



SERVICE INFORMATION LETTER

SIL N° S-GEN-21-011

DATE: November 19, 2021

REV.: /

SET: Leonardo Helicopters products
Owners / Operators / Service Centres

SUBJECT: Engineering Services Foundation (ESF) announcement

Helicopters Affected: AW139, AW169, AW189, A109S, AW109SP, AW119MkII,
A109A/All, A109C, A109K2, A109E, A119

References:

- Ref. [1] *IL GEN-20-090 dated May 26, 2020
Leonardo Customer Portal and new Terms and Conditions of Use*
- Ref. [2] *SIL S-GEN-21-008 dated October 27, 2021
New Heliwise4Mobile release for laptop, tablet and smartphones devices*
- Ref. [3] *SIL S-GEN-21-001 dated March 30, 2021
Publications in Leonardo Customer Portal (My Publications improvement)*
- Ref. [4] *SIL S-GEN-21-004 dated June 8, 2021
Distribution Policy of LH Publications*
- Ref. [5] *SIL S-139-21-003 / S-169-21-002 / S-189-21-002 dated November 12, 2021
New application Amerigo© 4 Flight (A4F)*
- Ref. [6] *SIL GEN-21-010 dated November 12, 2021
HeliLink Virtual Technical Support – New features*

Dear Customer,

Leonardo Helicopters (LH) is pleased to announce the new Customers support program for Engineering Services, named **Engineering Services Foundation (ESF)**.

This new Service Policy aims to rationalize and simplify the framework of the set of Engineering Services designed to support your daily maintenance and operational activities.

Engineering Services Foundation (ESF) announcement

The ESF program includes a complete set of Engineering Services tailored for the following aircraft model clusters:

- **AW Family Products:** AW139, AW169, AW189
- **A109/119 Legacy Products:** A109A, A109All, A109C, A109E, A109K2, A119
- **AW109/119 Products:** A109S (Trekker included), AW109SP, AW119MkII

The ESF Services are organized into:

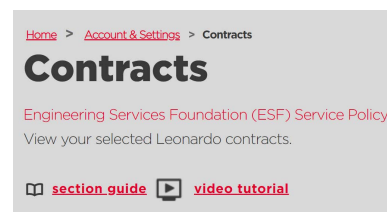
- **ESF Basic Services:** a package designed to grant access to the entire set of technical documentation and engineering services required to maintain and operate Customers' fleet on a daily basis.
- **ESF Catalogue Services:** a full set of optional services that Customers can add to the ESF Basic Services to enhance the capabilities of the aircraft and the support to the fleet operations and maintenance.

ESF Basic and Catalogue Services are grouped in the following five clusters that will be progressively enhanced thanks to the continuous investments on innovation and Digital Services:

- **Technical Support Services:** answers to Customer technical queries are provided within a committed response time, addressing all needs to support the in-service fleet. Repair solutions, technical investigations, virtual technical support to ease troubleshooting and basic HUMS support are included within ESF Basic Services package. An example of optional services for AW Family Products included in the Catalogue are HUMS Support service plans (Premium and Full Support schemes).
- **Technical Publications Services:** LH Technical Documentation system has been recently reorganized (see Ref. [3]) and a new distribution policy has been communicated with SIL at Ref. [4]. ESF Services grant access to the full set of up-to-date technical data required to maintain and operate the fleet: maintenance technical publications, operational technical publications and operational suitability data, technical instructions, communications, GSE&Tools publications, etc.
- **Software Services:** electronic distribution of purchased Airborne Software and associated certification documentation (EASA Form One); NAV DB revision service can be selected from Catalogue for AW169 and AW189 platforms.
- **Modification Services:** design improvements to ensure your fleet remains up-to-date to latest solutions developed by LH and development of customized configuration upgrades based on Operators' needs.
- **Fleet data exchange -based services:** the Reliability Data Sharing Group (RDSG) community is continuously growing and this initiative enhances supportability capabilities thanks to a close monitoring of the reliability performance of in-service components.

A detailed description of ESF Services is provided in a dedicated Service Policy, available on Leonardo Customer Portal only for master users through the *Account & Settings* area, in the *Contracts* sub-section opening the panel "*more info*" at the following link:

<https://customerportal.leonardocompany.com/en-US/accountsettings/contract/>



ESF services are easily provided through the **LH Digital Enablers**:



- **Leonardo Customer Portal**: single, secure and direct communication channel between Leonardo and Customers, as announced with Ref. [1].



- **Heliwise**: web-based application (Ground Station) to collect Health & Usage Monitoring System (HUMS) data from the aircrafts equipped with Leonardo HUMS and to visualize:
 - ✓ a list of maintenance alerts (i.e. "arisings" highlighted when specific data limits/ thresholds are reached);
 - ✓ measures / data / results received from the aircraft and processed by the Ground Station, including the possibility of assessing and comparing fleet data.

Heliwise is also available in an app for mobile devices and can be downloaded from relevant app store, as announced with SIL at Ref. [2].



- **HeliLink**: an application for Virtual Technical Support. HeliLink application can be downloaded from the relevant app store. The last new features implemented on this solution were announced with SIL at Ref. [6].

A complete suite to allow access and download of LH Technical Documentation. *My Publications* section in Leonardo Customer Portal is complemented by **Amerigo suite**:



- **Amerigo®**: a Technical Publications browser to consult Maintenance Technical Publications (IETP) on desktop/laptop.



- **Amerigo 4 Mobile**: a web-based application to consult Maintenance Technical Publications (IETP) on mobile devices (e.g. tablet, smartphone). It does not require any dedicated installation or content update on the devices and the navigation is independent from the browser or device used.



- **Amerigo 4 Flight**: the latest application developed by LH to consult Operational Technical Publications on mobile devices (e.g. tablet, smartphone); see Ref. [5] for additional details.

Existing Customers having a Maintenance Technical Publications subscription in place will be progressively transferred to the ESF program. LH will individually contact each Customer to setup and agree this transition phase. All new Customers will be welcomed to the Program, enabling them to enjoy the advantages provided with this new Service Policy along with access to the technical documentation and OEM engineering support.

Engineering Services Foundation (ESF) announcement

Should you need any additional information, please do not hesitate to refer to the point of contacts provided with the Customer Support & Training Worldwide Directory, available on Leonardo Customer Portal at this [link](#).

Yours faithfully,



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