BOMBARDIER MARKS 40 YEARS OF SMART SERVICES PROGRAMS AT NBAA-BACE 2026 IN LAS VEGAS

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Bombardier marked the 40th anniversary of its industry-leading Smart Services cost-per-flight-hour programs, which today support more than 1,500 enrolled aircraft and account for over 11 million cumulative flight hours.The company's Smart Services portfolio, including Smart Services Elite and Smart Services Defense, provides extensive maintenance cost coverage for key aircraft systems and components. The programs cover areas such as component exchanges, avionics, tires, brakes, corrosion protection and other critical maintenance requirements, helping operators achieve greater budget certainty and operational confidence.

Today, **Smart Services** are trusted by leading operators worldwide, including many large fleet customers, to maintain predictable maintenance expenses while benefiting from a premium customer support experience. Beyond comprehensive cost protection, the programs offer a higher level of personalized support through dedicated account managers assigned to each customer.

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These specialists develop an in-depth understanding of an operator’s aircraft and mission requirements, providing proactive guidance and helping customers maximize the value of their program participation.

Bill Molloy, Vice-President, Aftermarket Sales, Defense & Parts at Bombardier commented: "For 40 years, *Smart Services* have helped redefine what customers expect from aircraft support by delivering predictable maintenance costs and a premium ownership experience. As we celebrate this milestone, we are not only reflecting on four decades of innovation and customer collaboration – we are looking ahead to the next 40 years of support excellence. Our customers' needs continue to evolve, and we remain committed to expanding our capabilities and delivering increasingly comprehensive support solutions that provide confidence for years to come."

That commitment to customer support continues to earn industry recognition, including accolades from the AIN Product Support Surveyand the Professional Pilot Magazine Product Support Survey. These distinctions reflect the dedication of Bombardier teams worldwide and their ongoing mission to provide customers with confidence, responsiveness and convenience throughout the ownership experience.

This customer-centric approach has also guided the continued development of the Smart Services portfolio. The foundation of today’s programs dates back four decades to the introduction of Bombardier’s groundbreaking Smart Parts program, one of the aviation industry’s earliest cost-per-flight-hour solutions. In 1986, Bombardier became the first aircraft manufacturer to offer cost-per-flight-hour coverage for airframe system components through Smart Parts. What began as a program focused on predictable parts costs has evolved steadily over the years, expanding with new services and capabilities designed to meet the changing needs of business aviation operators. Today, the Smart Services portfolio represents 40 years of continuous innovation, delivering increasingly comprehensive and integrated support across the entire aircraft lifecycle.

Building on this legacy, Smart Services Elite enhances Bombardier’s existing Smart Services offering with broader maintenance cost coverage for major aircraft components. The program includes scheduled and unscheduled aircraft systems maintenance, landing gear overhauls, parts shipping, technical publications and support, guaranteed flight-hour rates throughout the contract term, subject to annual adjustments, and Mobile Response Team (MRT) cost coverage.

Meanwhile, Smart Services Defense extends these benefits to military and government operators through tailored cost-per-flight-hour solutions. Drawing on Bombardier’s four decades of Smart Services expertise, the program helps defense customers maintain predictable costs for essential aircraft parts and maintenance services.

As Bombardier continues to strengthen its global aftermarket network and invest in advanced customer support capabilities, Smart Services will remain a key pillar of the company’s long-term customer support strategy.

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