LEONARDO

HELICOPTERS DIVISION

SERVICE INFORMATION LETTER

SIL N°	**S-139-23-004**
	S-169-23-002
	S-189-23-002
	S-119-23-002
DATE:	**June 27, 2023**
REV.:	**/**

To:	Leonardo Helicopters products Owners / Operators / Service Centres
SUBJECT:	**Heliwise version 2.0 release**
Helicopters Affected:	All AW139, AW169, AW189, AW119 with HUMS systems installed

References:

[1] S-GEN-21-008 dated October 27, 2021
New Heliwise4Mobile release for laptop, tablet and smartphones devices

[2] S-139-22-003 / S-169-22-003 / S-189-22-003
New Heliwise4Mobile release with Rotor Track & Balance (RTB) capabilities

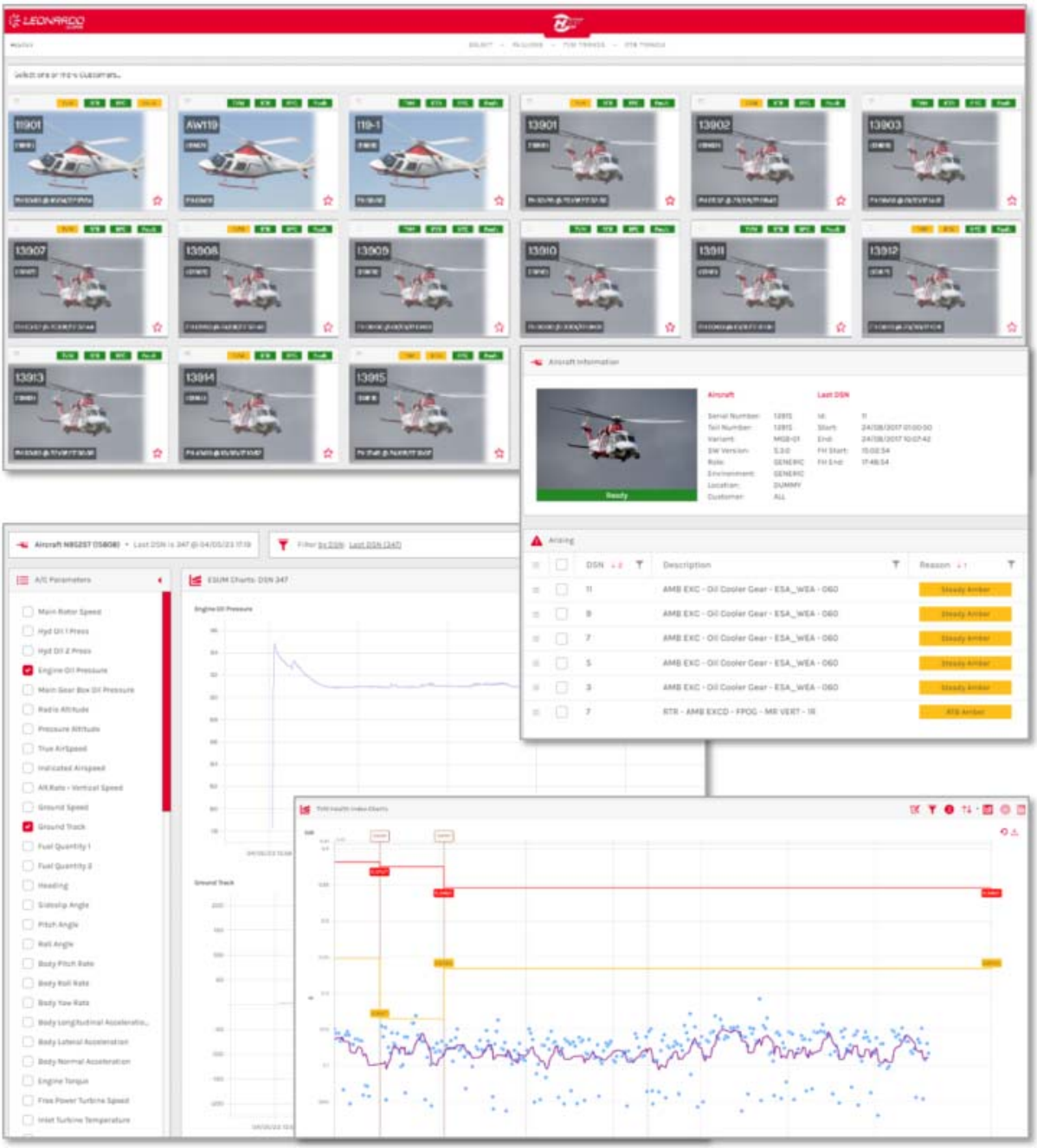
Dear Customer,

Leonardo Helicopters (LH) is pleased to inform you that the new 2.0 version of Heliwise (web edition), is now available.

Heliwise platform has been modernized to improve the navigation experience of the Operators, enhancing its ease of use and data computation-visualization performances. All the main functionalities of the previous versions are still available.

The new full web-based architecture of Heliwise requires no more dedicated Computer/Laptop/Tablet configuration, browser authentication certificates or Microsoft Silverlight installation.

Heliwise 2.0 is accessible from the Leonardo Customer Portal, or directly from the link https://heliwise.leonardo.com, by using duly authorized credentials.



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A cutting edge engine used for the in-house development of the new Heliwise platform allows a faster visualization of all its sub-functions, granting the Operator a time saver displaying the data needed for analysis.

The loading time of HUMS interactive pages main areas has been drastically reduced: the Health Indexes of the Transmission Vibration Monitoring, the Condition Indicators of the Rotor Track and Balance plots and the flight parameters of the Enhanced Structural Usage Monitoring graphs.

The new Heliwise suite design bases the concept of use on convenience and faster data transfer. Users can connect via Wi-Fi the Helicopter Data Transfer Device to their own personal device, like tablet or smartphone.

To achieve this goal and remove duplicated functionalities, the following HUMS operations are currently assigned exclusively to "Heliwise4Mobile" applications:

- Data Upload and Debrief
- Rotor Track & Balance Adjustments Computation

For a quick consultation, it is possible to access the “Heliwise User Manual” by clicking the appropriate section “User Manual” in the “Main Menu” bar.

In order to allow a proper familiarization with the new platform, the Silverlight based version of Heliwise will remain active until December 2023: the old and the new platforms can be used in parallel during the HUMS data analysis operations.

This new release, along with “Heliwise4Mobile” application (Ref [1] and [2]), completes the Heliwise suite as part of a continuous improvement process of the HUMS data collection and management, analysis capabilities that additionally expand the support services potential.

For any additional information, please do not hesitate to contact LH HUMS Support Team at hums.mbx.aw@leonardo.com functional mailbox.

Yours Sincerely,

Francesco Bellardi
VP Customer Support & Services

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