



## 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.: /

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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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# Heliwise version 2.0 release

**Aircraft Information**

Parameter	Value	Unit	Last DSN
Serial Number	13915	13	11
Tail Number	13915	Start	24/08/2017 01:00:00
Version	M02-01	End	24/08/2017 10:27:42
SW Version	5.0.0	FW Start	30.02.24
Roller	GENERIC	FW End	17.48.24
Environment	GENERIC		
Location	DUMMY		
Customer	ALL		

**Alerts**

DSN	Description	Reason
11	AMB EXC - Oil Cooler Gear - ESA_WEA - OGO	Steady Amber
8	AMB EXC - Oil Cooler Gear - ESA_WEA - OGO	Steady Amber
7	AMB EXC - Oil Cooler Gear - ESA_WEA - OGO	Steady Amber
5	AMB EXC - Oil Cooler Gear - ESA_WEA - OGO	Steady Amber
3	AMB EXC - Oil Cooler Gear - ESA_WEA - OGO	Steady Amber
7	STR - AMB EXCD - FPOG - MS VERT - IR	Off Amber

**ESIM Charts**

Engine Oil Pressure

Ground Track

**Health Index Charts**

Ground Track

Engine Torque

## Heliwise version 2.0 release

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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](mailto:hums.mbx.aw@leonardo.com) functional mailbox.

Yours Sincerely,



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Francesco Bellardi  
VP Customer Support & Services