



KNOW YOUR COSTS. PROTECT YOUR INVESTMENT. EXPERIENCE THE ADVANTAGE.

WHAT ARE CUSTOMER ADVANTAGE PLANS?

Customer Advantage Plans (CAP) safeguard your direct maintenance costs and provide the ultimate in cost predictability. The plans protect your investment and provide confidence of knowing you're backed by the industry leader in customer support. With coverage options for non-standard kits, engines and full maintenance solutions available now or coming soon, our customers experience the Bell Helicopter Advantage.

PROGRAM BENEFITS



Complete direct maintenance cost protection.



Optional non-standard kit coverage.



Preferred rates for aircraft serviced by 100+ CSFs.



Streamlined budgeting.



Residual value protection.



Improved financing terms.



Transferable upon aircraft resale.*



No "Buy-In's" for select Premier fleet customers.

WHAT ARE THE ADVANTAGES COMPARED TO OTHER PLANS?

There are other plans out there, but many are overly complex, overpriced and leave customers wondering if they are really covered when they have an unplanned maintenance event. Customer Advantage Plan members have:

- Straight-forward protection for the standard aircraft configuration with optional non-standard kit coverage.
- Budget certainty at rates very competitive to published direct maintenance costs.
- Higher aircraft availability with premier access to Bell Helicopter's rotatable pool of parts.
- Access to engine and full maintenance coverages that are available now or coming soon.
- Preferred rates when using any of the 100+ Customer Service Facilities (CSFs) located around the world.
- The confidence of industry leading support voted by customers who experience the Bell Helicopter Advantage every day.

** Upon sale of aircraft, any remaining funds in the aircraft's Premier CAP account may be transferred with execution of a new contract.*

NOSE TO TAIL, YOUR AIRCRAFT IS PROTECTED BY THE INDUSTRY LEADER IN SUPPORT.

#1

OVERALL SATISFACTION/RANKING

VALUE

Aircraft Value For Price
Cost of Parts

QUALITY

Aircraft Reliability
Quality of Training
Quality Of Technical Manuals

SERVICE

OEM Product Support
Speed of Service
Service Centers
Technical Representatives
AOG Response
Spares Availability



TWO SIMPLE, COMPREHENSIVE PLANS

Bell Helicopter has two straight-forward Customer Advantage Plan options: Standard and Premier Plans.

Both offer holistic coverage of the standard helicopter configuration, with optional coverage for non-standard kits. Standard and Premier Plans are both designed to provide peace-of-mind that your aircraft is protected from day one of your aircraft ownership. Why overcomplicate your OEM support?

Don't just think you're covered.... Know it.

PLANS BY OEM



Bell Helicopter









		PREMIER	STANDARD
TYPICAL CUSTOMER	Aircraft Ownership	New Aircraft or Fleet Customer	New Aircraft Only
	Years of aircraft ownership	5+	<5
	Annual flight hours	High	Low
COVERAGE	Standard helicopter configuration parts	✓	✓
	Optional coverage for kits installed by Bell Helicopter	✓	✓
	Optional full maintenance coverage	Coming Soon	Coming Soon
	Optional engine coverage	Varies by Model	Varies by Model
	Parts used for scheduled maintenance	✓	
	Parts used for unscheduled maintenance	✓	✓
	Life limited components	✓	
	Overhauls	✓	
	OEM original and authorized parts	✓	✓
	Alert Service Bulletins	✓	✓
CONTRACT	Minimum annual flight hours	No Minimum	No Minimum
	Renewable	✓	
	Transferable	✓ *	
	Preferred Rates for using Bell Helicopter Authorized Customer Service Facilities	✓	✓
	Choice Pricing Under Warranty	✓	✓
SUPPORT	Access to Bell Helicopter Customer Portal	✓	✓
	On-site technical assistance	✓	✓
	24/7/365 AOG support	✓	✓

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CUSTOMER ADVANTAGE PLAN AVAILABILITY

MODEL AND ENGINE PROGRAMS

When it comes to protecting your investment, covering your aircraft and engine are equally important. We are working to bring you engine hourly service offerings that provide additional budget certainty. Complete coverage for your engine is available either directly through Bell Helicopter or the engine manufacturer. Our dedicated team is available to provide more details specific to your engine.

BELL 505 Engine: Turbomeca 5Star		BELL 429 Engine: Pratt & Whitney	
BELL 206B		BELL 212	
BELL 206L4 Engine: Rolls-Royce		BELL 412 Engine: Pratt & Whitney	
BELL 407 Engine: Rolls-Royce		BELL 525 Engine: GE	

NEW AIRCRAFT COVERAGE

The Customer Advantage Plan provides the confidence of knowing you're backed by the industry leader in customer support. For new aircraft, the plans are designed to provide peace-of-mind that your aircraft is protected from day one of your aircraft ownership.

KEY BENEFITS



LOWER RATES
DURING WARRANTY



SAVINGS ON OVERALL
AIRCRAFT SUPPORT



RESIDUAL VALUE
PROTECTION ON AIRCRAFT

WARRANTY AND CAP OPTIONS

CAP COVERAGE (In Network)

3 YEARS/
**2000 HR WARRANTY
+
*3 YEARS LABOR

CAP COVERAGE (Out of Network)

3 YEARS/
**2000 HR WARRANTY
+
*2 YEARS LABOR

STANDARD WARRANTY

3 YEARS/
1000 HR WARRANTY
+
*1 YEAR LABOR

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CUSTOMER ADVANTAGE PLANS

BELL HELICOPTER GLOBAL NETWORK ADVANTAGE

Ensuring you're covered locally is one of the many benefits of being a Bell Helicopter customer. With the largest service network in the industry, CAP members who use a CSF for their local maintenance receive the preferred "in-network" rates for their aircraft. Coverage is available at competitive rates for those who choose to perform their maintenance elsewhere.

CHOOSING CSF SUPPORT



ARE YOU READY TO EXPERIENCE THE ADVANTAGE?

To learn more about how Customer Advantage Plans can assist you with your aircraft operations, please contact CAP@BH.com or contact your Bell Helicopter Sales Representative.

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On a Mission.

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