



## SERVICE INFORMATION LETTER

SIL N° S-GEN-21-009

DATE: November 10, 2021

REV.: /

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To: Leonardo Helicopters products  
Owners / Operators / Service Centres

**SUBJECT: Enhancement of HUMS FULL Support Service**

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

Dear Customer,

Leonardo Helicopters (LH) is pleased to inform you that the level of service of the Health and Usage Monitoring System (HUMS) support we offer has been further increased.

With the "FULL Support" service the Customer is contracting LH to perform the analysis of every HUMS data package downloaded by the Operator. The present service foresees that a notification is sent to the Operator only in case the analysis leads to the necessity of performing troubleshooting activities on the Helicopter.

In order to meet specific Customer needs, such as integrate the Helicopter release to service with the HUMS analysis results, an enhanced reporting system is now in place: an e-mail with the HUMS data analysis details is going to be provided to the Operator immediately after the data analysis is completed. The Operator will be systematically aware of the LH HUMS Support analysis results, also in case no actions are recommended.

Please find hereafter an example of the new enhanced reports, using the following two sections structure:

- "Analysis Description", containing the complete HUMS/MDS analysis.
- "Required Actions", listing all the recommended troubleshooting activities or providing a clear statement that no action is recommended.

## Enhancement of HUMS FULL Support Service

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Dear Customer,  
Please find below the analysis relevant to the DSN **XXXXXX** of the helicopter **XXXXXX**.

Analysis Description:

**ACQ022 - IGB Pin (A12) - S1R:** HI is displaying a step increase in its data above the amber threshold. Acquisition is under close monitoring. Arising Cleared.

Required Actions:

No Actions.

Best Regards,  
LH HUMS Support Team.

The new enhanced reporting functionality will be released, to all the Customers enrolled in the FULL Support contract, as a free of charge upgrade to the existing service.

All the new Customers who will subscribe the FULL Support service contract will benefit the enhanced reporting.

Should you need any additional information about this feature, or to deactivate it, please refer to the LH HUMS team at: [hums.mbx.aw@leonardocompany.com](mailto:hums.mbx.aw@leonardocompany.com).

Yours Sincerely,



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