



# Dassault MRO

OEM-QUALITY SERVICE FOR THE GLOBAL FALCON FLEET







## SEAMLESS, SUPERIOR, WHEREVER YOU FLY

There are more Falcon operators than ever before. They travel more. They demand more, too. And they deserve it. That's why Dassault Aviation has put together a uniquely strong partnership of service organizations,

one global network, offering a uniformly high level of expertise and capability from Geneva to Sydney. And São Paulo to New York. Doing "Whatever it Takes" to keep customers flying. Today and tomorrow.

With 40 factory-owned service facilities, supplemented by another 20 authorized service locations around the world.



## MAINTAINING YOUR FALCON'S VALUE

Dassault MRO is a one-stop-shop for line and heavy maintenance, refurbishments and upgrades of all types, which help Falcons retain the high resale values for which they are known. And all of it is accessed through single points of contact

(one in the Americas and one for the rest of the world), making it easy to find the right support at the right time.

Operators get unique access to STC upgrades available only through Dassault, such as the FalconEye®

Combined Vision System, EASy IV avionics system or HEPA air filtration. They receive OEM warranty work and other comprehensive services provided under FalconCare in addition to GoTeam support in case of an AOG, wherever that may be. With such a seamless worldwide network, factory service is never far away.



# DASSAULT MRO

UNPRECEDENTED SIZE AND SCOPE





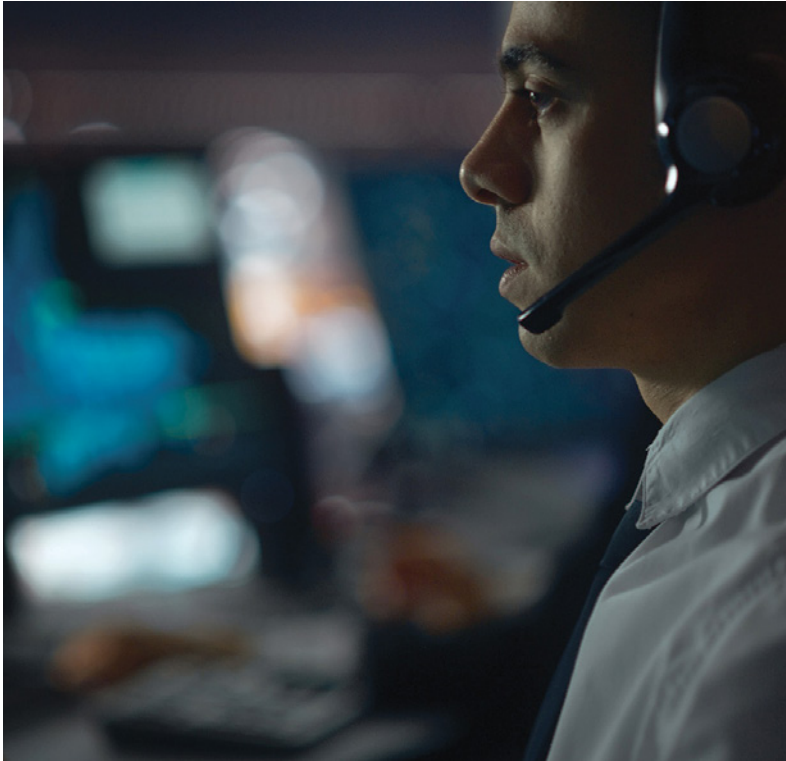
## A GLOBAL POWERHOUSE

Previously, Dassault Aviation's factory service network consisted of Dassault Falcon Jet (DFJ) in North America and Dassault Falcon Service (DFS) in Europe. In 2019, Dassault acquired the MRO operations of the industry's most

esteemed providers: ExecuJet MRO Services, with locations in Africa, Asia, Australasia, Europe and the Middle East; and Dassault Aviation Business Services (formerly TAG Maintenance Services) in Switzerland, with additional European and UK operations.

ExecuJet's major new facilities in Dubai and Kuala Lumpur can easily accommodate the latest and largest Falcons. Another also opened in Melbourne, USA. Sharing technical expertise creates greater efficiencies and synergies across all of our worldwide facilities. This unified network provides expanded capacity and global capabilities for the Falcon fleet.





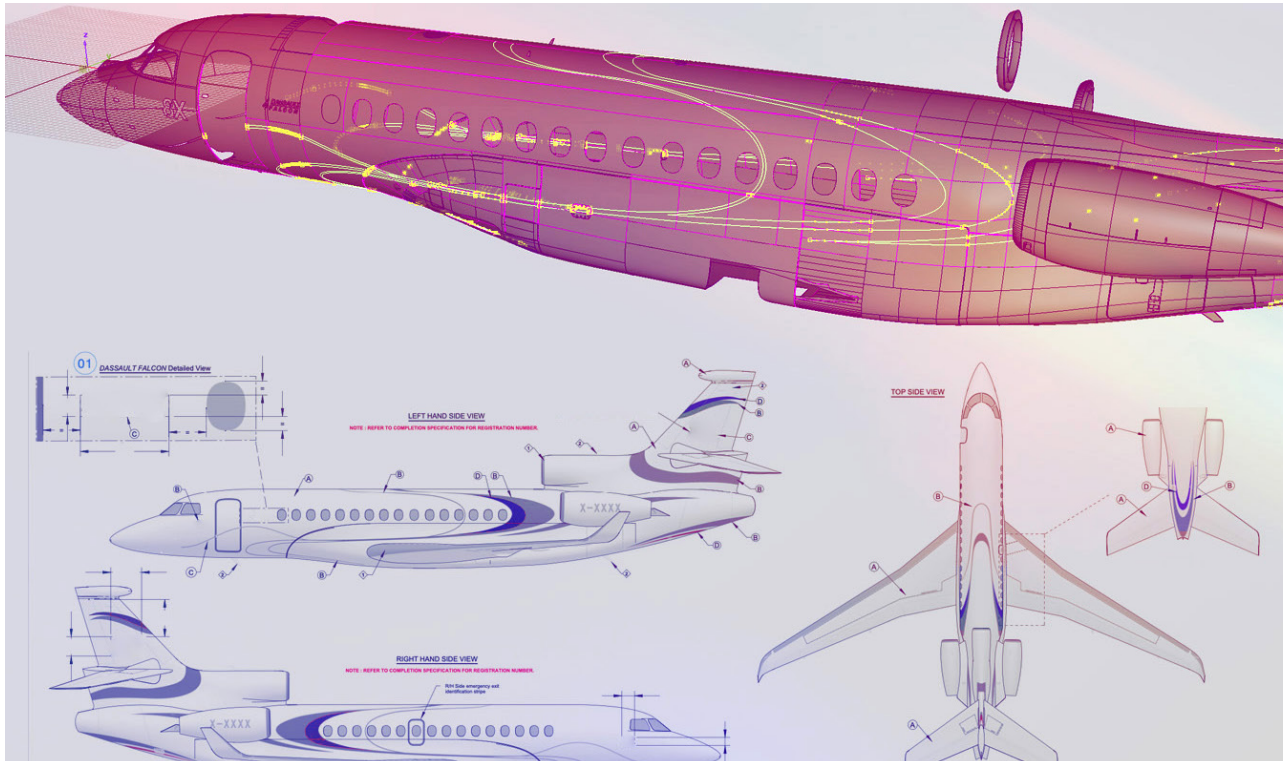
### **Sales Single-Point-of-Contact**

American and EMEA/APAC customers each have a wide choice of MRO solutions, locations and schedules through a centralized planning process, simplifying customer service requests and information gathering.

### **Central AOG Command Center**

Expert Mobile Repair Teams (MRT) or GoTeams can be dispatched rapidly in response to an AOG call from any of the company's bases. Requests are coordinated through a unique customer contact number, available 24/7.

In EMEA countries, the Falcon Command Center (FCC) works hand-in-hand with the Maintenance Command Center (MCC) to optimize use of all available resources throughout the network for faster and more efficient release of aircraft under AOG.



## ENHANCING THE CUSTOMER EXPERIENCE

With an expanded network, major inspections (C-checks, for example) are available at more locations, closer to customers.

Services such as maintenance, modification, interiors, paint, engines

and upgrade options adhere to one standard of service for maximum choice and flexibility and a further enhanced customer experience.





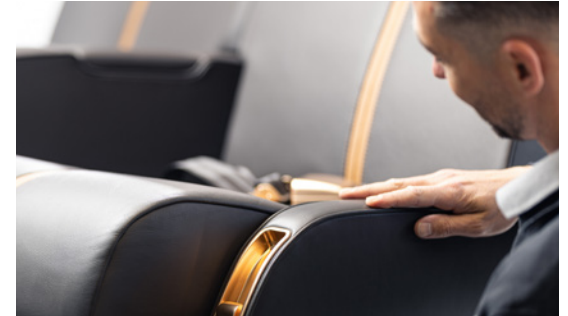
## OEM Aftermarket Solutions

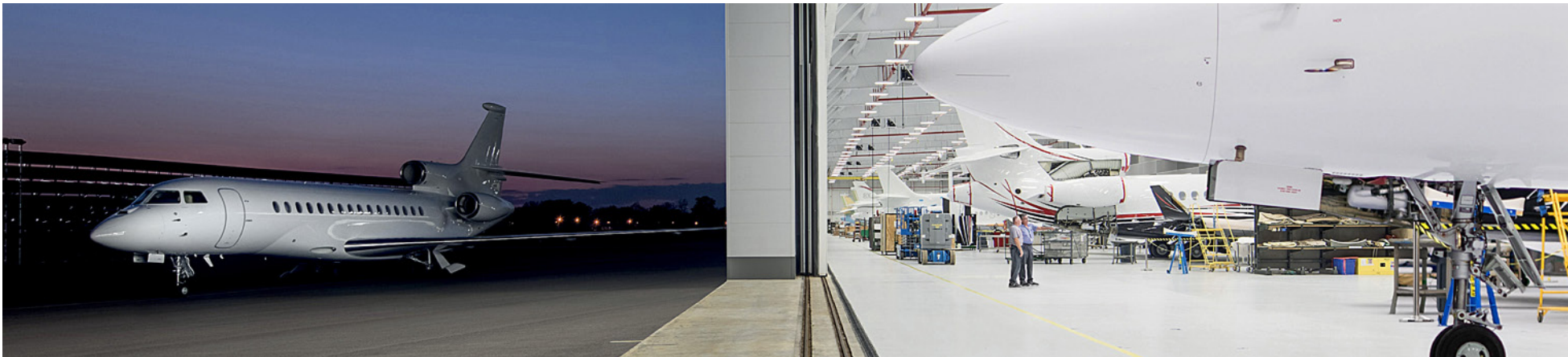
- STCs, upgrades and retrofits
- NDT, structural repairs
- Equipment maintenance
- Custom interior work/refurbishment
- Custom painting & pre-visualization

## Operational Condition Support

- Program Checks
- Day-to-day operator support (Maintenance in Operational Condition)
- Ramp service, onsite & offsite assistance
- CAMO/airworthiness management
- Pre-Purchase Inspection (PPI)







## Dassault Falcon Jet (DFJ)

in the Americas has the unique OEM knowledge, engineering, and experience to provide unparalleled Falcon maintenance, interior refurbishment and reconfiguration as well as avionics upgrades, aircraft paint, engines, major and minor structural repair, pre-purchase evaluations, and solutions for upcoming regulatory mandates.

## Dassault Aviation Business Services (DABS)

supports all levels of maintenance, modifications and refurbishments on Dassault and other aircraft brands at Geneva, Europe's high-traffic business hub. Interior work is done in a state-of-the-art cabinet and upholstery shop. DABS is also ready to assist customers needing AOG service using globally positioned GoTeams.

## Dassault Falcon Service (DFS)

with major bases in Paris and Bordeaux, performs maintenance services and modifications for customers throughout Europe, Asia, the Middle East and Africa. The Bordeaux-Mérignac center is shared by DFS, engineering and OEM production, facilitating their close collaboration. In cooperation with the Dassault Command Center headquartered there, Falcon Response can be dispatched anywhere a customer requires to return their aircraft to service as quickly as possible.

**ExecuJet MRO Services** provides maintenance support for Dassault as well as other OEM aircraft. Their 9 global locations extend the reach of Dassault's MRO resources and expertise beyond Europe and the Americas to Africa, Asia, Australasia and the Middle East. Specializing in airframe, avionics and engine maintenance, technicians are trained and certified to deliver all levels of MRO service.



# DASSAULT MRO

GLOBALLY POSITIONED, WORLD-CLASS FALCON SUPPORT



Authorized service centers are not depicted in the above map

# SALES CONTACTS

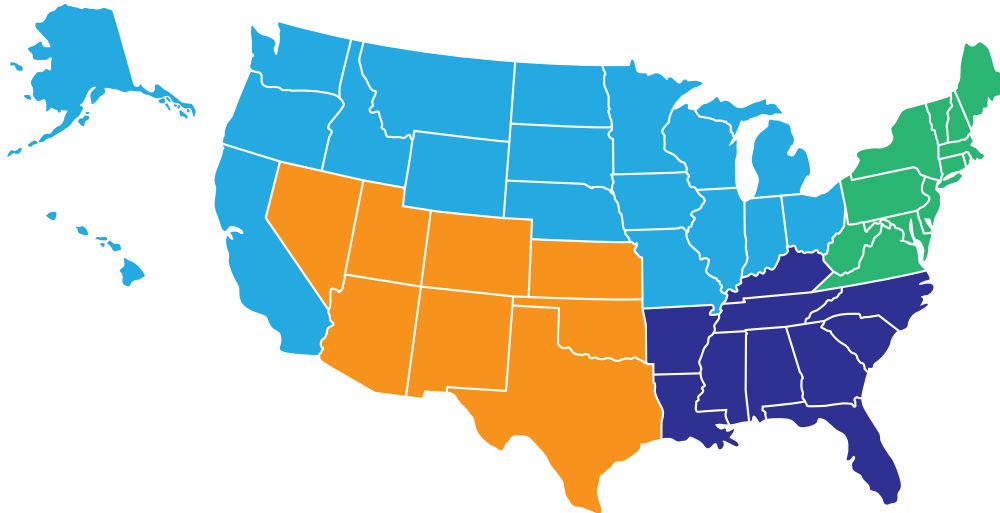
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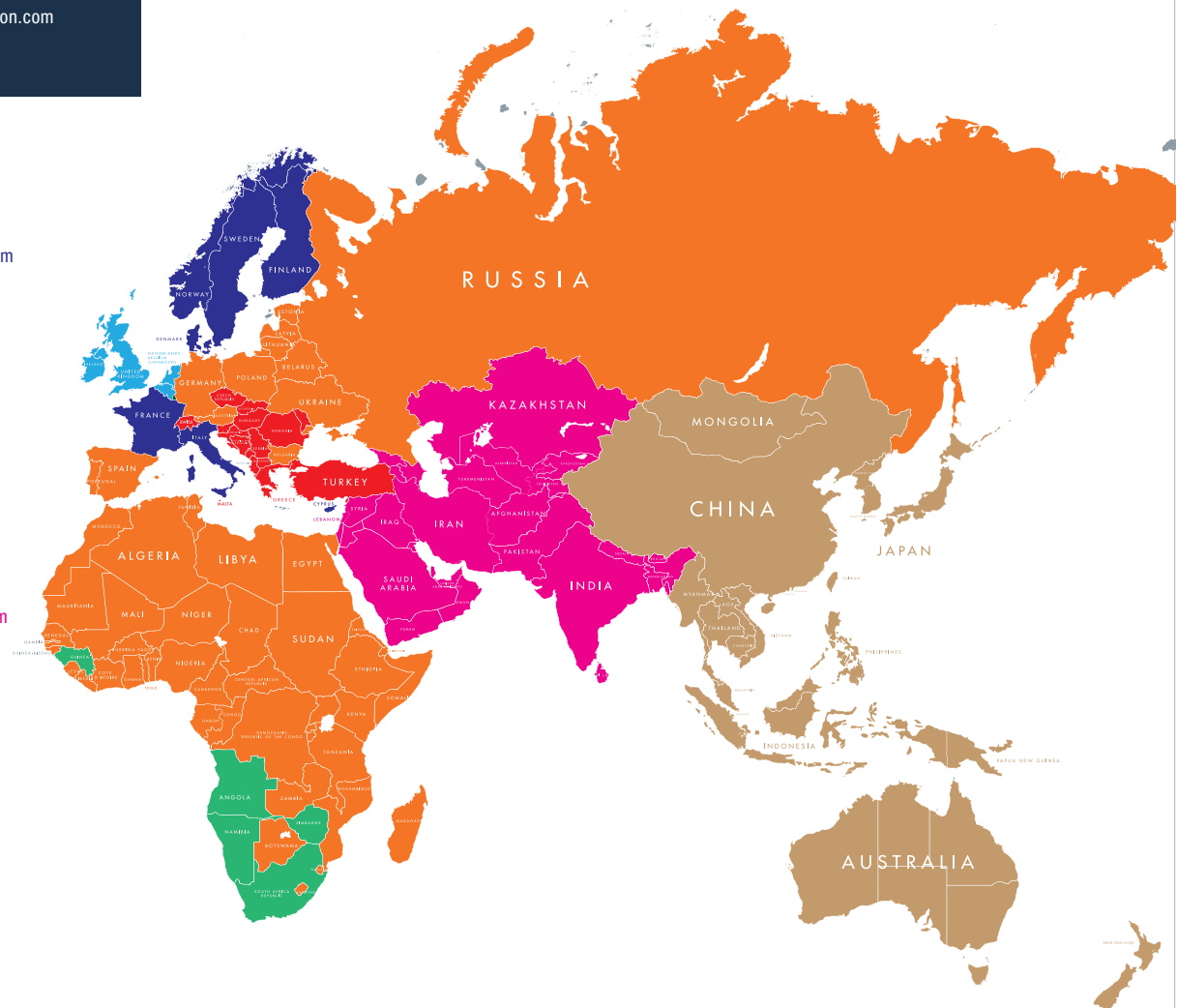
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PLEASE CONTACT YOUR REGIONAL SALES MANAGER OR CALL:**  
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**FOR 24/7 AOG AND UNSCHEDULED MAINTENANCE SUPPORT  
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