

# MD EXPLORER®

## PRODUCT SUPPORT PLAN

### 10.0 PRODUCT SUPPORT PLAN

MD Helicopters, Inc. is dedicated to a successful fielding of its new helicopters and to improve the support it currently offers operators of its commercial helicopters. This comprehensive support plan provides customers the opportunity to level budget operating cost. An outline of the plan is presented below. Please contact a Region Sales Manager or MD Helicopters, Inc. Customer Support for additional details.

#### ***MD Power™:***

- MD Power™ is designed to provide an owner / operator of a new or pre-owned MD Helicopter with the ability to budget the cost for airframe parts based upon usage, for the life of the contract.
- Under MD Power™ the hourly fixed rate covers all inclusive parts replacement at no additional charge.
- MD Power™ removes risk, and provides budget stability and predictability
- MD Power™ protects cash flow and profits from being affected by unexpected repair expenses

#### ***Added Value, ensuring peace of mind:***

- MD provides single point of contact by coordinating
  - *Pratt and Whitney Engine Programs*
  - *Honeywell Avionics Protection Plan – Extended Warranty*
- Removes risk, and provides budget stability and predictability
- Smooths maintenance costs by reducing the high risk / high cost unscheduled maintenance events
- Protects cash flow and profits from being affected by unexpected repair expenses

#### ***Other Benefits:***

- Factory maintenance support through MD Authorized Service Center network
- Provides higher market value upon helicopter resale
- Transferable at time of sale to MDHI approved operator

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### ***MD Power™ Inclusions - Systems and Parts Covered:***

*The following airframe systems, subsystems, components and/or parts and other systems are included under MD Power™ unless otherwise excluded:*

- MD Drive Train:
  - *Flight controls, Drive systems, Main rotors, NOTAR system, Hydraulics*
- Life-limited parts
- Repair and Overhaul Components
- Main and Tail Rotor Blades
- Airframe electrical systems
- Landing gear
- Mandatory MDHI Service Bulletins or FAA Airworthiness directives
- Pratt and Whitney Engines covered under Pratt and Whitney Eagle Service Plan™ Gold

### ***Operator Input:***

Input from many of our existing fleet operators has been actively solicited by our support team. We have created Customer Satisfaction Advisory Teams, composed of operators from all over the world who are chartered to work together with MD Helicopters, Inc. technical representatives to lower operating costs, and to improve our products and the way we support them. As a result of this improved level of two-way communication, many improvements suggested by our customers are being included in our production, publications, and maintenance procedures.

### ***Initial Fielding:***

All new aircraft customers will be greeted at their facility by a Customer Support Technical Representative who is trained specifically on the operation and maintenance of MD Helicopters, Inc. These Technical Representatives are backed up by a factory team of MD Product Support Engineers who can be called upon at any time to support specific technical issues or questions that may arise.

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### ***Regular Maintenance:***

Follow-up visits by MDHI Customer Support Technical Representatives will be performed as required at the regularly scheduled maintenance periods. This provides the customer with the latest maintenance information, and provides the factory with feedback on the operation, reliability and maintainability of their new aircraft. In addition, maintenance, rotorcraft flight and parts manuals are available on the MDHI website ([www.mdhelicopters.com](http://www.mdhelicopters.com)) free of charge.

### ***Direct Operating Cost:***

The operating cost of MD Helicopters, Inc. are planned to be the lowest in their classes. The plan is to keep the parts costs down, maximize the reliability of the helicopter systems, and minimize maintenance hours. Every part, system and maintenance procedure has undergone scrutiny before being incorporated on new production aircraft.

### ***Spare Parts:***

MD Helicopters, Inc. recognizes the importance of timely deliveries of spare parts to our customers. A thorough review of spare parts utilization has been conducted with the intent to significantly improve turnaround time of AOG spares. Additionally, MDHI will increase activities in using customer advanced spares requirement notification to eliminate known spare part requirements. MD Support Center has been established in Europe, where a significant inventory of spare parts, exchange components and tools are maintained.

