BELL HELICOPTER EXPANDS CUSTOMER SERVICE NETWORK ACROSS THE GLOBE

News / Business aviation, Manufacturer

Bell Helicopter, a Textron Inc. company, today announced multiple new additions to its customer service network – continuing to provide customers with local support in every corner of the world.

“At Bell Helicopter we understand the importance of maintaining the readiness of our customer’s aircraft. That is why we’ve established an industry leading aftermarket support network. As we continue to grow we will listen to our customers and ensure their aircraft are mission ready anywhere on the globe,” said Neil Jones, manager of Bell Helicopter’s Customer Service Facility Network.

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Bell Helicopter's Customer Service Facilities (CSFs) enhance customer satisfaction by providing a personal link between Bell Helicopter and its customers. With services ranging from state-of-the-art customization, aircraft refurbishment and accessory options to maintenance, repair and overhaul solutions, combined with personalized service offerings, Bell Helicopter's CSFs provides complete and seamless support - offering Bell customers the advantages of a one-stop service experience worldwide.

Eagle Copters Australasia - Bell Helicopter's Newest Authorized Customer Service Facility

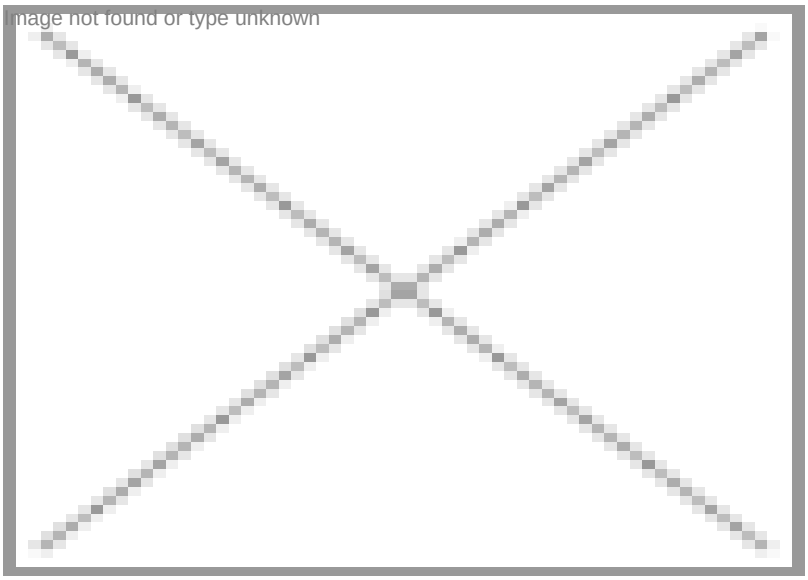
Bell Helicopter announced today that Eagle Copters Australasia Pty Ltd. will be appointed as a Bell Helicopter Authorized CSF in Eastern Australia.

"Bringing on Eagle Copters Australasia as an Authorized CSF reinforces our commitment to enhancing the regional support customers need to continue their operations," said Sameer Rehman, Bell Helicopter's vice president of sales for the Asia Pacific region. "Eagle Copters is a long-time Bell aircraft solutions provider and Bell Authorized CSF in Canada and Chile. They have a long history of providing exceptional customer service and are a perfect fit to join the Bell Helicopter CSF network in Australia."

Eagle Copters Australia is a joint-venture between Canada's Eagle Copters Ltd. and locally-based Aero Assist. Since opening their doors in 2013, Eagle Copters Australasia's commitment to service has proven tremendously successful. Operating from a brand-new facility in Coffs Harbour, their expertise also includes an experienced avionics department, supplying a complete suite of avionics skills to their customers.

"We are honored and excited by this opportunity and look forward to augmenting the long standing relationship between Eagle Copters and Bell Helicopter," said Eagle Copters Australasia managing director Grant Boyter.

"We thank Bell Helicopter for once again placing their trust in the Eagle Copters brand," said Barry Kohler, President and CEO of Eagle Copters Ltd. "This endeavor will allow both of our companies to provide exceptional products and services throughout the region."



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Heliwork Services Ltd Supports Bell 429 Customers in the United Kingdom

Heliwork Services Ltd, located in the United Kingdom, has added Bell 429 aircraft maintenance capability to their Bell Helicopter Authorized Customer Service Facility.

“Authorizing Heliwork Services to perform 429 field maintenance capabilities reinforces our commitment to enhancing the regional support customers need to continue their operations,” said Jakub Hoda, Bell Helicopter’s vice president of Europe.

With more than 30 years experience, Heliwork Services specializes in the servicing and maintenance of helicopters and its components. The company was founded in the 1970s as Heliwork Services and later became part of the Aeromaritime Group. In 2008 it became a part of Inaer Group and in October of 2013 was acquired by their Managing Director and a small team of Private Investors.

“Heliwork is very excited to add to its existing Bell Helicopter aircraft capabilities,” said Marc Anton Corominas, Managing Director for Heliwork Services Ltd. “We already provide nose to tail services for the Bell 206 and 407, and have extensive MRO capability for the Bell 212, 412, 222, 230 and 430. The addition of the Bell 429 field maintenance capability will further enhance our comprehensiveness of service, and we are looking forward to further expand these capabilities in the near future.”

Bell Helicopter’s Service Network Expansion in China

Bell Helicopter also announced several key initiatives to strengthen the aftermarket support for its growing customer base in China. There are currently two CSF’s in the region that include Shanghai KingWing General Aviation Company located in Shanghai and Chongqing General Aviation Company in Chongqing. With nearly 100 commercial aircraft in the installed fleet in China, and more than 100 letters of intent for the Bell 505 Jet Ranger X throughout Asia Pacific, the company is currently evaluating additional ways to enhance customer support and services.

“Bell Helicopter continues to invest in the Chinese market and aftermarket support offerings for our current and future customer base,” said Chris Jaran, Bell Helicopter’s managing director of China. “We have plans to greatly strengthen our CSF network in 2016, as we are currently evaluating three additional CSFs located throughout China.”

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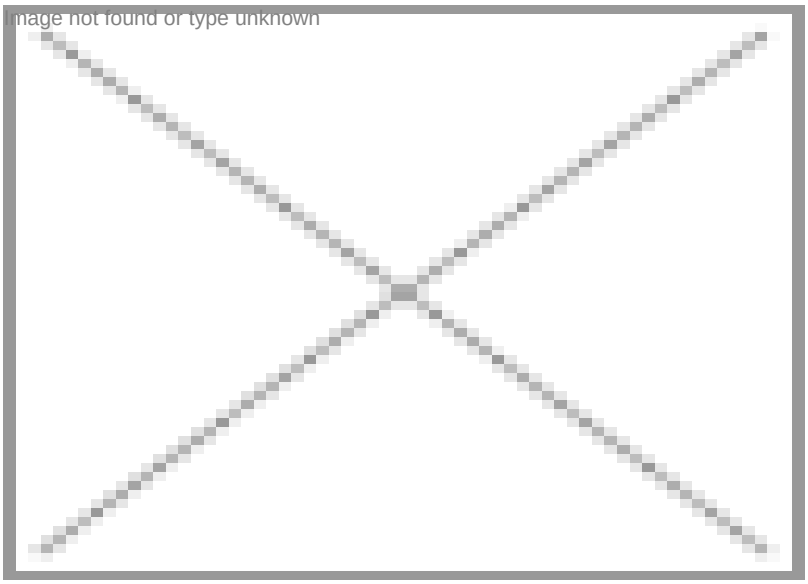

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