



SERVICE INFORMATION LETTER

SIL N° S-GEN-21-008

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REV.: /

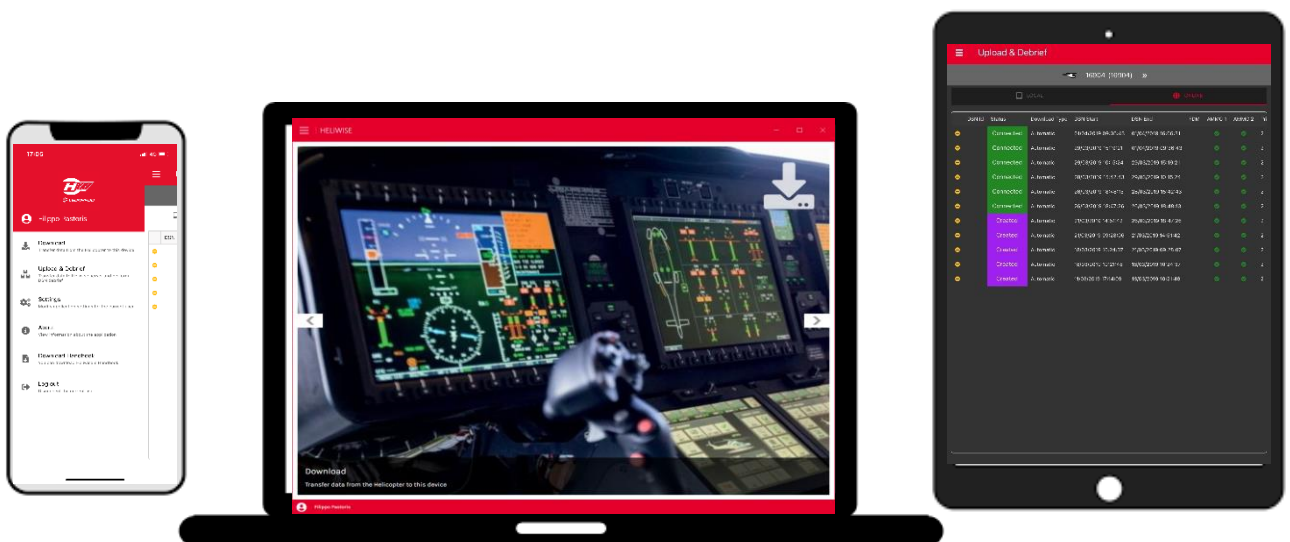
To: Leonardo Helicopters products
Owners / Operators / Service Centres

SUBJECT: New Heliwise4Mobile release for laptop, tablet and smartphones devices

Helicopters Affected: All helicopters equipped with Health & Usage Monitoring System (HUMS)

Dear Customer,

Leonardo Helicopters (LH) is pleased to inform you that **Heliwise4Mobile** suite is now available for download. A selection of fundamental Heliwise line maintenance functionalities are available in a portable solution to optimize the performance of the daily on-field operations.



New Heliwise4Mobile release for laptop, tablet and smartphones devices

Within this application release, the Operator will have the opportunity to exploit the following features:

- Wi-Fi connection to the Helicopter's Data Transfer Device (DTD)
- Data Download
- Data Debrief

Specifically, the Wi-Fi download capability is available exclusively for helicopters equipped with the HUMS LH Family system. Data download from the HUMS GE card (PCMCIA) is possible by using the Windows application.

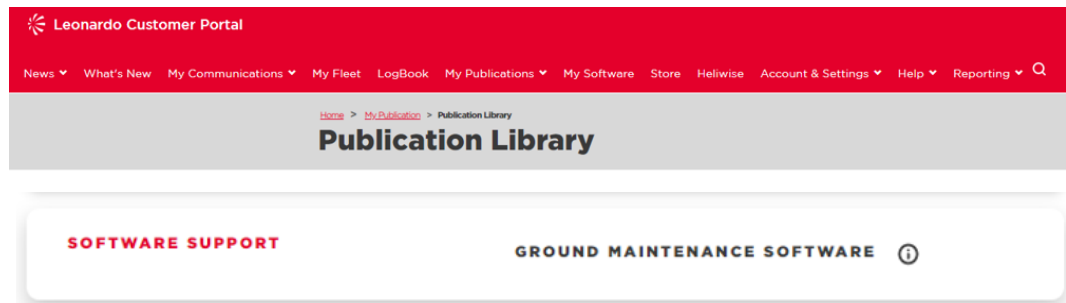
As an additional feature, for all helicopters with HUMS LH Family system integrated in the avionics suite (i.e. AW169 and AW189/149), Heliwise4Mobile apps are able to download and convert FDM data into CSV format in order to make them available to the Operator for detailed analysis.

The table below briefly summarizes the compatibility of the Heliwise4Mobile applications with respect to the helicopter variants:

| HELICOPTER VARIANT | HUMS SYSTEM | IOS | ANDROID | WINDOWS 10 |
|--------------------|-------------|-----|---------|------------|
| AW139 | GE (LEGACY) | | | • |
| AW139 | LH | • | • | • |
| AW169 | LH | • | • | • |
| AW189/149 | LH | • | • | • |



Heliwise4Mobile can be downloaded by the relevant device application store: App Store for IOS, Play Store for Android. For Windows based devices, the installer can be downloaded from My Publications section of Leonardo Customer Portal:



The applications login requires the same Leonardo Customer Portal credentials, already enabled for Heliwise web utilization.

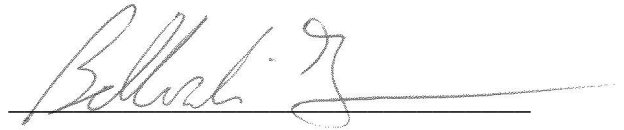
For quick consultation, it is possible to download the applications user manual directly from your device, by clicking on the appropriate section in the app main menu "Download Handbook", which is constantly updated.

In the "About" menu of the application you will be able to directly contact our technical support team mailbox that will assist for clarifications and troubleshooting.

New Heliwise4Mobile release for laptop, tablet and smartphones devices

Should you need any additional information, do not hesitate to refer to the LH HUMS team at hums.mbx.aw@leonardocompany.com.

Yours Sincerely,



Francesco Bellardi
Leonardo Helicopters
Vice President
Customer Support & Services – Italy