercial or military aircraft mechanic/engineer.

Airbus Helicopters offers on-site maintenance courses for the following aircraft: H120, AS350 Series (B2, B3), H125, EC130, H130, EC135, H135, EC145, BK117, BO105, H145, AS365 and H155. BO105/BK117 Rotor head inspection

Field Maintenance Course - 10 days / 60 hrs - 15 days / 90 hrs - 20 days / 120 hrs
Refresher training - 5 days/ 30 hrs

Refresher, Differences, and Familiarization Courses also available.

Avionics Maintenance Courses

Avionics Systems

Instruction will cover VHF comms, ADF navigation, VOR navigation, transponder, DME, GPS navigation, radar altimeter, DC power generation and distribution, AC power, pitot-static, warning unit, Central Panel Display System (CPDS), engine indication, main gearbox indication, fuel distribution, Flight Control Display System (FCDS) and Automatic Flight Control System (AFCS).

AS350/H125 System - 5 days/ 30 hrs
EC135 System - 15 days/ 90 hrs
H135 System - 15 days/ 90 hrs
EC145 System - 15 days/ 90 hrs
H145 System - 15 days/ 90 hrs

FCDS/AFCS Systems

Provides an overview of the autopilot and flight control display system, plus the interaction between these two systems.

Synthetic Learning

Airbus Helicopters offers Helisim EC135 simulator training in an FAA Level 6 certified full-motion system with 6 degrees of freedom, a visual system with a 150° by 80° field of vision, and a database that includes detailed airports, helipads, and realistic 3-D moving models.

Initial Training -
42 hrs of ground instruction, 10 hrs in FTD

Recurrent Training -
12 hrs of ground instruction, up to 4 hrs in FTD

The EC135 simulator is also convertible to an EC145 Flight Simulation Training Device.

AS350 / H125 Training: Airbus Helicopter's FAA Level B certified AS350 simulator is a full-motion, multi-mission trainer. It will cover a wide spectrum of training missions for Airborne Law Enforcement, Air Medical Services and other AS350 / H125 operators.

The AS350 simulator's design features include not only a mission-ready NVG cockpit but also a full cabin in order to accommodate Airborne Law Enforcement and Air Medical Services crew missions. Pilot instrumentation includes full avionics with autopilot, in addition to a complete Law Enforcement mission suite for a Tactical Flight Officer (TFO). Airbus Helicopters takes flight simulation to a new level with flight training and mission training capabilities that cannot otherwise be performed in training aircraft.

The simulators are also available for dry-lease. Operators' instructor pilots will be asked to complete a training course on the Instructor Operating Station (IOS).

Airbus Helicopters North America

AVIATION SAFETY

Manage company Safety Management System (SMS)

- Continued Operational Safety.
- Pre-flight risk assessment for all flights
- Flight data monitoring & flight tracking
- Manage Aviation Safety to include training and the use of safety equipment.

Fleet/Customer Safety and Outreach

- Safety symposia, publications, & videos
- Product safety improvement initiatives
- Aviation safety presentations in conjunction with FAA FAAST Team.

Participation and chair Industry Committees and Working Groups for;

Regulatory coordination – rulemaking, policy, and guidance

- AHS, GAMA, IHST, ISASI
  Accident investigation – U.S. & Canada
- Support to FAA, NTSB, and AH/AHD
- TSI & NTSB Accident Investigation Course
- Litigation support

US Accident Reporting: (214) 605-9365
Canada Accident Reporting: (800) 267-4999

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Airbus Helicopters North America

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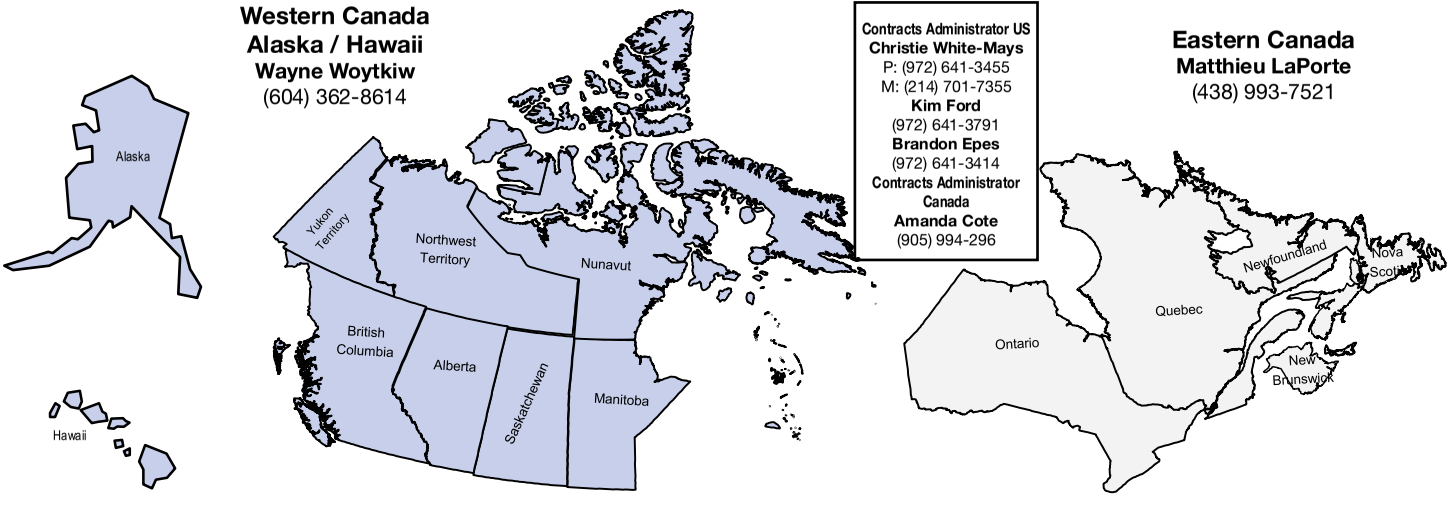

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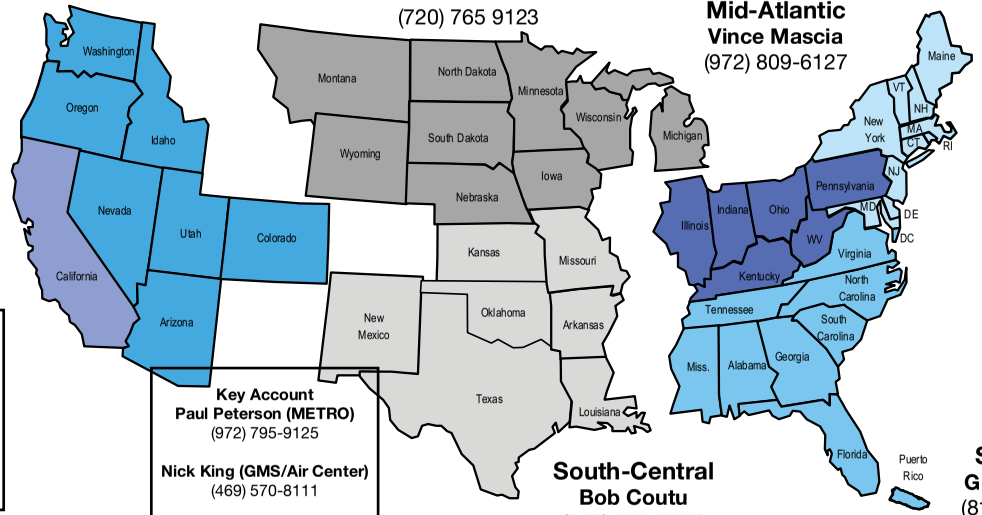

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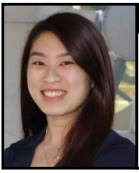

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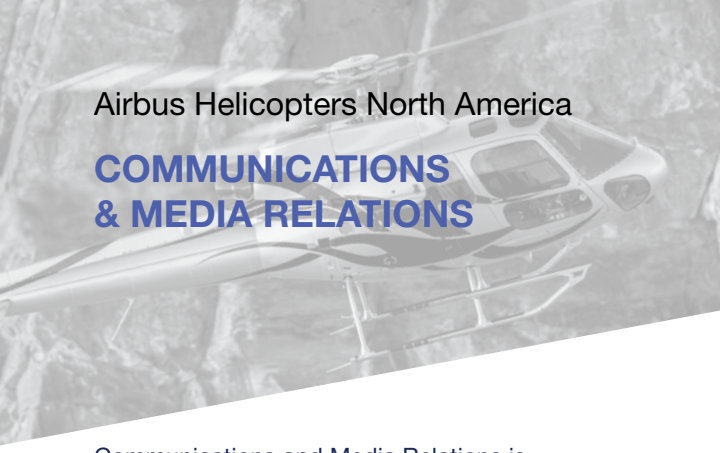

Airbus Helicopters North America

COMMUNICATIONS & MEDIA RELATIONS

Communications and Media Relations is responsible for defining and executing internal and external strategic communications plans to promote and develop the Airbus brand. They also direct coordination with teams in Marignane, France and Herndon, Virginia.

COMMUNICATIONS & MEDIA RELATIONS

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Airbus Helicopters North America

PRODUCTS

Airbus Helicopters is the number one producer of turbine helicopters both worldwide and in the U.S. civil market.

Airbus Helicopters' objective is to ensure that its aircraft continue to meet the needs of operators, and to bring to fruition the advanced technology helicopter programs that will define tomorrow's global marketplace. For more details on Airbus Helicopters' Bluecopter R&D initiative, please visit www.bluecopter.com.

2020 Worldwide Fleet Distribution

Type of helicopter	Number of helicopters		Flight hours in 2020	Total flight hours End 2020
	Built	In-service*		
COLIBRI®	699	583	118 100	2 342 600
ALOUETTE® (II, III, LAMA®)	3 245	303	30 300	19 138 300
GAZELLE®	1 269	365	35 300	7 080 800
BO105®	1 407	301	31 800	7 963 600
PUMA®	705	153	21 400	4 078 000
ECUREUIL®	6 771	5 294	1 272 200	35 733 300
H125® / H125M®	1 177	1 124	308 200	1 680 600
H130®	334	330	72 500	554 800
EC130®	454	410	97 100	2 153 000
AS350® / AS550®	4 007	2 934	716 600	26 832 600
AS355® / AS555®	799	496	77 800	4 512 300
H135 / H135M / EC135 / EC635	1 397	1 328	393 700	5 712 000
H135® / H135M®	193	228*	74 800	236 900
EC135® / EC635®	1 204	1 100	318 900	5 475 100
H145 / H145M / EC145 / BK117	1 696	1 471	392 700	6 118 500
H145® / H145M®	349	348	99 600	333 600
EC145®	903	875	249 900	2 513 800
BK117®	444	248	43 200	3 271 100
DAUPHIN TWIN®	1 113	792	158 100	7 060 400
H155®	148	138	23 300	484 200
EC155®	43	32	3 400	192 000
AS365® / AS565®	815	525	88 600	4 702 000
AS366®	107	97	42 800	1 682 200
H175®	45	45	21 300	76 200
SUPER-PUMA®	1 037	716	112 400	5 781 800
H215® / H215M®	48	47	5 400	25 900
H225® / H225M®	319	237	41 500	735 000
AS332® / AS532® MK1	580	390	60 100	4 259 600
AS332 / AS532 MK2	90	42	5 400	761 300
TIGER®	185	165	14 400	151 600
NH90®	441	436	42 700	286 900

(*) including all converted helicopters

ESXPF January 2021

We are Airbus Helicopters,
We are H

At Airbus Helicopters, we renamed the majority of our products in 2015 to stay in line with our own renaming. We are continuing in this mission to provide you, the customer, with a coherent and easy-to-understand product range. Our teams are working to make the company reach the level of excellence that our customers expect, and to make Airbus Helicopters the benchmark for excellence in the Helicopter Industry.

TRADE & FAMILY NAMES*	PREVIOUS DESIGNATIONS
H120	EC120 B
H125	AS350 B3e
H130	EC130 T2
H135	EC135 T3 / P3
EC145	EC145 & EC145e
H145	EC145 T2
H155	EC155 B1
H160	X4
H175	EC175
H215	AS332 C1e / L1e
H225	EC225 & EC225e
H125M	AS550 C3e
H135M	EC635 T2e / P2e
H145M	EC645 T2
H215M	AS532 ALe
H225M	EC725

*These names will remain unchanged, no matter the technical evolution

**The AS365 N3+, AS565 MBe, Tiger, NH90 and all earlier designations of our product range remain unchanged and represent our historical reputation

H125

Seating	1+5/6
Empty Weight	2,832 lbs
Useful Load	2,409 lbs
Max Gross Wt (int/ext)	5,225/6,172 lbs
Engine Type	Safran Engines Arriel 2D
Take-Off Power	847 shp
Usable Fuel (std tanks)	143 gal
Max Speed V.N.E.	155 kts
Fast Cruise	133 kts
Hover O.G.E./I.G.E.	9,450/11,650 ft
Max Range (std tanks)	335 nm
Max Endurance (std tanks)	4.3 hrs

H130

Seating	1+6/7
Empty Weight	3,220 lbs
Useful Load	2,292 lbs
Max Gross Wt (int/ext)	5,512/6,724 lbs
Engine Type	Safran Engines Arriel 2D
Take-Off Power	952 shp
Usable Fuel (std tanks)	142 gal
Max Speed V.N.E.	155 kts
Fast Cruise	128 kts
Hover O.G.E./I.G.E.	9,700/11,250 ft
Max Range (std tanks)	333 nm
Max Endurance (std tanks)	4.0 hrs

*Data shown for Max Gross Weight Performance

H135 (P3/T3)

Seating	1+6/7
Empty Weight	3,446 lbs
Useful Load	3,388 lbs
Max Gross Wt (int/ext)	6,570/6,834 lbs
Engine Type	2x P&WC PW206 B3 2x Safran Engines Arrius 2B2 Plus
Take-Off Power	708/660 shp/eng
Usable Fuel (std tanks)	185 gal
Max Speed V.N.E.	140 kts
Fast Cruise	136 kts
Hover O.G.E./I.G.E.	7,200/13,200 ft
Max Range (std tanks)	342/332 nm
Max Endurance (std tanks)	3.5 hrs

EC145 (C2e)

Seating	1+9
Empty Weight	3,913 lbs
Useful Load	3,990 lbs
Max Gross Wt (int/ext)	7,903/7,903 lbs
Engine Type	Safran Engines Arriel 1E2
Take-Off Power	738 shp/eng
Usable Fuel (std tanks)	229 gal
Max Speed V.N.E.	145 kts
Fast Cruise	133 kts
Hover O.G.E./I.G.E.	2,530/9,600 ft
Max Range (std tanks)	367 nm
Max Endurance (std tanks)	3.6 hrs

*Data shown for Max Gross Weight Performance

H145

Seating	1+9
Empty Weight	4,178 lbs
Useful Load	4,200 lbs
Max Gross Wt (int/ext)	8,378/8,378 lbs
Engine Type	2x Safran Engines Arriel 2E
Take-Off Power	894 shp/eng
Usable Fuel (std tanks)	239 gal
Max Speed V.N.E.	140 kts
Fast Cruise	130 kts
Hover O.G.E./I.G.E.	8,900/12,515 ft
Max Range (std tanks)	351 nm
Max Endurance (std tanks)	3.6 hrs

AS365 N3+

Seating	1+12
Empty Weight	5,234 lbs
Useful Load	4,246 lbs
Max Gross Wt (int/ext)	9,480/9,480 lbs
Engine Type	2x Safran Engines Arriel 2C
Take-Off Power	838 shp/eng
Usable Fuel (std tanks)	300 gal
Max Speed V.N.E.	155 kts
Fast Cruise	145 kts
Hover O.G.E./I.G.E.	3,700/8,200 ft
Max Range (std tanks)	422 nm
Max Endurance (std tanks)	4.0 hrs

*Data shown for Max Gross Weight Performance

H160

Seating	1+12
Empty Weight	TBD
Useful Load	TBD
Max Gross Wt (int/ext)	13,338 lbs
Engine Type	2x Safran Engines Arrano 1A
Take-Off Power	1,280 shp/eng
Usable Fuel (std tanks)	370 gal
Max Speed V.N.E.	170 kts
Fast Cruise	144 kts
Hover O.G.E./I.G.E.	6,500/9,700 ft
Max Range (std tanks)	422 nm
Max Endurance (std tanks)	4.2 hrs

H175

Seating	2+18
Empty Weight	8,940 lbs
Useful Load	8,256 lbs
Max Gross Wt (int/ext)	17,196 lbs
Engine Type	2x P&WC PT6C-67E
Take-Off Power	1,775 shp
Usable Fuel (std tanks)	691 gal
Max Speed V.N.E.	175 kts
Fast Cruise	144 kts
Hover O.G.E./I.G.E.	5,432/10,528 ft
Max Range (std tanks)	590 nm
Max Endurance (std tanks)	5.7 hrs

*Data shown for Max Gross Weight Performance

H225

Seating	2+19
Empty Weight	12,303 lbs
Useful Load	11,947 lbs
Max Gross Wt (int/ext)	24,250/24,692 lbs
Engine Type	2x Safran Engines Makila 2A1
Take-Off Power	2,101 shp/eng
Usable Fuel (std tanks)	684 gal
Max Speed V.N.E.	175 kts
Fast Cruise	142 kts
Hover O.G.E./I.G.E.	2,600/6,350 ft
Max Range (std tanks)	454 nm
Max Endurance (std tanks)	4.1 hrs

H215

Seating	1+19
Empty Weight	10,373 lbs
Useful Load	8,587 lbs
Max Gross Wt (int/ext)	18,960/20,615 lbs
Engine Type	2x Safran Engines Makila 1A1
Take-Off Power	1,819 shp/eng
Usable Fuel (std tanks)	540 gal
Max Speed V.N.E.	150 kts
Fast Cruise	141 kts
Hover O.G.E./I.G.E.	7,546/10,663 ft
Max Range (std tanks)	468 nm
Max Endurance (std tanks)	4.4 hrs

*Data shown for Max Gross Weight Performance

SA318C Alouette

Seating	1+4
Empty Weight	1,990 lbs
Useful Load	1,660 lbs
Max Gross Wt (int/ext)	3,650/3,650 lbs
Engine Type	1 TM Astazou II
Take-Off Power	523 shp
Usable Fuel (std tanks)	149 gal
Max Speed V.N.E.	110 kts
Fast Cruise	97 kts
Hover O.G.E./I.G.E.	2,950/5,160 ft
Max Range (std tanks)	374 nm
Max Endurance (std tanks)	5.3 hrs

SA341G Gazelle

Seating	1+4
Empty Weight	2,112 lbs
Useful Load	1,858 lbs
Max Gross Wt (int/ext)	3,970/3,970 lbs
Engine Type	1 TM Astazou IIIA
Take-Off Power	592 shp
Usable Fuel (std tanks)	120 gal
Max Speed V.N.E.	167 kts
Fast Cruise	142 kts
Hover O.G.E./I.G.E.	7,215/9,185 ft
Max Range (std tanks)	415 nm
Max Endurance (std tanks)	4.6 hrs

*Data shown for Max Gross Weight Performance

SA315B Lama

Seating	1+4
Empty Weight	2,266 lbs
Useful Load	2,034 lbs
Max Gross Wt (int/ext)	4,300/5,070 lbs
Engine Type	1 TM Artouste IIIB
Take-Off Power	858 shp
Usable Fuel (std tanks)	152 gal
Max Speed V.N.E.	113 kts
Fast Cruise	103 kts
Hover O.G.E./I.G.E.	15,100/16,565 ft
Max Range (std tanks)	278 nm
Max Endurance (std tanks)	3.3 hrs

H120

Seating	1+4
Empty Weight	2,207 lbs
Useful Load	1,574 lbs
Max Gross Wt (int/ext)	3,781/3,968 lbs
Engine Type	Safran Enfgines Arrius 2F
Take-Off Power	504 shp
Usable Fuel (std tanks)	107 gal
Max Speed V.N.E.	150 kts
Fast Cruise	120 kts
Hover O.G.E./I.G.E.	7,600/9,250 ft
Max Range (std tanks)	383 nm
Max Endurance (std tanks)	4.3 hrs

*Data shown for Max Gross Weight Performance

BO105 CBS

Seating	1+4/5
Empty Weight	2,910 lbs
Useful Load	2,601 lbs
Max Gross Wt (int/ext)	5,511/5,511 lbs
Engine Type	2 Allison 250-C20B
Take-Off Power	420 shp
Usable Fuel (std tanks)	151 gal
Max Speed V.N.E.	135 kts
Fast Cruise	131 kts
Hover O.G.E./I.G.E.	5,400/8,000 ft
Max Range (std tanks)	305 nm
Max Endurance (std tanks)	3.5 hrs

AS355 NP

Seating	1+5/6
Empty Weight	3,313 lbs
Useful Load	2,419 lbs
Max Gross Wt (int/ext)	5,732/6,172 lbs
Engine Type	2 TM Arrius 1A1
Take-Off Power	460 shp/eng
Usable Fuel (std tanks)	193 gal
Max Speed V.N.E.	150 kts
Fast Cruise	120 kts
Hover O.G.E./I.G.E.	7,080/8,450 ft
Max Range (std tanks)	395 nm
Max Endurance (std tanks)	4.6 hrs

*Data shown for Max Gross Weight Performance

AS350 B2

Seating	1+5/6
Empty Weight	2,707 lbs
Useful Load	2,253 lbs
Max Gross Wt (int/ext)	4,960/5,512 lbs
Engine Type	Safran Engines Arriel 1D1
Take-Off Power	732 shp
Usable Fuel (std tanks)	143 gal
Max Speed V.N.E.	155 kts
Fast Cruise	133 kts
Hover O.G.E./I.G.E.	7,550/9,850 ft
Max Range (std tanks)	360 nm
Max Endurance (std tanks)	4.4 hrs

*Data shown for Max Gross Weight Performance

BK117 B-1

Seating	1+7
Empty Weight	3,596 lbs
Useful Load	3,459 lbs
Max Gross Wt (int/ext)	7,055/7,055 lbs
Engine Type	2 HW LTS101-750B1
Take-Off Power	684 shp/eng
Usable Fuel (std tanks)	184 gal
Max Speed V.N.E.	150 kts
Fast Cruise	134 kts
Hover O.G.E./I.G.E.	7,500/9,600 ft
Max Range (std tanks)	297 nm
Max Endurance (std tanks)	3.0 hrs

*Data shown for Max Gross Weight Performance

H155

Seating	1+13
Empty Weight	5,780 lbs
Useful Load	5,066 lbs
Max Gross Wt (int/ext)	10,846/10,846 lbs
Engine Type	2 TM Arriel 2C2
Take-Off Power	943 shp/eng
Usable Fuel (std tanks)	332 gal
Max Speed V.N.E.	175 kts
Fast Cruise	144 kts
Hover O.G.E./I.G.E.	N/A/7,050 ft
Max Range (std tanks)	428 nm
Max Endurance (std tanks)	4.1 hrs

SA330J Puma

Seating	2+18
Empty Weight	8,358 lbs
Useful Load	7,957 lbs
Max Gross Wt (int/ext)	16,315/16,315 lbs
Engine Type	2 TM Turmo IV C
Take-Off Power	1,494 shp/eng
Usable Fuel (std tanks)	408 gal
Max Speed V.N.E.	142 kts
Fast Cruise	139 kts
Hover O.G.E./I.G.E.	5,580/7,545 ft
Max Range (std tanks)	297 nm
Max Endurance (std tanks)	3.1 hrs

*Data shown for Max Gross Weight Performance

*Data shown for Max Gross Weight Performance

Airbus Helicopters North America

AUTHORIZED SERVICE CENTERS

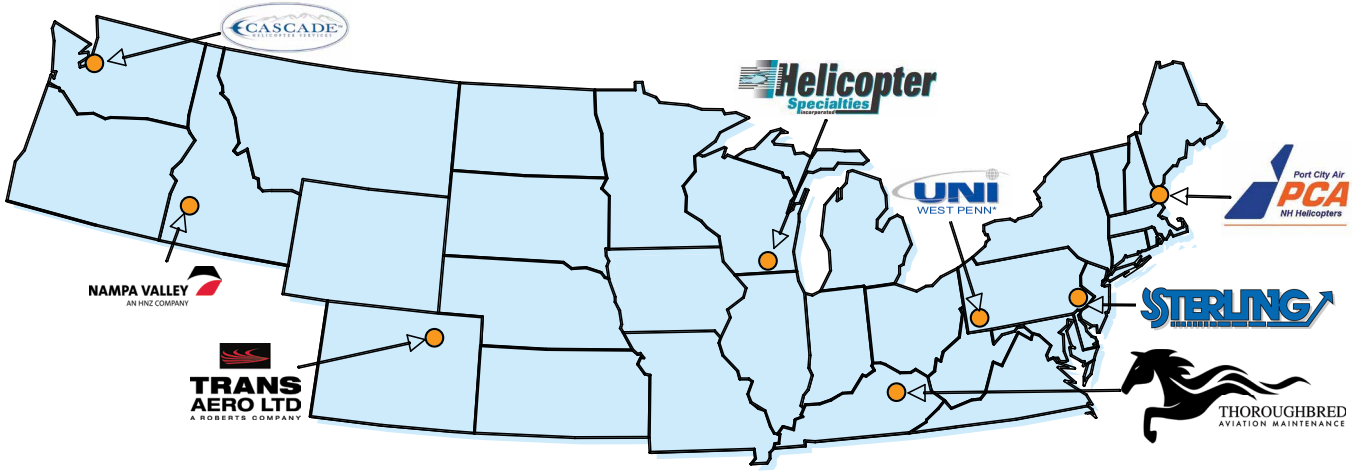
Airbus Helicopters has an expansive network of factory-owned and independent Service Centers across North America, ready to meet your needs.

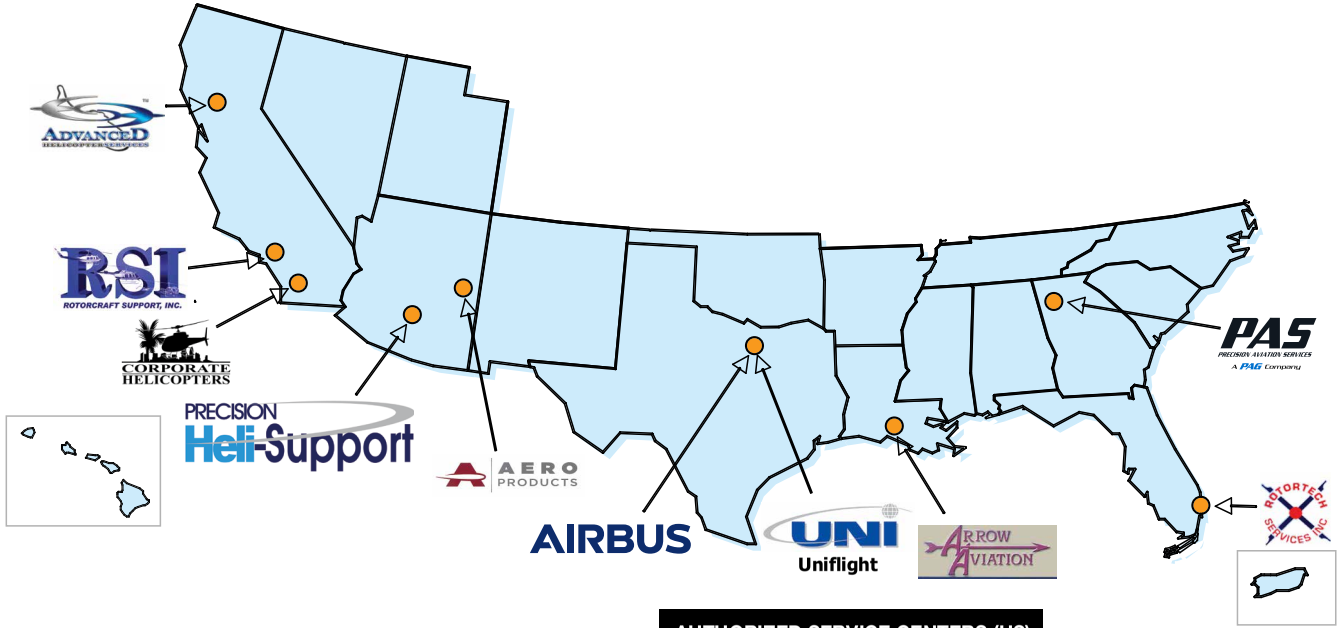
Airbus Helicopters' Service Centers maintain a current FAA Repair Station certificate and are qualified to perform maintenance and structural repair in accordance with Airbus Helicopters' guidelines.

Service Center Network Manager, North America

Jim Selner
Phone: (972) 522-5368
Fax: (469) 416-0031
E-mail: james.selner@airbus.com

Airbus Helicopters Authorized Service Centers (US)

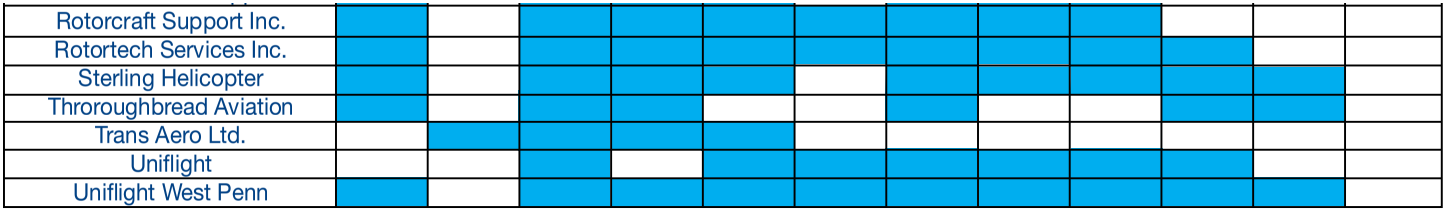




AUTHORIZED SERVICE CENTERS (US)

Airbus Helicopters Authorized Service Center Guide (US)

Service Center	H120	Alouette	AS350/H125	EC130/H130	AS355	BO105	H135/EC135	BK117	EC145/H145	AS365	H155	SA330
Advanced Helicopter Services Inc.	■		■	■	■	■	■	■	■	■		■
Aero Products			■									
Arrow Aviation	■		■	■	■	■	■	■	■			
Cascade Helicopter Services	■		■	■			■	■	■			
Corporate Helicopters	■		■	■	■							
Helicopter Specialties Inc.	■		■	■	■	■	■	■	■	■		
Nampa Valley Helicopters, Inc.		■	■	■	■						■	
New Hampshire Helicopters	■		■	■	■							
Precision Aviation Services	■		■	■	■		■	■	■	■		
Precision Heli-Support	■		■	■	■		■	■	■			



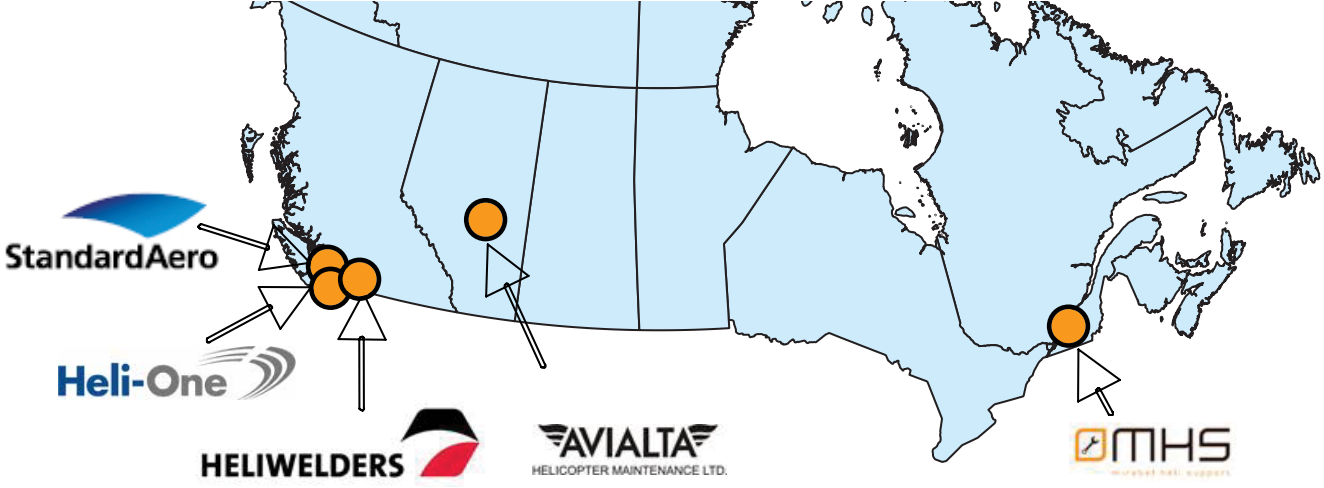
Rotorcraft Support Inc.	■		■	■	■	■	■	■	■			
Rotortech Services Inc.	■		■	■	■	■	■	■	■	■		
Sterling Helicopter	■		■	■	■		■	■	■	■	■	
Throroughbread Aviation	■		■	■			■			■	■	
Trans Aero Ltd.		■	■	■	■							
Uniflight			■		■	■	■	■	■	■		
Uniflight West Penn	■		■	■	■	■	■	■	■	■	■	

Maintenance

Maintenance & Overhaul

AUTHORIZED SERVICE CENTERS (US)

Airbus Helicopters Authorized Maintenance Centers (CAN)



Airbus Helicopters Authorized Maintenance Center Guide (CAN)

Maintenance Center	H120	Alouette	AS350/H125	EC130/H130	AS355	BO105	H135/EC135	BK117	EC145/H145	AS365	H155	AS332/H215
Avialta Helicopter Maintenance												
• O/I Level Maintenance												
Heli-One, ULC												
• D Level												
Heliwelders Canada Limited												
• O/I Level Maintenance												
• I+ Level												
• D level												
Mirabel Heli Support												
• O/I Level Maintenance												
StandardAero												
• O/I Level Maintenance												
• I+ Level												
• D level												
• I+ Blade												

Maintenance

Maintenance & Overhaul

AUTHORIZED SERVICE CENTERS (US)

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ADVANCED HELICOPTER SERVICES, INC.

17986 County Road 94B
Woodland, CA 95695
Phone: (530) 669-7115
Toll Free: [844) HELI-AHS
435-4247
AOG Phone: (530) 207-0450

Pres./CEO: Sparrow Tang
Email: sparrow@advheli.com
D.O.M.: Adam Burriss
Email: adam@advheli.com
Chief Insp: Ty Smith
Maintenance **H120, AS350/H125, EC130/H130, AS355, H135/EC135, BO105, BK117, EC145/H145, AS365, SA330J**

AERO PRODUCTS

551 North 40th Street
Show Low, AZ 85901
V.P.: Jeff Winn
Phone: (928) 537-1000
Email: jwinn@aeroproducts.com
Maintenance: **AS350/H125**

ARROW AVIATION

1318 Smede Hwy (Hwy. 92)
Broussard, LA 70518
Phone: (337) 364-4357
Fax: (337) 364-4186
Website: www.arrowaviationco.com
President: Cyril Guidry
G.M.: David Guidry
Email: david@arrowaviation
D.O.M.: Timothy Ivanoff
Maintenance: **H120,EC130/H130,AS350/H125, AS355, H135/EC135, EC145/H145,BO105, BK117**

CASCADE HELICOPTER SERVICES

1725 E Street N.E.
Auburn, WA 98002
Phone: (206) 767-5290
Fax: (206) 767-1726
Website: www.cascadehelicopterservices.com
President/CEO: Sparrow Tang
Email: sparrow@cascadeheliservices.com
D.O.M.: Justin Heater
Email: justin@cascadeheliservices.com
Maintenance: **H120, AS350/H125, EC130/H130, BK117 H135/EC135, EC145/H145**

CORPORATE HELICOPTERS

3753 John J. Montgomery, Suite 2
San Diego, CA 92123
Phone: (858) 505-5650
E-mail: DOM@corporatehelicopters.com
Parts: parts@corporatehelicopters.com
Website: www.corporatehelicopters.com
D.O.M.: Jon McClure
Maintenance: **H120, AS350/H125, EC130/ H130, AS355**

HELICOPTER SPECIALTIES, INC.

4746 South Columbia Dr.
Janesville, WI 53546
Phone: (608) 758-1701
E-mail: jim@helicopterspecialties.net
Website: www.helicopterspecialties.net
President: Jim Freeman
Maintenance: **H120, AS350/H125, EC130/H130, AS355, H135/EC135, BO105, EC145/H145, BK117, AS365, H155**

NAMPA VALLEY HELICOPTERS, INC.

1870 West Franklin
Meridian, ID 83642

Phone:	(208) 362-0851
Website:	www.NVHelicopters.com
Dir., MRO:	Dean Tromburg
Email:	Dean@nvhelicopters.com
Maintenance:	**AS350/H125, EC130/H130, AS355, SA315/316/319 AS350/H125, H130, AS355**

NEW HAMPSHIRE HELICOPTERS

A Division of Port City Air, Inc.
104 Grafton Dr.
Portsmouth, NH 03801

Phone:	(603) 430-1111
Parts Phone:	(603) 766-3265
E-mail:	sfox@portcityair.com
Website:	www.portcityair.com
D.O.M.:	Steven Fox
Parts Mgr.:	Rick Pomeroy
Maintenance:	**H120, AS350/H125, EC130/H130, AS355**

PRECISION AVIATION SERVICES

500 Aviation Way, Hangar B5
Peachtree City, GA 30269

Phone:	(770) 486-6061
AOG:	(404) 809 1621
Website:	www.precisionaviationservices.com
VP/G.M.:	Mark Tyler
Email:	mtyler@pas-svc.com
Maintenance:	**H120, AS350/H125, EC130/H130, AS355, H135/EC135, BK117, EC145/H145, AS365**

PRECISION HELI-SUPPORT, LLC

4702 E.Fighter Aces Dr.
Mesa, AZ 85215
Phone: (480) 985-7994
Website: www.precisionhelisupport.com
D.O.O.: Jerry Guevara
Email: jerry@precisionhelisupport.com
D.O.M.: Travis Pithoud
Dir Sales Deanna Jarrett
Maintenance: **H120, AS350/H125, EC130/H130, AS355, H135/EC135, BK117, EC145/H145**

ROTORCRAFT SUPPORT, INC.

67 D Street
Fillmore, CA 93015-1668
Phone: (818) 997-7667
E-mail: teri@rotorcraftsupport.com
Website: www.rotorcraftsupport.com
President: Phillip G. DiFiore
Maintenance: **H120, AS350/H125, EC130/H130, AS355, H135/EC135, H145/EC145/BK117, BO105**

ROTORTECH SERVICES INC.

4095 Southern Blvd.
West Palm Beach, FL 33406
Phone: (561) 684-6000
Email: mchampion@rotortechservices.com
Website: www.rotortechservices.com
D.O.M.: Mike Champion
Part Sales: info@rotortechservices.com
Maintenance: **H120, AS350/H125, H130/H130, AS355, H135/EC135, BK117, EC145/H145, BO105, H155, AS365**

STERLING HELICOPTER

1226 River Road
Croydon, PA 19021

Phone:	(215) 271-2510
Website:	www.sterlinghelicopter.com
G.M.:	Jason Smith
Email:	Jason.Smith@sterlinghelicopters.com
Maintenance:	**H120, EC130/H130 AS350/H125, AS355, H135/EC135, BK117, EC145/H145, H155, AS365**

Thoroughbred Aviation Maintenance

4316 Hangar Dr.
Lexington, KY 40510

Phone:	(502) 863-9799
AOG:	(859) 559-9588
Email:	info@tbamky.com
VP:	Joseph W. Otte
O/S Parts Sales:	Susan Reynolds
Maintenance:	**EC120/H120, AS350/H125, EC130/H130, EC135/H135, AS365**

Trans Aero, Ltd.

5235 Gulfstream Court
Loveland, CO 80538

Phone:	(307) 778-5777
Website:	www.transaeroheli.com
Email:	kshields@transaeroheli.com
President:	Kevin Shields
D.O.M.:	David Gabow
Maintenance:	**AS350/H125, AS355, EC130/H130, SA315B, SA316B**

UNIFLIGHT

2617 Aviation Pkwy.
Grand Prairie, TX 75052

Phone:	(972) 623-3444
Website:	www.uniflight.com
COO:	Michael Topa
Email:	mtopa@uniflight.com
Maintenance:	**H120, AS350/H125, EC130/H130, AS355, BO105, BK117, EC145/H145, H135/EC135**

UNIFLIGHT West Penn

627 Airport Road
Belle Vernon, PA 15012

Phone:	(724) 823-0082
Website:	www.uniflight.com
Accountable Mgr:	Dan Mansfield
COO:	Michael Topa
Email:	mtopa@uniflight.com
Business Dev.:	Jeff Holt
Maintenance:	**AS350/H125, EC130/H130, AS355, AS365, BO105, H135/EC135, BK117, EC145/H145**

Avialta Helicopter Maintenance
1A 27018 SH 633
Villeneuve, Airport
Sturgeon Co. AB T8T 0E3
Phone: (780) 460-1800
G.M.: Paul Horvatis
Email: phorvatis@avialta.com
Maintenance: **H120, AS350/H125, EC130/H130**

Heli-One, ULC.
4740 Agar Dr.
Richmond, British Columbia V7B 1A3
Phone: (970) 492-1000
E-mail: scott.thanisch@chcheli.com
Website: www.chcheli.com
D.O.M.: Gordon Scott Thanisch
D Level Maintenance: **AS350/H125, AS355, EC130/H130**

Heliwelders Canada Limited
Building 47, Unit #1,
21330 56th Ave., Langley Airport
Langley, B.C., Canada, V2Y 0E5
Phone: 604 530-5225
Website: www.heliwelders.com
Executive V.P. Sales: Eric Hicks
Email: eric@heliwelders.com
Maintenance: **AS350/H125, EC130/H130**
AS355, H120, H135, H145
I+ Level: AS350/H125, AS355, EC130/H130
D Level: AS350/H125, AS355, EC130/H130

Mirabel Heli Support
2820 Chemin Belanger #600
Mirabel, QC J7J2N8
Phone: (450) 476-1111
President: Patrice Chaput
Email: patrice.chaput@mirabelhelisupport.com
Maintenance: **EC120, AS350/H125, AS355, EC130/H130, EC135/H135**

StandardAero
4551 Agar Avenue
Richmond, British Columbia V7B 1A4
Phone: (604) 514-0388
E-mail: gary.leskiw@standardaero.com
Website: www.standardaero.com
Com. Contr. / Cust. Support: Gary Leskiw
O/ILevel Maintenance: **AS350/H125, AS355, EC130/H130, AS332/H215, EC135/H135**
I+ Level Maintenance: **AS350/H125, AS355, EC130/H130, AS332/H215, EC135/H135**
D Level Maintenance: **AS350/H125, AS355, H120, EC130/H130, EC135/H135, EC145/H145, BK117, AS365, BO105, AS332/H215**
I+ Blade Maintenance: **AS350/H125, AS355, H120, EC130/H130, EC135/H135, EC145/H145, BK117, AS365, BO105, AS332/H215**

Airbus Helicopters North America

REPAIR SERVICES

The following facilities perform repair/overhaul for engines of the listed manufacturer. This is a partial listing and does not constitute specific authorization from Airbus Helicopters or its affiliates. Inquiries regarding authorization to perform repairs/overhauls and locations of other repair/overhaul facilities should be made directly to the manufacturer.

SAFRAN HELICOPTER ENGINES - USA
2709 N. Forum Drive
Grand Prairie, TX 75052
Turbomeca Arrius 1 & 2, Arriel 1 & 2, Makila
Phone: (972) 606-7600
(800) 662-6322
Fax: (972) 606-7692

SAFRAN HELICOPTER ENGINES - CANADA
11800 Helen - Bristol
Mirabel, Quebec J7N 3G8
Turbomeca Arrius, Arriel 1 & 2
Phone: (450) 476-2550
Fax: (450) 476-1449
Email: customerservice@turbomeca.ca

PRATT & WHITNEY CANADA CORP.
1000 Marie-Victorin (05DK1)
Longueuil, Quebec
Canada J4G 1A1
P&WC PW200
Phone: (450) 468-7730
Fax: (450) 468-7807
24-hour Help Desk: (800) 268-8000
Email: customerhelpdesk@pwc.ca

PRATT & WHITNEY ENGINE SERVICES INC.
8440 Tradeport Dr., Suite 105
Orlando, FL 32827
P&WC PW200
Phone: (407) 438-2291
Fax: (407) 812-1404
Email: customerhelpdesk@pwc.ca

HONEYWELL AEROSPACE
TECHNICAL SERVICE
1944 E. Sky Harbor Ave.
Phoenix, AZ 85034
Honeywell LTS 101
Phone: (800) 601-3099
Fax: (602) 365-3343
Email: aerotech@honeywell.com

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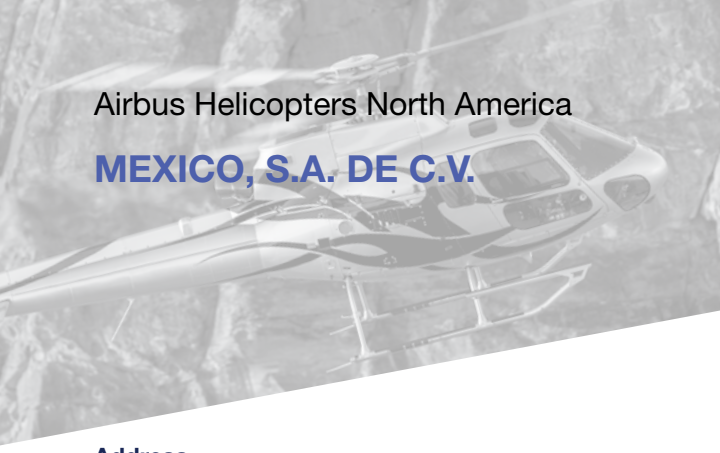

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MEASUREMENT CONVERSIONS

in. x 25.4 = mm	mm x 0.03937 = in.
ft. x 0.305 = Meter	Meter x 3.282 = ft.
mi x 0.87 = nm	nm x 1.15 = mi
mi x 0.621 = km	km x 1.6 = mi
cu. ft. x 2.8317 = cu Meter	cu Meter x 3.5315 = cu. ft.
ft. lb x 1.356 = Newton Meter	Newton Meter x 0.7375 = ft.lb
in. lb x 0.112984 = Newt. Mtr	Newton Mtr x 8.850 = in.lb
ft. lb x 0.136 = MdaN	MdaN x 7.375 = ft. lb
in. lb x 0.0113 = MdaN	MdaN x 88.508 = in. lb
lb x 0.044482 = Newton	Newton x 0.2248 = lb.
lb x 0.44482 = daN	daN x 2.2481 = lb
PSI x 0.069 = Bar	Bar x 14.51 = PSI
Knots x 1.852 = KPH	KPH x 0.54 = Knots
gal. x 3.782 = Liters	Liters x 0.2642 = gal.
qt x 0.94635 = Liters	Liters x 1.0567 = qt.
pt x 0.47317 = Liters	Liters x 2.1134 = pt.
fl. oz x 29.57 = Milliliters	Milliliters x 0.03 = fl. oz
oz. x 28.35 = Grams	Grams x 0.03528 = oz.
lb x 0.4536 = Kilograms	Kilograms x 2.205 = lb
(F -32) x 0.555 = C	(C x 1.8) + 32 = F

NOISE LEVELS

Aircraft	Flyover	Takeoff	Approach
EC120	78.7	-	-
AS350 B2/B3	87.6/87.3	89.8/89.7	91.4/91.3
EC130 B4	84.3	85.5	90.5
EC130 T2	81.1		
AS355 NP	86.4	89.0	93.1
EC135 P2e/T2e	84.1/85.8	88.4/87.8	92.7/94.9
EC145 T1	87.2	87.9	91.3
EC145 T2	86.0	87.0	91.0
AS365 N3	90.5	93.0	96.1
EC155 B1	89.0	92.2	95.7
EC225	93.5	95.6	98.9

*All values in EPNdB except EC120 (dB SEL)

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