

Newsletter April 2010



We are very proud and happy to inform you that our dear Tech Rep Philippe Vigneron is back in our offices after some months in exile – Baku. Please do not hesitate to contact him on eurocopter@ostnes.no

Customer Satisfaction Survey

This week, Eurocopter distributed their annual Customer Satisfaction Survey. We kindly ask you to participate by following those instructions given in the e-mail. If you have any questions regarding this survey, please do not hesitate to contact us.

This survey is intended for us to know the overall impression of our different services all through the year, and kindly ask you to think thoroughly through each question before answering.

As an example: Do not let one particular late delivery make you enter a poor result – keep in mind that we deliver more than 87% of all parts ordered in accordance with *your* requested date.

We also hope you appreciate our efforts to serve you in the best possible way, by having 24 hours availability of the Support Team – as well as investing in the services provided by the Eurocopter Tech Rep – all available for you.

To show you our appreciation for you spending time on the Customer Survey, we will draw a prize for one of the participants (in addition to the one from Eurocopter)

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 will keep our promise to you, and a Nordic Meeting will be held some time during the two last weeks of October.

We will send you more information as soon as we have more details settled.

In our previous Newsletter, we asked for your feedback on “hot” issues. As a result of this, we realize that SAFETY should be one of the main focuses this meeting.

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 meant 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
All	Pyrotechnical Cartridges	All
K91B08-003	Fuel Return Hose	EC120
704A33-698-027	Sleeve	AS350, EC130, AS355
704A33-698-029	Sleeve	EC155, AS365
350A72044200	P2 Pipe	EC155, AS365

Promotions

We are very pleased to launch a new promotion of specific Airframe Spare Parts. The quantity per P/N is limited, so there is a principle on first come – first go.

Parts are available at a special price, and in accordance with Eurocopter Standard Conditions of Sale, Ex-works.

Please contact us if a list of parts available for this promotional sale is of interest to you.

support@ostnes.no

Equipment / Spare Parts

In order to improve your availability on equipment / spare parts, we are constantly working to purchase those part numbers mostly needed.

As an example, we have the following available for you:

P/N	Description	Available for
SC5084	Servo	Exchange, immediate delivery
SC5091-1	Servo	Exchange, immediate delivery
C621A1006101	M/R Blade	Exchange, Spare part, Rental, available mid May
C621A1006103	M/R Blade	Exchange, Spare part, Rental, available mid May

Turbomeca Symposium

Thank you to all of you participating in the 2010 Europe, Africa and Middle-East Operators Symposium in Pau. It was a well-prepared and accomplished arrangement, despite the volcano ashes from Iceland – making the way home very long for all of you.

So, until next time, I wish you all the very best.

Yours sincerely,



Cathrine Dekko
Managing Director, Østnes AERO AS