



# Smart Services

**BOMBARDIER**

# Smart Services

The Bombardier Smart Services cost-per-flight hour offering provides customers with peace of mind through budget predictability for aircraft parts and maintenance costs.

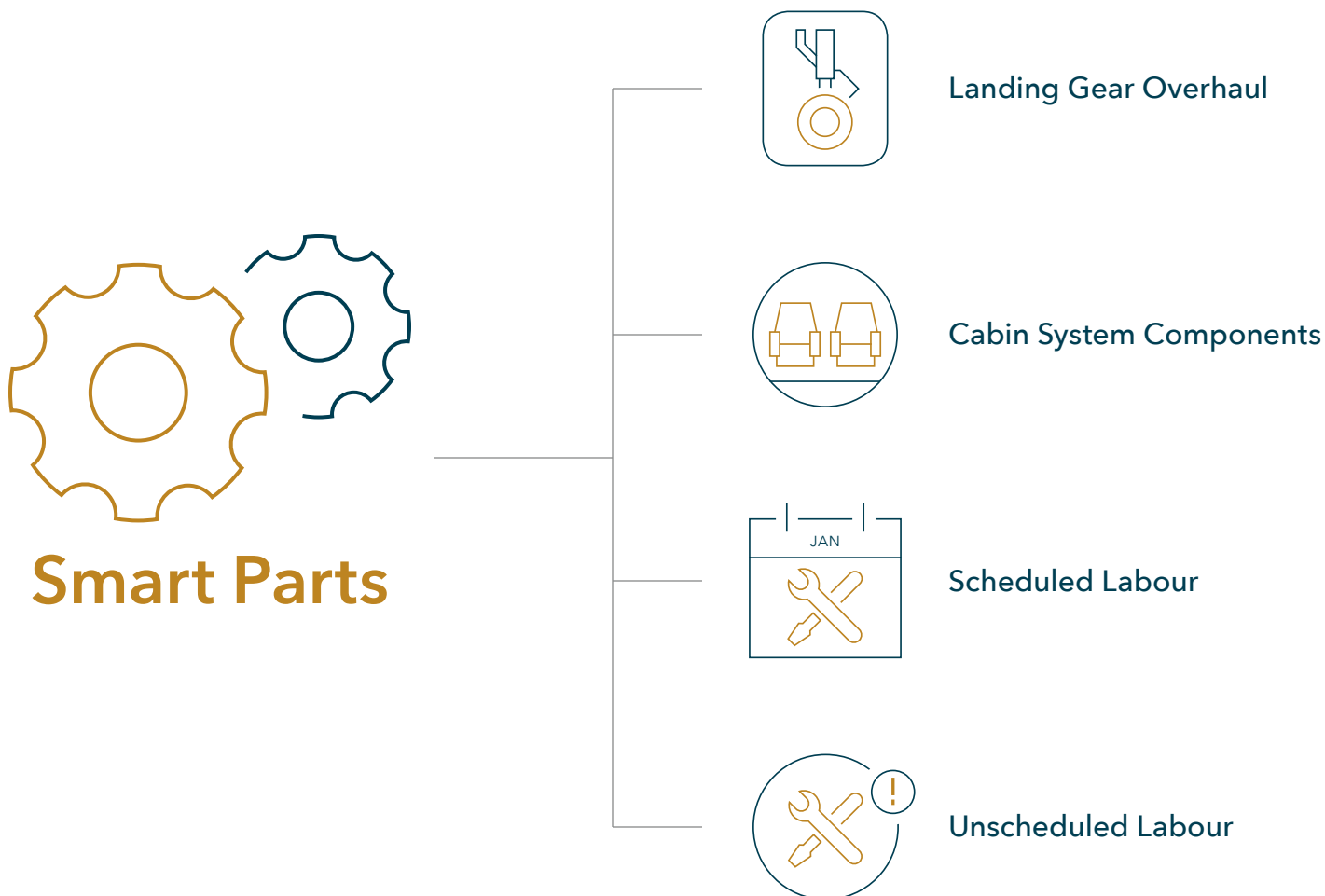
It offers utmost flexibility for customers to tailor their cost-per-flight hour coverage to best suit their operational needs.

With simple monthly billing, customers can focus on what matters the most - keeping their aircraft flying.

Coverage begins by enrolling in the Smart Parts program, which provides extensive parts coverage for Learjet, Challenger and Global aircraft. Customers then have the freedom to choose a selection of additional coverage options, including landing gear overhaul, cabin system components, scheduled and unscheduled labour related to part removals from normal operations.

## Key Advantages

- Freedom to tailor coverage to operations
- Budget predictability through guaranteed flight hour rates<sup>1</sup>
- Deficit protection
- No upfront enrollment or separate management fees
- Coverage up to 20 years of service for new and in-service aircraft
- Exclusive rewards



<sup>1</sup>-Subject to the terms and conditions of customer contract.

# Coverage offered

## Smart Parts

Customers first enroll in the industry-leading Smart Parts program, which provides comprehensive coverage and cost protection on a wide range of aircraft parts and systems. Examples of coverage include:

- Avionic components
  - Brakes and tires
  - Windshields
  - Electrical, hydraulic and flight control system components
  - Bombardier alert and recommended service bulletin kits and components
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## Flexibility to add additional coverage options:

This option extends cost coverage to the complete overhaul of landing gear assemblies and actuators for work performed or facilitated by Bombardier. Key coverage includes:

- All landing gear components, including main fittings and axles
- Landing gear actuators
- Corrosion
- Overhaul labour

This option provides customers with additional coverage for the aircraft interior cabin systems<sup>2</sup>. Coverage includes components related to the following systems:

- Cabin communication
- CMS/CES
- Audio/video monitors
- Interior and emergency lighting
- Water and lavatory systems
- Passenger oxygen system

From minor inspections to major checks, this option provides cost coverage for scheduled labour associated to performing inspection tasks as per Time Limits Maintenance Checks (TLMC) and Supplemental Time Limits Maintenance Checks<sup>3</sup> (STLMC).

This option provides cost coverage for labour required to remove and install, related to normal operations, components covered under the Smart Parts program and the additional coverage option chosen (e.g. cabin systems).



## ATA coverage map

ATA 11- Placards & Markings

ATA 21- Air Conditioning System

ATA 22- Auto Flight System

ATA 23- Communications

ATA 24- Electrical Power System

ATA 26- Fire Protection System

ATA 27- Flight Control System

ATA 28- Fuel System

ATA 29- Hydraulic System

ATA 30- Ice & Rain Protection System

ATA 31- Indicating & Recording System

ATA 32- Landing Gear-Certain Components

ATA 33- Lights

ATA 34- Navigation System

ATA 35- Crew Oxygen System

ATA 36- Pneumatic System

ATA 45- Central Maintenance System

ATA 52- Door Open/Close Mechanisms

ATA 56- Windows

ATA 76- Throttles

ATA 77- Flight Deck Engine Instruments

ATA 78- Thrust Reverser Actuators

ATA 80- Starters-For Learjet 40, 45, 60, 70 and 75 aircraft and Challenger 604, 605, 650, 850 aircraft

In addition to the above:

ATA 32- Complete landing gear overhaul coverage if landing gear overhaul option was selected.

ATA 25- Specified cabin system components coverage. Available for Bombardier completion work installations if cabin system components option was selected.

ATA chapters not mentioned above are excluded from coverage. Other exclusions apply including but not limited to: landing gear structure/corrosion except at time of overhaul if such optional coverage applies, scheduled labour unless such optional coverage applies, repair labour other than labour for covered component removal/reinstallations if such optional coverage applies, optional service bulletins, any service bulletin labour, servicing labour, shipping, taxes, duties, abuse, FOD.

# Program FAQ

## Who can enroll?

Owners of both new and in-service aircraft are eligible to enroll. Coverage is available for up to 20 years of service.

## How does Smart Services work?

It's simple. A convenient monthly flight-hour service charge replaces unpredictable expenses for most parts and, if such option is selected, certain labour, for better predictability and cost protection. Tailor your cost coverage to your operational needs through the available options.

## Are there minimum payments?

An annual minimum payment applies based on the aircraft model enrolled.

## Are there any management fees?

No. Bombardier is proud to offer this program free of management fees.

## Where can I have my aircraft serviced?

Customers have access to our award-winning worldwide service centre network. Along with new facilities in Tianjin, China and Biggin Hill, UK, customers also have access to new line stations in Europe<sup>4</sup>

Optional scheduled and unscheduled labour coverage extends to work performed at a Bombardier Service Centre or Bombardier Authorized Service Facility. Unscheduled labour coverage also extends to our Bombardier Mobile Repair Team's (MRT) services and, under certain AOG conditions, to third parties via a customer credit note.

Component coverage is independent of service location, provided the covered components or services are ordered from Bombardier.

## What if I sell my aircraft?

The Smart Services offering is fully transferable at the time of aircraft resale to eligible customers in accordance with the terms and conditions of the applicable Smart Parts agreement. This allows your buyer to step into convenient cost coverage and has been demonstrated to improve resale value.

## How about my engines and APU?

Your engines and APU Original Equipment Manufacturers (OEM) bring vital support and cost protection with their respective hourly maintenance cost protection plans. Bombardier is happy to connect you with the engine and APU OEMs.

## How do I enroll in Smart Services?

To learn more about the benefits of the services or how to enroll please contact your Regional Sales Manager who will help determine the right offering for your aircraft operations.

Alternatively, you can request a quote online using our Customer Portal [my.businessaircraft.bombardier.com](https://my.businessaircraft.bombardier.com)

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Contact a Smart Services representative directly **1-514-855-7270** | [smartservices.sales@aero.bombardier.com](mailto:smartservices.sales@aero.bombardier.com)

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4-Certain elements of the offerings described in this brochure may not be available at the line stations.

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