

Newsletter February 2010

2010 is initiated after one of the most economically challenging years experienced by our industry. The team at Østnes AERO AS is proud to have worked very closely with many of you as we addressed several challenging issues from both sides. I am continuously reminded of the good spirit that describes most of those involved in the helicopter industry, and the creativity and drive that dominates their will to succeed. While the economy will continue to challenge us through 2010 and years to follow, slow signs of improvement will hopefully lead us back to a more stabilized market.

2010 will for us mean a continued effort towards the improvement of support services as one of the main pillars of our business. We desire to earn your trust - not based on having the right product only, but also the fact that our support will ensure your services to the end-customer. We know that with good communication, cooperation and support we can reach the right combination making our business more successful every day.

More specifically, we will mention some of the highlights for 2010:

Customer Support

Great news: Our dear Tech Rep Philippe Vigneron will come back!! We are very pleased to see him back here in our offices in April. Until then, please contact cathrine@ostnes.no or support@ostnes.no for any technical inquiries. We will do our best to support you until Philippe is back. We would also like to use this opportunity to thank those of you, who supported us in this difficult situation.

We have now expanded our territory – and would like to welcome Iceland to take part in our support and services. We now proudly support almost 250 Eurocopters in our territory, split by 80 customers.

Since January 2010, we are very proud to announce that our Eurocopter Distributor Services now also includes the German Eurocopter products.

Market Place

Through meetings with our customers, we have realized that there is a need for a spare parts market place. If you have any serviceable and documented parts available for sale, please contact us. We have just released an initial and very basic function on our web-page, and we will continuously keep this updated for you. We hope this will be appreciated- and as well frequently used by all of you, to make it a working market place and to prevent you from having parts you do not need in stock.

Nordic Operators Symposium

As requested during our last seminar in Oslo April 2008, an equal type of symposium should be held every 2nd year. We have initiated the planning for a new meeting to be held sometime after summer, most likely in November 2010. We will keep you informed as our plans are being detailed. Meanwhile, any ideas/wishes from you are very welcome and highly appreciated. This symposium should provide an opportunity for our group of customers to gain knowledge of improvements and product developments and to provide feedback to your day-today contacts in Østnes AERO AS as well as Eurocopter and Turbomeca. We will do our utmost to make this worthwhile visiting, and to make your ideas “come true”



HELI-EXPO 2010

Frode Østnes will be present from our side at Heli-Expo this year. Please do not hesitate to contact him: +47 91 15 49 70 / frode@ostnes.no. Please let us know in advance if you plan to attend this event.

Eurocopter will be present as always – this year at booth 3128, with Turbomeca next door at booth 2829. Let me use this opportunity to remind you to register for the Turbomeca Party, and that you will have to visit their booth to get your entrance pass.

Challenging lead times

Below, you will find a list of items for which there may be long lead times due to the limited supply which exists. This is based on our experience and knowledge, and of course there might be other parts having challenging lead-times. This list is ment as a courtesy to you, by sharing such knowledge we might avoid some difficult situations

Eurocopter has specific actions in place intended to increase the availability of each of these items as soon as possible. Meanwhile, we encourage you to plan as much in advance as possible and/or provide forecasts for these items.

Part Number	Description	Models
H1-10AIR	Fire Extinguisher	As described in: Eurocopter SIN 2132-S-26 EASA AD 2009-0277
350A31182704	Frequency Adaptor Trio	AS350, AS355
350A31185002	Flange Lower Sleeve	AS350, AS355, EC130
350A31185003	Flange Upper Sleeve	AS350, AS355, EC130
350A3410330051	Set of washers	AS350
23340CD1530	Lockpin	EC120, EC155, EC225 AS350, AS365, AS332, SA319
31606810902	Bearing	EC135, BK117, EC145, BO105
31606207015	O-ring	SA315, SA313, SA316
346148	TT-strap	BO105, BK117
17107	TT-strap	BO105
74026	Rubber Sleeve	EC135, BO 105

We proudly present our repainted support office wall:



Painted by Rémi Eisenlohr & Pauline Femenia

EC175

In December 2009, we saw the successful first flight of the new EC175, the latest member of Eurocopter's industry-leading product range. The 7-ton class EC175 has been designed to meet the needs of a wide range of mission segments, including offshore operations, SAR and passenger



transport. Options for 114 EC175 have already been placed.

The EC175 made its first "official" flight at Eurocopter's headquarters in Marignane, France on December 17th in front of hundreds of customers, guests and employees. Flight testing began exactly on schedule only four years after the

program was launched in December 2005. The first flight milestone marks the start of a three-year flight test and certification program, and EC175 customer deliveries are planned for 2012.

The 7-ton EC175 is sized between the AS365/EC155 Dauphin (4-5 tons) and the AS332/EC225 Super Puma (9-11 tons), and can comfortably accommodate 16 passengers on energy-absorbing seats. Combining excellent performance and an advanced avionics suite with class-leading cabin volume and operating costs, the new-generation EC175 raises the bar for intermediate twins. The EC175 also offer the lowest emissions levels per passenger, delivering on Eurocopter's commitment to environmental leadership. For more details, please visit the dedicated EC175 website at www.eurocopter.com, or contact frode@ostnes.no.

Yours sincerely,

Cathrine Dekko
Managing Director, Østnes AERO AS