



Your helicopter in the best hands

Leading in maintenance



Contact us here

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The best helicopter is only as reliable as the quality of its maintenance

»To be only 1 of 6 Leonardo Excellent Service Centres worldwide is a great confirmation of the quality of our work. Being part of this team fills me with pride.«

Roy Hurrell

Head of Maintenance Munich/Oberpfaffenhofen



We are HeliService

Leader in offshore transportation, hoist operations, helicopter maintenance and HEMS.

With our focus on offshore helicopter transportation, maintenance for Leonardo and Airbus helicopters and HEMS (Helicopter Emergency Services), and with our over 30 years of experience, HeliService is one of the world's leading helicopter companies in its segment. Transporting maintenance personnel by high-performance helicopters to offshore wind farms offers numerous advantages: The transport by helicopter is vastly weather-independent, minimizes the sometimes considerable transport times of maintenance personnel and emits significantly less CO₂ per passenger than if transported by vessels. Lastly helicopters enable reduced downtimes of offshore wind turbines through a vastly faster and more reliable deployment of maintenance personnel. In our offshore business segment HeliService conducts crew change flights and Helicopter Hoist Operations (HHO) in which passengers are hoisted directly to vessels or wind turbines.

Our Intelligent Maintenance System (IMS) - supported, professional in-house maintenance comes to the benefit of our own helicopter fleet as well as to the benefit of our external maintenance customers. As an Leonardo Excellent Service Centre, HeliService offers maintenance of Leonardo's AW109, AW169 and AW139 helicopters as well as the Airbus helicopters H145 C2 and H145 D2. The most significant advantage for HeliService maintenance customers: The absolute time and cost commitment and the web-based Intelligent Maintenance System (IMS). Here our customers can follow the maintenance progress of their helicopters in real-time.

HeliService's third field of activity is Helicopter Emergency Services (HEMS). We provide aircrew and appropriately equipped helicopters for rescue. HeliService is now active in England, Poland, Taiwan and the USA, ensuring safe flight operations with Leonardo and Airbus helicopters. Through our offshore transport services, HeliService supports the all-important shift towards sustainable energy generation through regenerative offshore wind power generation.

J. O. Freiland
Managing Partner

HeliService worldwide

Our maintenance locations

HeliService has established base maintenance locations in Emden, in the North of Germany and in Munich, in the South of Germany. We are located at international airports and can thus accept customers for all over the world. In Lincoln, England, we are looking forward to serving customers as of Spring 2023. We are in the course of further expanding our maintenance setup in Taiwan and in the USA. We will thus be able to offer maintenance services in Taiwan and also in Quonset, Rhode Island, USA as of Summer 2023.




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»Working for HeliService is a privilege because I am surrounded by really smart people. That translates into good results for passengers, customers and colleagues alike, and it brings out the best in me.«

Henk Schaeken
Managing Director

HeliService services

As one of the leading helicopter maintenance providers, HeliService offers all relevant maintenance services for the Leonardo models AW109, AW169 and AW139, as well as for the Airbus types H145C2 and H145D2. From spare parts procurement to full aircraft maintenance.



Base maintenance

Using our CAMO capabilities or your own, maintenance is carefully planned with our customers, ensuring full transparency from the outset and throughout the project.

Regular and detailed updates are standards practice. Through our Customer Information Portal the customers can log-in and review the actual status of the project on a live dashboard. Transparency means no surprises, which in turn means the helicopter is returned to the operation: on time and at the agreed-upon price.



Line maintenance

Line maintenance: HeliService can take care of all line maintenance needs at your location. We will provide a tailored solution which supports you wherever your operation is located. A maintenance support agreement will ensure all maintenance requirements are taken care of and are conducted in time. In addition, we are fully equipped to offer AOG support.



CAMO – Continuing Airworthiness Management

HeliService has a dedicated Continuing Airworthiness Management Organisation providing bespoke oversight of maintenance, and forming the link between the respective Aviation Authority. The helicopter manufacturer regarding helicopter maintenance, upgrades and regulatory requirements (AD/SBs)

Our CAMO staff has many years' experience across the range of aircraft we are supporting. We use intelligent and fully integrated aircraft management software, and the Continuing Airworthiness Maintenance Exposition (CAME) provides depth and detail on our processes and how Continuing Airworthiness is assured.

We will proactively manage your helicopter fleet by understanding the baseline inspection schedule, analysing aircraft HUMS data, and recognising maintenance opportunities in the forecast flying programme, so that your helicopter availability is optimised.



AOG support

In an AOG situation our logistics team will get to work immediately and have the parts shipped to you as soon as possible.



Pre delivery and lease inspections

We provide a thorough evaluation of the aircraft, and associated documentation, to assess condition and future airworthiness.

This involves detailed airframe and component inspections, engine performance analysis, borescope inspections, assessment of documentation to calculate remaining component times and compliance of applicable modifications and service bulletins.

Our engineers draw on their extensive knowledge and experience to ensure there are no unpleasant surprises.



Spare parts support

If you have a requirement for spare parts, we are able to provide an efficient solution for you. If we have the parts available in our extensive stores, we will ensure these are packed and shipped to be available at your location when you need them.



Full aircraft management

By bringing your aircraft to our own Air Operator Certificate (AOC), we are able to conduct your Flight Operation with our own pilots, to overwatch maintenance intervals and service bulletins with our own CAMO and to conduct the specific maintenance tasks in accordance with the manufacturers maintenance manuals.





HeliService capabilities

As one of a handful of Leonardo Excellent Service Centres worldwide, HeliService has state-of-the-art maintenance facilities and hangar areas that meet all helicopter maintenance requirements from

scheduled maintenance to repairs and modifications. Base and line maintenance support is provided for the following helicopter types from Leonardo Agusta Westland and Airbus.

Leonardo AW109 Series



Airbus H145C2



Leonardo AB/AW139



Airbus H145D2



Leonardo AW169



AIRBUS





IMS – Intelligent Maintenance System

The IMS – Intelligent Maintenance System – is HeliService`s approach to change maintenance as it has been done, and still is done most of the time. We have established a learning system which uses the very information from all maintenance tasks which have been performed on a particular aircraft type, and even on specific aircrafts in the past. With the historic data we are able to predict maintenance tasks in their entirety, have a high planning accuracy in terms of duration of a maintenance task as well

as the associated costs. HeliService applies the IMS to its own fleet and to the fleet of its maintenance customers. The closer your aircraft is interlinked with HeliService, the more data we have from your aircraft, the better can we predict, and plan, for the maintenance of the aircraft. The data we accumulate and the information and lessons we draw from remain with HeliService and serve only one purpose: to achieve a higher uptime of your aircraft.

HeliService
IMS

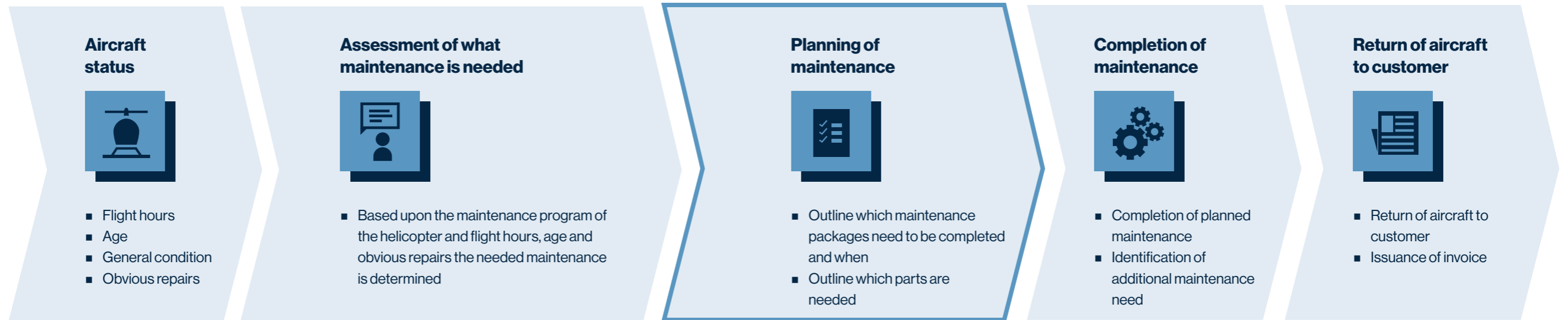


»We can predict maintenance events, in terms of duration and cost, better than anyone else in the industry. We can do so by applying accumulated experience and an intelligent learning system – the Intelligent Maintenance System (IMS). Because we have that very intelligence, we are able to conduct maintenance faster and at a lower cost.«

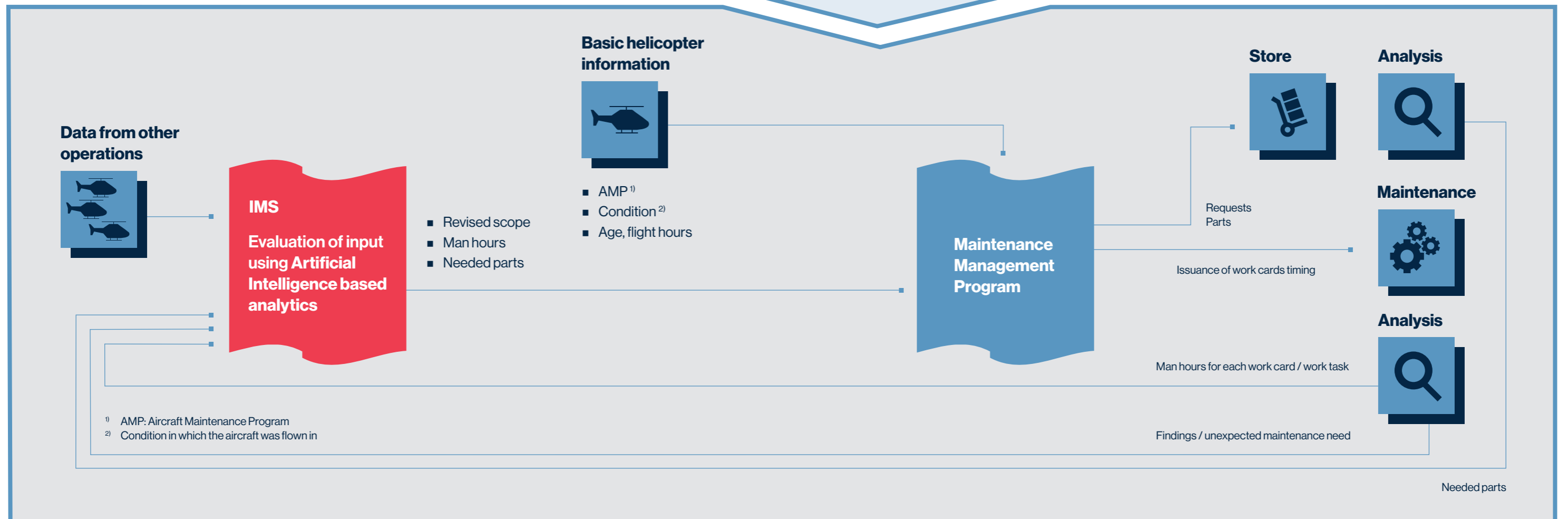
Roy Hurrell
Head of Maintenance
Munich/Oberpfaffenhofen



HeliService maintenance process



HeliService Intelligence Maintenance System (IMS)



¹⁾ AMP: Aircraft Maintenance Program
²⁾ Condition in which the aircraft was flown in

With the IMS we provide our customers:

Full transparency on cost

We document and outline the costs associated with the maintenance work and of any ancillary, the costs of components and any ancillary costs which might have occurred.

Transparent approval status (findings & approvals)

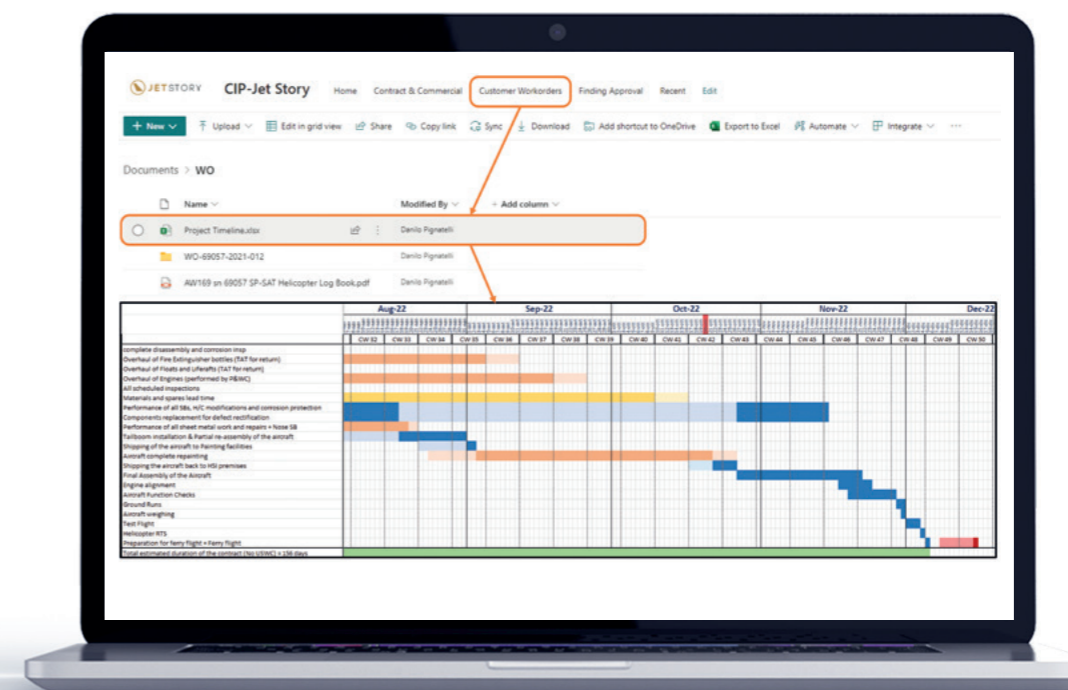
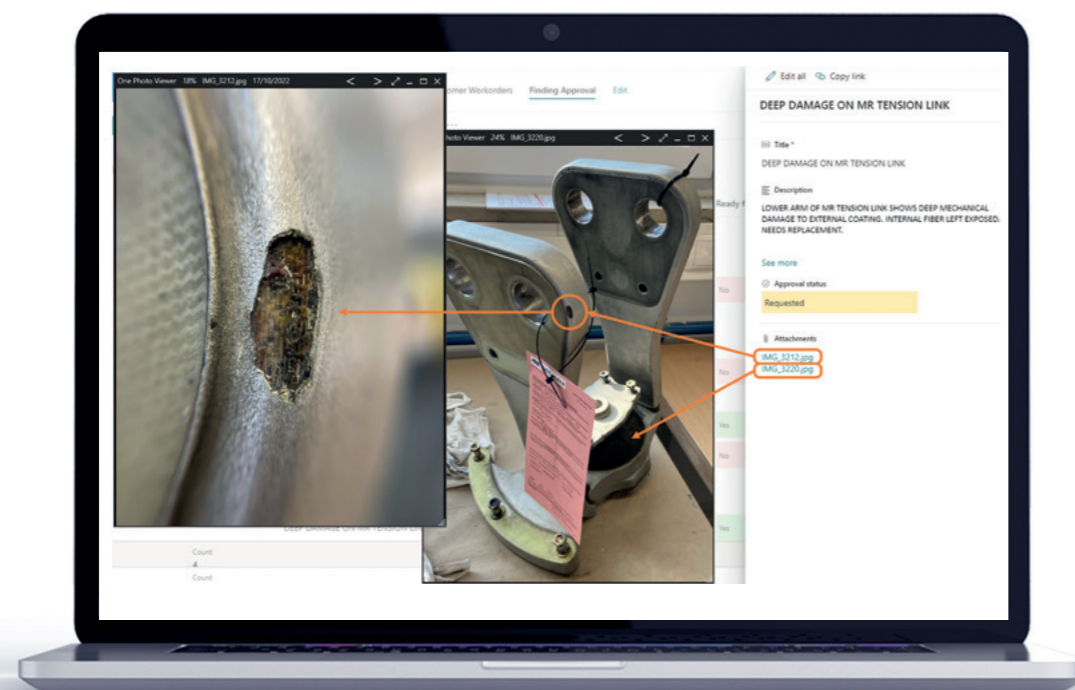
The Customer Information Portal is further used as a documentation and approval tool for any findings which might have occurred in the course of the maintenance. There is a short description to each finding, with photos if necessary. All findings are rated: *"can be mitigated with the next maintenance/ recommended to be mitigated now/ required to be mitigated immediately"*. In addition, the expected time schedule and man hours required, to mitigate the findings and the component costs, are provided.

Full documentation

- Entire maintenance is documented
- All work cards are available to the customers
- Any additional reports are made available

Full transparency on time, status and progress

- Live view on aircraft maintenance progress
- Indication and explanation of any delays
- Full overview of status of spare parts
- Revised update on expected completion date
- Full transparency on cost for scheduled and unscheduled maintenance





Our metrics

In order to offer customers the best possible maintenance service, in terms of quality, price and time, HeliService works according to five basic principles. Strict adherence to these principles is part of HeliService's success and a guarantee for the high operational capability and safety of the serviced helicopters.



Reaction time to customer request

If technical support is requested, HeliService will react 24/7.



Compliance to quoted price

We offer flat rates for basic inspections. Any changes to the plan which changes the price, will be subject to prior customer approval.



Maintenance task completion as promised

We plan effectively so that we start and complete each maintenance event to customer requirements. Any changes which may be required during maintenance actions are clearly communicated to the customer.



Response time to deploy technical resources

In case of AOG requirements, HeliService will deploy a qualified repair team within 24 hours to the customer's site.

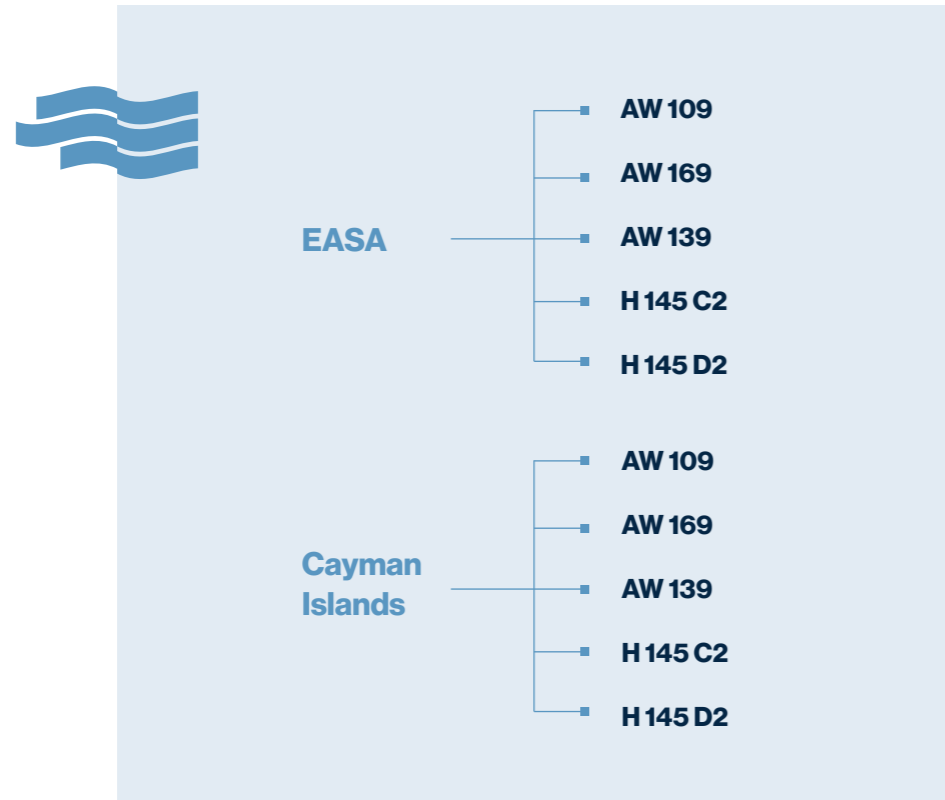


Availability of parts

HeliService's own parts supply ensures a high availability of parts. In addition, early and detailed planning allows us to look ahead and ensure we order parts in time. As a Leonardo Excellent Service Centre we do have a broad access to parts in the worldwide network.

HeliService approvals

In order to be able to operate worldwide, HeliService has all the necessary licenses for five of the most important helicopter types from the leading manufacturers, Leonardo and Airbus.



A courtesy of Leonardo Helicopters

LEONARDO Excellent Service Centre

How to reach our maintenance team?

Good maintenance service starts with direct contact:

The maintenance of a helicopter is always a matter of trust. In addition to our Customer Information Portal, which provides real-time insight into the current maintenance status, our team is constantly available for any customer requirements or needs.

If you have any questions about maintenance services or current orders, we look forward to hearing from you, at any time.

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