DASSAULT AIRCRAFT SERVICES

THE BEST PEOPLE ARE AT THE HEART OF THE BEST SERVICE... \textit{WHATEVER IT TAKES®}
Dassault Aircraft Services
You already realize the benefits of flying a Falcon...now it’s time to let the OEM prove that its company-owned service centers provide an unparalleled level of care.

This brochure is designed to acquaint you with the service offerings, maintenance, repair, and overhaul capabilities of Dassault-owned service centers. Known as Dassault Aircraft Services (DAS) in North and South America, and Dassault Falcon Service in Europe, these facilities offer unprecedented expertise when it comes to caring for your Falcon.

In addition, you’ll find information on Falcon’s Authorized Component Repair Agents, Midway Aircraft Instrument Corp. and Aero Precision Repair & Overhaul (A-PRO).

“Whatever It Takes®”
At Dassault Falcon, "whatever it takes" is more than a catchy phrase...it’s the core philosophy that drives every Dassault representative throughout the organization to do whatever is needed to help our operators attain maximum aircraft availability and dispatch reliability.

The Federal Aviation Administration (FAA) has awarded Dassault Aircraft Services Supplemental Type Certificate (STC) Organization Designation Authorization (ODA). Under this designation, DAS is authorized to manage its own STC certification projects and issue STCs for any major alteration performed on any Dassault product at any DAS facility.

Falcon GoTeams add agility and dexterity to Dassault’s company-owned Service Center Network. Whether a customer needs parts, tooling, a technician, or all of these, Falcon’s agile GoTeams can be dispatched at a moment’s notice to assist our operators on-site when necessary.

All Dassault-owned service centers offer 24/7 AOG GoTeam support.

Service at Every Level
Operational excellence, consistently exceptional service, clear communication and an overall commitment to customer satisfaction are the standard operating procedures at DAS. Whether you need to plan scheduled maintenance or request immediate assistance with AOG, Dassault Aircraft Services is prepared to support you…whatever it takes.
DASSAULT AIRCRAFT SERVICES

Wilmington

HEAVY SERVICE CENTER – ALL FALCON MODELS

> General Overview
Situated at New Castle Airport in Delaware, DAS – Wilmington occupies the site of one of the longest-standing continuous Part 145 Repair Stations in the USA. Dassault acquired the facility in 2000, and outfitted DAS – Wilmington to be a Heavy Service Center specializing in maintenance, interior modifications and refurbishment, paint, TFE731 and CFE738 major engine maintenance, engineering support services, and avionics installations and upgrades for all Falcon models. Four large hangar bays totaling more than 300,000 sq. ft. plus a modern structural repair center, state-of-the-art paint shop, and complete FBO amenities offer Falcon Operators comprehensive service offerings.

All Dassault-owned service centers offer 24/7 AOG GoTeam support.

> Service Center Capabilities
- 24 / 7 AOG Support
- Scheduled Maintenance
  - A, B, and C inspections
- Airframe maintenance
- Engines
  - Honeywell authorized TFE731 and CFE738 Major Service Center
  - Honeywell APU Line Service Center
  - Honeywell Engine Representative on-site
  - Pratt & Whitney 307 / 308 Engine Line Service
- Landing gear service specialists
- Avionics installations and upgrades
- Interior modifications and refurbishments
- Exterior strip-and-paint
- Structural electrical and avionics engineering and repairs
- Major and minor damage repairs
- Composite repair shop
- Three-bay, 40,000 sq. ft. state-of-the-art paint hangar, certified to Title V standards by the EPA
- Prepurchase evaluations (PPE)

> Repair Station Certifications
- European Union (EASA)
- Bermuda (DCA)
- Cayman Islands (CAAC)
- United States (FAA)
- Brazil (ANAC)
- China (CAAC)

> FBO Amenities
- Open 24 / 7
- Newly remodeled customer areas and conference rooms
- Laptop ports and hi-speed wireless internet connections
- Catering available
- Notary services for aircraft sales / transfers
- Weather information / flight planning center
- Rental cars, limousines and shuttles on-site
- De-icing capabilities

> AMOS Process
Standard Operating Procedures at Dassault Aircraft Services include:
- Dedicated Project Supervisors
  - Single point of contact for ongoing communications with customers
  - Act as customer advocate to ensure satisfaction
- Welcoming atmosphere
  - Customers are part of the Falcon family
- Process standardization throughout the DAS Network
  - Consistent high-quality customer experience at all DAS facilities
  - Continuous training philosophy keeps our teams at their best

CONTACT INFORMATION
Mailing Address:
PO Box 10367
Wilmington, DE 19850-0367 USA

Shipping Address:
191 North DuPont Highway
New Castle, DE 19720 USA

24H Tel: (1) 302-322-7000
Toll Free: (1) 800-441-9390 x7363
Website: www.das.falconjet.com

Weekday Nights: (1) 800-441-9390 x5
Fax: (1) 302-322-7221
E-mail: DASCustomerService@falconjet.com

24H Tel: (1) 302-322-7000
Toll Free: (1) 800-441-9390 x7363
Website: www.das.falconjet.com
DASSAULT AIRCRAFT SERVICES

Little Rock
HEAVY SERVICE CENTER – ALL FALCON MODELS

> General Overview
Since the early 1980’s, Dassault’s Service Center in Little Rock, Arkansas, has earned a stellar reputation for their expertise on all Falcon models. The expansive facility in Little Rock, Arkansas, is the site of two strategic Falcon operations: the main Completion Center for all Falcon jets worldwide, and the company-owned Service Center, which is dedicated solely to Falcon customers.

Current production model Falcons are manufactured in France, then flown in “green” condition to the Completion Center where optional avionics and custom interiors are installed, and exteriors are painted. Dassault Aircraft Services (DAS) – Little Rock operates a “one-stop-shop” for all inspection, maintenance, modification, completion and repair needs, and is 100% dedicated to supporting only the Falcon product line.

Our Service Center and Completion Center combined occupy nearly 1,000,000 total sq. ft., making Little Rock the largest Dassault facility in the world.

All Dassault-owned service centers offer 24/7 AOG GoTeam support.

> Service Center Capabilities
- 24 / 7 AOG Support
- Scheduled Maintenance
  - A, B, and C inspections
- Airframe maintenance
- Engines
  - Honeywell authorized TFE731 and CFE738 Major Service Center
  - Pratt & Whitney 307 / 308 Engine Line Service
- Avionics installations and upgrades
- Interior modifications and refurbishments
- Structural electrical and avionics engineering and repairs
- Major and minor damage repairs
- Prepurchase evaluations (PPE)

> Completion Center Capabilities
- New aircraft completions
- Cabin interiors
- Upholstery shop
- Cabinet shop
- Plating shop
- Exterior paint: 7 bays totaling more than 111,000 sq. ft.
  - On-site chemical waste treatment plant
  - Lighting systems emulate natural light
  - Corrosion protection
  - Laser-guided custom color striping, designs, logos
- European Union (EASA)
- Bermuda (DCA)
- United States (FAA)
- Brazil (ANAC)

> Repair Station Certifications
- Open 24 / 7
- Customer areas and conference rooms
- Laptop ports and hi-speed internet connections
- Full-service cafeteria
- Weather information and flight planning center
- Rental cars, limousines and shuttles on-site

> FBO Amenities
- American Airlines
- Continental
- Delta
- FedEx
- Federal Express
- United
- UPS
- Weather information and flight planning center
- Rental cars, limousines and shuttles on-site

> AMOS Process
Standard Operating Procedures at Dassault Aircraft Services include:
- Dedicated Project Supervisors
  - Single point of contact for ongoing communications with customers
  - Act as customer advocate to ensure satisfaction
- Welcoming atmosphere
  - Customers are part of the Falcon family
- Process standardization throughout the DAS Network
  - Consistent high-quality customer experience at all DAS facilities
  - Continuous training philosophy keeps our teams at their best

CONTACT INFORMATION
Mailing Address:
Adams Field, PO Box 967
Little Rock, AR 72203 USA
Shipping Address:
Little Rock National Airport
3801 East 10th Street
Little Rock, AR 72202 USA
Toll Free: (1) 800-643-9511
Security (after 5PM): (1) 501-210-0129 x0179
Fax: (1) 501-210-0485
E-mail: DASCustomerService@falconjet.com
Website: www.das.falconjet.com
Reno - Tahoe

MAJOR SERVICE CENTER – F50 SERIES, F900 SERIES, F2000 SERIES, FALCON 7X

> General Overview
The Dassault Aircraft Services organization continually studies the needs of the Falcon fleet in order to strategize its location and assess areas of opportunity for improved and expanded service offerings. In 2009, DAS opened its newest location at the Reno–Tahoe International Airport in Reno, Nevada, USA. DAS – Reno-Tahoe is a Major Service Center with 40,000 sq. ft. of hangar space able to accommodate up to five Falcons at a time. The facility is fully capable of performing troubleshooting scheduled and unscheduled maintenance, and inspections up to and including “C” checks. DAS – Reno-Tahoe is a convenient and easily accessible location for Falcon operators based in or transiting through the region.

All Dassault-owned service centers offer 24/7 AOG GoTeam support.

> Service Center Capabilities
• 24 / 7 AOG Support
• Scheduled Maintenance
  - A, B, and C inspections
• Airframe maintenance
• Engine maintenance
• Avionics installations and upgrades
• Structural, electrical and avionics engineering, and repairs through the DAS Network
• Prepurchase evaluations (PPE)

> Repair Station Certifications
• European Union (EASA)
• United States (FAA)
• Bermuda (DCA)

> FBO Amenities
• Open 24 / 7
• Customer areas
• Wi-Fi access throughout the facility
• Rental cars

> AMOS Process
Standard Operating Procedures at Dassault Aircraft Services include:
• Dedicated Project Supervisors
  - Single point of contact for ongoing communications with customers
  - Act as customer advocate to ensure satisfaction
• Welcoming atmosphere
  - Customers are part of the Falcon family
• Process standardization throughout the DAS Network
  - Consistent high-quality customer experience at all DAS facilities
  - Continuous training philosophy keeps our teams at their best
> **General Overview**

Known locally as “Falcon do Brasil”, Dassault Aircraft Services opened a new facility in June 2009 at Sorocaba Airport near São Paulo, Brazil. DAS – Sorocaba is a Line Service Center with 23,000 sq. ft. of hangar space capable of servicing up to four Falcons at once. DAS – Sorocaba has the parts, tooling, ANAC, FAA and BDCA certifications required to perform all multiples of “A” checks on the F10, F200, F50/50EX, all Falcon 2000 and 900 series, and the Falcon 7X. In addition, DAS – Sobocaba also offers hangar space leasing. DAS – Sorocaba exceeds the criteria to qualify as a Line Service Center and plans are in place for continual growth and expanded service offerings in the future.

All Dassault-owned service centers offer 24/7 AOG GoTeam support.

---

**Service Center Capabilities**

- 24 / 7 AOG support
- Scheduled maintenance
  - All A inspections
- Airframe maintenance
- Line maintenance
- Engine maintenance
- Minor damage repairs
- Hangar space leasing available
- Prepurchase evaluations (PPE)

**Repair Station Certifications**

- European Union (EASA)
- Argentina (ANAC)
- Bermuda (DCA)
- United States (FAA)
- Brazil (ANAC)
- Uruguay (DINACIA)

**Facility Amenities**

- Open 24 / 7
- Customer areas and conference rooms
- Laptop ports and hi-speed internet connections
- Rental cars, limousines, and shuttles available

**AMOS Process**

Standard Operating Procedures at Dassault Aircraft Services include:

- Dedicated Project Supervisors
  - Single point of contact for ongoing communications with customers
  - Act as customer advocate to ensure satisfaction
- Welcoming atmosphere
  - Customers are part of the Falcon family
- Process standardization throughout the DAS Network
  - Consistent high-quality customer experience at all DAS facilities
  - Continuous training philosophy keeps our teams at their best
Paris - Le Bourget

HEAVY SERVICE CENTER – ALL FALCON MODELS

> General Overview
Since 1967, our Paris – Le Bourget facility has become regarded as a European benchmark by which other aircraft service centers and FBOs are measured. When Dassault Aircraft Services was formed in 2003, Dassault Falcon Service (often referred to as “DFS”) became the standard of excellence for others to emulate. This facility, with more than 500 employees, offers general, airframe, engine, and avionics services in addition to interior refurbishments. DFS can even help operators with executive flight services during a scheduled or unscheduled maintenance stop by providing aircraft management, operations, and charter flights on Falcon 50, Falcon 900 and Falcon 7X aircraft!

All Dassault-owned service centers offer 24/7 AOG GoTeam support.

> Service Center Capabilities
- 24 / 7 AOG support
- Scheduled maintenance – all Falcons, from F10 to F7X!
- Equipment overhaul and repairs
- Engines
  - Maintenance and retrofits
  - Honeywell-certified Major Service Center on TFE-731, -2/ -3/- 5/- 40/- 60 and ATR3 engines
  - Honeywell-certified Line Service Center on APUs and GTC36, -100/-150/-150F2M engines
  - Pratt & Whitney-certified Line Service Center for PW307A and PW308C engines
  - CFE-certified Minor Service Center on CFE738 engines
  - Honeywell, CFE and Pratt & Whitney engine representatives on-site
- Airframe modifications
- Avionics installations and upgrades
- Interior modifications and refurbishments
- Exterior strip-and-paint
- Structural, electrical, and avionics engineering
- Major and minor damage repairs
- Bench tests for:
  - Cabin Pressurization valve
  - Entertainment / SATCOM
  - EFIS
  - Hydraulics / Landing gear

> Repair Station Certifications
- European Union
- Bermuda
- Caymans
- Kingdom of Saudi Arabia
- Nigeria
- UAE
- United States
- Brazil
- China
- Russia
- Venezuela
- Aruba
- Canada
- Gabon
- Namibia
- Ukraine

> FBO Amenities
- Private terminal, open 24 / 7
- Full passenger amenities (bar, conference room)
- Ground transportation
- Aircraft parking, cleaning, polishing, de-icing
- Water, toilet and laundry services
- Weather information and flight planning center
- Rental cars, limousines, and shuttles available

> Charter Services
- Aircraft management
- Fleet: F7X, F900EX EASy, F900B, F50EX*
*for a complete fleet list, visit www.dassaultfalconservice.com/en/
DASSAULT - OWNED SERVICE CENTER NETWORK

DAS Locations

EXTENDING THE REACH AND AGILITY OF THE DASSAULT SERVICE CENTER NETWORK

> General Overview

Dassault-owned Satellite Service Stations boost regional support to the Falcon fleet. As extensions of our company-owned service centers, Dassault Falcon has strategically positioned company-owned Satellite Service Centers on four continents (see contact information below). These satellite service stations offer basic line services and GoTeams for mobilized response and AOG support. Technicians, tooling, and a cache of spares are at the ready when customer needs arise.

Anytime a Falcon Operator is AOG, a GoTeam can be dispatched through the Dassault Aircraft Services Network. Call our technical center 24 / 7 / 365 for the speediest response and solution: (1) 201-541-4747 or (33) 1 4711 3737.

More Dassault Satellite Service Stations are planned in the future, to continually position our people where our customers need us most (see map and key).

All Dassault Aircraft Services locations offer 24 / 7 AOG GoTeam support.

CONTACT INFORMATION - NORTH AMERICA

Spirit of St. Louis Airport (KSUS)
Chesterfield, MO 63005 USA
Office: (1) 302-824-8483
Van Nuys Airport (KVNY)
Van Nuys, CA 91406 USA
Office: (1) 818-212-5024
North American E-mail: DASCustomerService@falconjet.com
Website: www.das.falconjet.com

CONTACT INFORMATION - EUROPE

Aéroport Nice Côte d’Azur
06281 Nice Cedex 3, FRANCE
Office: (33) 4 89 98 50 19
E-mail: rampservice.nice@dassault-falcon.com
Ciao Airbus
Aeroporto Ciampino
Roma, ITALY
Office: (39) 6 79 34 95 11
E-mail: dimuccio.michele@inwind.it

Vnukovo Moscow Airport
Moscow, RUSSIA
Office: (79) 162 085 827
E-mail: dfsmoscow@yahoo.com
London Luton Airport
Luton, ENGLAND
Office: (33) 677 042 774
E-mail: dfsltn@yahoo.com

All Dassault-owned service centers offer 24 / 7 AOG GoTeam support.
# Midway

## General Overview

When Midway Aircraft Instrument Corporation opened its doors to the worldwide aviation marketplace in 1949, it did so as a technologically equipped and professionally staffed supplier of overhaul and support services for aircraft components. In the years that have followed, investments in tooling, technology, inventory, and training propelled Midway to its status as an industry leader – a status it’s maintained for more than half a century. Midway is wholly owned by Dassault Falcon. All Dassault-owned service centers offer 24/7 AOG GoTeam support.

## Specializations

- **Repair Station Certifications**
  - EASA
  - FAA
  - China

## Summary

Midway’s facility in Monroe, North Carolina is home to about 40 employees who maintain technical currency on a variety of equipment, testing, and repairs. Their test and repair equipment is state-of-the-art, updated, and retrofitted regularly to take advantage of the latest technology.

## A-PRO

## General Overview

Since the late 1980s, A-PRO (Aero Precision Repair and Overhaul) has set industry standards for quality application of the latest precision technology for Falcon jet landing gear, hydraulic, flight controls, and accessory units. Today, A-PRO’s highly skilled technical experts continue to win OEM endorsements for their expertise on brakes, landing gear, and similar critical components, inclusive of a continually expanding product line. A-PRO is jointly owned by Dassault Falcon Jet Corp. and Messier-Bugatti-Dowty.

## Specializations

- **Repair Station Certifications**
  - EASA
  - FAA
  - China
  - Venezuela

## Summary

With a skilled and experienced workforce, A-PROs climate-controlled, 41,000 sq. ft. facility in South Florida is equipped with a broad variety of the latest high-technology tooling, offering some of the swiftest turn-around times in the industry. Select the A-PRO “precision approach” for your next repair or overhaul.
Dassault Service Center Definitions and Terms

Falcon’s Global Service Center Network includes five company-owned service centers and five company-owned satellite service stations, along with two Authorized Component Repair Agents and a network of Authorized Service Centers.

**Heavy Service Center**
Major ASC capabilities, plus heavy maintenance, structural repairs, modification, paint, refurbishing, and modernization. All Falcon models.
- Dassault Aircraft Services (DAS) – Wilmington, Delaware USA is a Heavy Service Center offering GoTeam services.
- Dassault Aircraft Services (DAS) – Little Rock, Arkansas USA is a Heavy Service Center offering GoTeam services.
- Dassault Falcon Service (DFS) – Le Bourget, FRANCE is a Heavy Service Center offering GoTeam services.

**Major Service Center**
Line ASC capabilities, plus 3A/A+, B and C inspections, + authorized OEM engine/APU line maintenance. Appointed by model series.
- Dassault Aircraft Services (DAS) – Reno, Nevada USA is a Major Service Center offering GoTeam services.

**Line Service Center**
Airframe and Engine/APU AOG maintenance support and troubleshooting, transient service and basic inspection, A/A+/2A/2A+ inspections. Appointed by specific models.
- Dassault Aircraft Services (DAS) – Sorocaba, Brazil is a Line Service Center offering up to 3A/A+ inspections in addition to GoTeam services.

**Satellite Service Center**
Basic line service capabilities, scheduled and unscheduled maintenance. Most Falcon models.
- Dassault Aircraft Services (DAS) – St. Louis, Missouri USA is a Satellite Service Center offering basic line services and maintenance up to 4A+ inspections in addition to GoTeam services.
- Dassault Aircraft Services (DAS) – West Palm Beach, Florida USA is a Satellite Service Center offering basic line services and maintenance up to 4A+ inspections in addition to GoTeam services.
- Dassault Aircraft Services (DAS) – Van Nuys, California USA is a Satellite Service Center focusing on unscheduled maintenance offering GoTeam services.
Any time a Falcon operator is AOG, a GoTeam can be dispatched through the Dassault Aircraft Services Network. Call our technical center 24/7/365 for the speediest response and solution: (1) 201-541-4747 or +(33) 1 4711 3737.

FOR MORE INFORMATION, PLEASE CONTACT ANY DASSAULT AIRCRAFT SERVICES LOCATION:

In Wilmington, Delaware, USA:
24H Tel: (1) 302-322-7000
E-mail: DASCustomerService@falconjet.com

In Little Rock, Arkansas, USA:
24H Tel: (1) 501-210-0129 x0179
E-mail: DASCustomerService@falconjet.com

In Reno, Nevada, USA:
24H Tel: (1) 775-353-1160
E-mail: DASCustomerService@falconjet.com

In Sorocaba, BRAZIL:
24H Tel: (55) 15 3416 2696
E-mail: DASCustomerService@falconjet.com
Dassault Falcon Service

In Paris - Le Bourget, FRANCE:
24H Tel: (33) 1 49 34 20 20
E-mail: CustomerService.lbg@dassault-falcon.com