

# GE Honda Aero Engines

Engine Maintenance Care Program





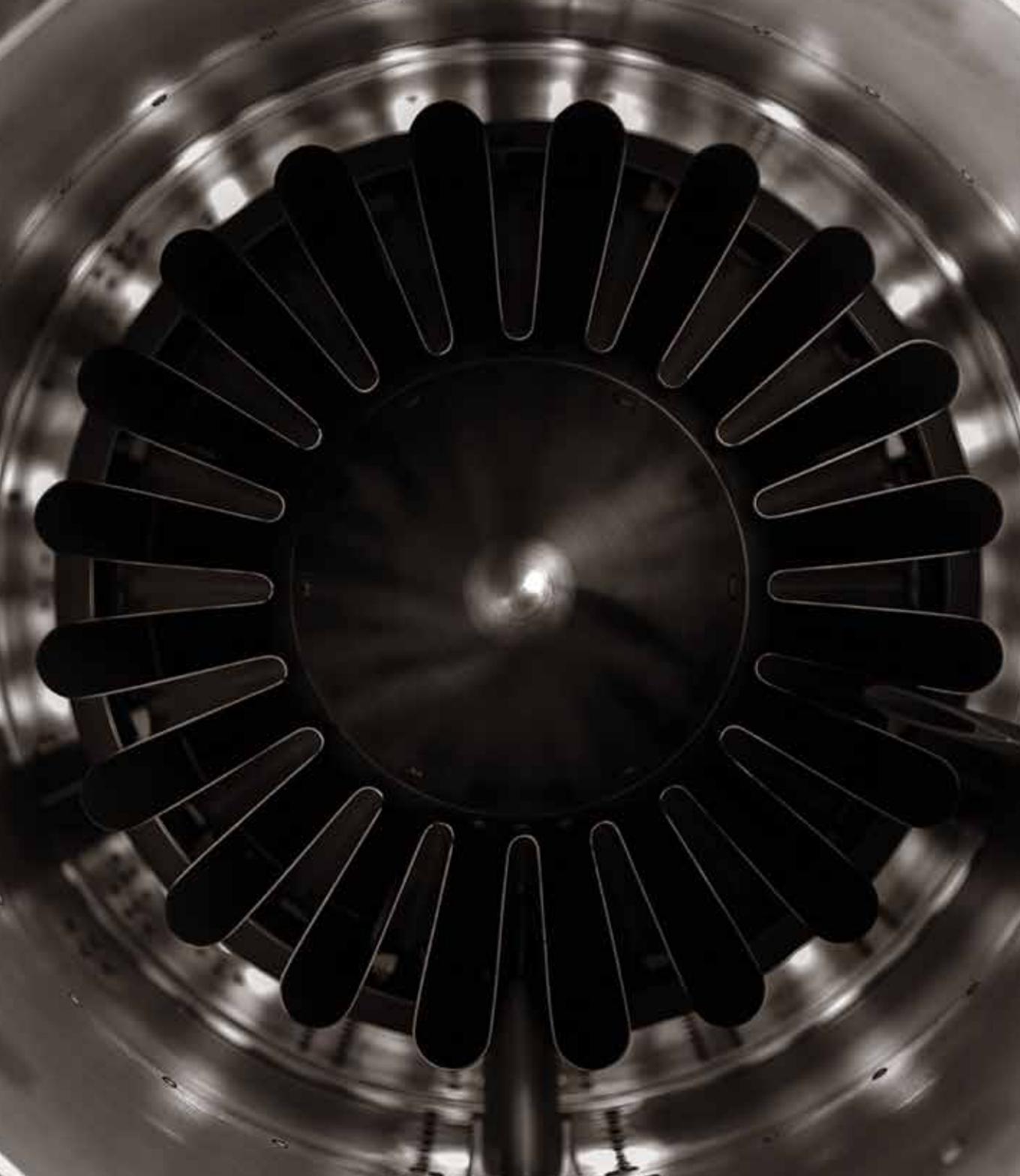


## A Superior Engine – And a Superior Approach to Service

With the introduction of the HF120 engine, GE Honda Aero Engines has raised the bar for light engines in business and general aviation. With the new GE Honda Engine Maintenance Care (EMC) program, operators and owners receive a superior level of service that is wide-ranging, professional and dedicated, and is built around convenient access and continuous support.

It's everything the HF120 engine and its owners deserve.





# An Engine This Good Warrants Service This Complete

The GE Honda EMC program is available with coverage designed to be complete and convenient, with careful attention paid to the needs, schedule and safety of every owner.

## STRAIGHTFORWARD COVERAGE

- Scheduled and unscheduled engine removal and repair
- Line Replaceable Units (LRUs) removal and replacement
- Labor for troubleshooting

## SAFE OPERATION

- Incorporation of Alert Service Bulletins
- Engine condition trend monitoring
- Timely replacement of Life Limited Parts (LLP)

## COMPREHENSIVE CARE

- Rental engines to minimize operational disruptions
- Mobile repair team dispatched to site of event
- Recommended Service Bulletins, including parts and labor

## Benefits That Go Above Expectations

With the GE Honda EMC program, owners and operators get reliable operation and greater peace of mind. But the advantages don't stop there. The program also provides:

- Greater product residual value
- Predictable costs over the course of ownership
- Operational savings
- Access to factory technicians
- Performance efficiencies
- A fully transferable service contract

## The Services And Support Behind the Program

Owners and operators on the EMC program will enjoy access to extensive, dedicated customer service and thorough support, including:

- Access to a network of Authorized Service Providers
- An Operations Center that is open and available 24/7
- Dedicated Field Technical Managers (FTMs) and Customer Team Managers (CTMs)
- Optimal engine coverage that includes an array of maintenance, repair and overhaul (MRO) services









## Exclusive Coverage — Inclusive of Your Needs

The GE Honda EMC program includes an extensive list of services and support designed to maintain the engine's high operational performance, while providing convenience and safety for the owner.

### OVERHAUL

- Complete off-wing maintenance with predictable costs
- Maintained by factory technicians that built the engine
- Wide range of solutions to ensure timely overhaul performance

### RENTAL ENGINE

- Provides a properly configured, high-quality rental engine to support continued operation during scheduled or unscheduled engine removals
- Protects against significant service interruptions caused by engine removals
- Financially and operationally sound alternative to spare engine purchase

### MOBILE REPAIR TEAM

- Maintenance services for grounded aircraft anywhere in the world
- Rapid response line maintenance team dispatched 24 hours a day, 365 days a year
- Reduced chance of AOG delays

### REMOTE DIAGNOSTICS

- The Remote Diagnostics Center identifies and diagnoses trend shifts
- Recommended solution sent within hours of problem identification
- Early detection can prevent untimely service delays and costly maintenance

### LINE REPLACEABLE UNITS

- OEM-quality parts maintained by OEM-trained technicians
- Access to parts inventory reduces downtime and increases operational readiness
- Priority access to LRU exchange pool

## Finding a Perfect Balance

To help operators manage operational costs and extend engine life, different levels of service program coverage are available. EMC<sub>0</sub> and EMC<sup>2</sup> options are offered, each with their own level of coverage.

<b>Service Program Coverage*</b>	<b>Warranty</b>	<b>EMC<sub>0</sub></b>	<b>EMC<sup>2</sup></b>
Unscheduled engine maintenance (parts and labor)	◆	◆	◆
Troubleshooting (labor)	◆	◆	◆
Transportation for engines and parts	◆	◆	◆
Rental engine coverage		◆	◆
Scheduled engine maintenance (parts)		◆	◆
Required and Alert Service Bulletins and Airworthiness Directives – Cat 1-2 (parts and labor)		◆	◆
Technical training		◆	◆
Subscription to technical publications		◆	◆
Engine condition trend monitoring		◆	◆
Scheduled engine maintenance (labor)			◆
Recommended Service Bulletins – Cat 3-6 (parts and labor)			◆
Routine periodic inspections			◆
Engine removal and replacement (labor)			◆
Mobile repair team			◆
Life-limited parts			◆

\*Coverage for FOD, taxes, expediting fees, misuse, neglect and accident are not included in the above service programs. For the EMC<sub>0</sub> service program, labor and transportation costs for unscheduled work is only provided during new engine warranty period, with rental engine offered at a reduced rate.

# Frequently Asked Questions

- Will this increase the value of my aircraft? Yes, having a GE Honda EMC program on your HF120 engines will increase the resale value of your aircraft.
- What is the difference between the EMC program and the standard warranty that is included when I buy my aircraft? The EMC program goes above and beyond the basic engine warranty. Scheduled maintenance events are covered in the program, including major maintenance events, such as Hot Section Inspection and Major Overhaul. Other services provided that are not covered by the basic engine warranty include tech pubs, line maintenance training, diagnostics and all alert service bulletins.
- What is the difference between the EMC<sub>b</sub> and EMC<sup>2</sup> Plans? EMC<sup>2</sup> is an all-encompassing, hands-off program for the customer. This covers line maintenance inspections and repairs, scheduled and unscheduled engine shop visits, replacement of life-limited parts, incorporation of alert service bulletins, and support related services. The EMC<sub>b</sub> program excludes transportation, labor, and coverage for life-limited parts.
- Is the program transferable if I sell my aircraft? Yes, the program is transferable if the buyer wants to sign up to continue services.
- Will I be covered no matter where I am in the world? Yes, GE Honda Aero Engines and our network of Authorized Service Providers are built to deliver services that fit the needs of our customers. The Customer Team Manager from your region will work with your primary Authorized Service Provider to find a solution to any issues that may arise, with no incremental costs incurred under our EMC<sup>2</sup> plan.



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