DASSAULT EXPANDS FALCONCARE MAINTENANCE PROGRAM WITH NEW OPTIONS

News / Business aviation, Maintenance / Trainings, Manufacturer

Dassault Aviation recently signed its 500th contract for its FalconCare guaranteed maintenance program and further expanded the program—already the most comprehensive in the industry—to meet a broader range of customer needs and budgets.

Introduced in 2005,FalconCare offers a full range of scheduled and unscheduled maintenance services through C-Check, including airframe, avionics and landing gear parts, labor, consumables, service bulletins and maintenance tracking. This comprehensive coverage ensures predictable and stable annual maintenance costs for operators of Falcon aircraft. It provides maintenance coverage everywhere on the planet through more than 60 Dassault Owned and Authorized Service Centers and 16 Falcon Spares distribution centers.

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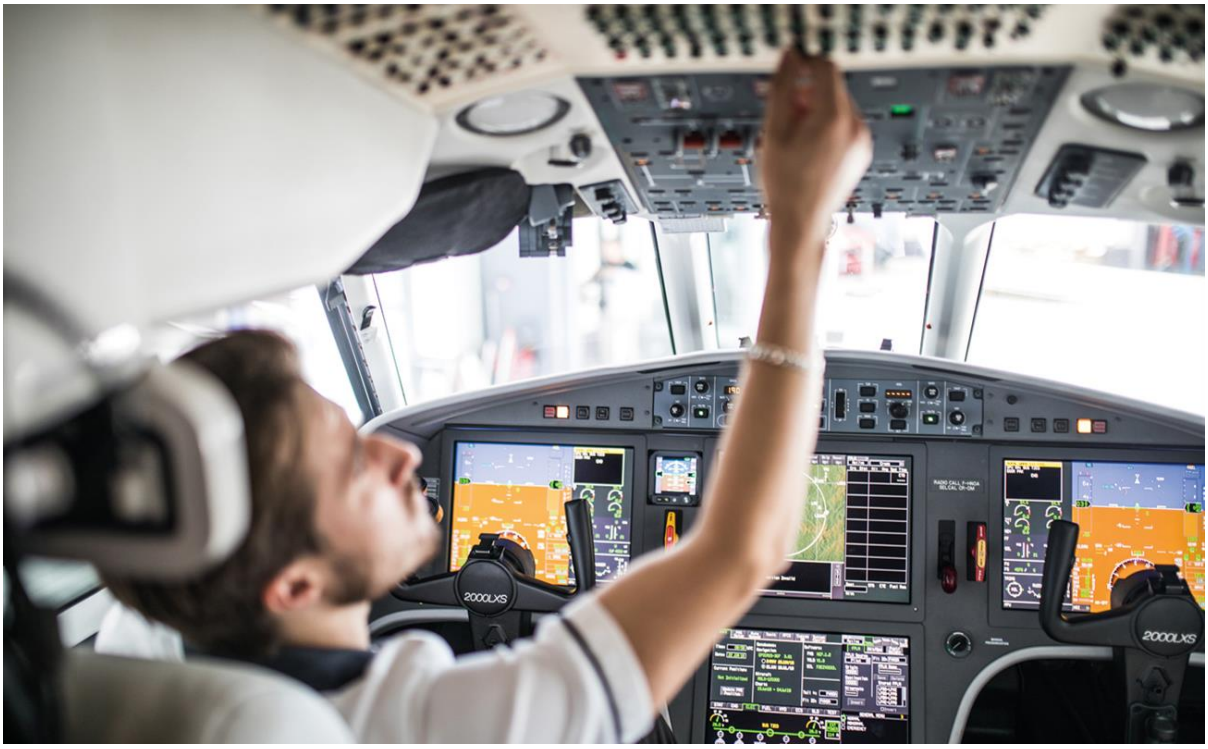

“FalconCare provides three benefits,” says Jean Kayanakis, Senior Vice President, Worldwide Falcon Customer Service & Service Center Network. “It guarantees a predictable budget, it offers peace of mind by eliminating unexpected maintenance costs, and it helps enhance aircraft value, as demonstrated by valuations in the aircraft Bluebook price guide.”

The new program expansion, based on feedback from flight departments and the Falcon Operator Advisory Board, enhances the flexibility of the pay-as-you-go Falcon Care service by offering operators two different levels of coverage, in accordance with their actual maintenance requirements:

FalconCare Essential, the basic offering, covering the full cost of genuine Dassault spare parts, with additional services available as options.

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FalconCare Elite, an all-inclusive offering covering parts, labor, and consumables along with AOG GoTeam service, documentation, exchange items like batteries and wheels and other maintenance services.

Each plan includes a FalconCare Efficiency Bonus, which financially rewards operators engaging in the most cost-effective maintenance practices. And both allow operators to establish a Flex Spending Account for miscellaneous costs outside FalconCare coverage.

"The FalconCare program is customer driven," said Kayanakis. "Thanks to operator input, we're now able to offer different plans and options that meet the diverse needs of our growing customer base. We are always tapping the knowledge of our operators on how to expand and improve our service plans, and expect that FalconCare offerings will continue to evolve in the future in line with changing customer needs."

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