

Honeywell

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HONEYWELL MAINTENANCE SERVICE PLAN TAKES THE GUESSWORK OUT OF AVIATION BUDGETING

Business jet operator records 30 years of excellent service from technical team

“If I were to summarise my relationship with Honeywell, it’s been a real good one. The engines that are on this aircraft, the Challenger 300 series, have been very dependable. The support from Mark and his other tech reps has been great.”

Ross Andrew, director of maintenance, Transwest Air Service





Overview

Two main aims of private jet charter company Transwest Air Service are to keep its Honeywell-powered Bombardier Challenger 350 flightworthy and to control costs. To avoid aircraft on the ground (AOG) situations, Transwest needs to conduct reliable scheduled maintenance and it has invested in a gold standard Honeywell Maintenance Service Plan (MSP) to eliminate the financial shock of unforeseen repair costs.

Quick Facts

Honeywell Solution

- Maintenance Service Plan Gold

Customer Results

- Enables costs to be controlled and unexpected maintenance bills to be avoided
- Delivers emergency services to avoid expensive AOG situations
- HTF7350 engines are proving to be very reliable

Why Transwest Air Service chose Honeywell

- The two companies have a long and successful relationship going back many years
- Honeywell engines are reliable and trustworthy
- The Honeywell MSP provides financial peace of mind

Customer

- Name: Transwest Air Service
- Location: Boise, Idaho
- Industry: VIP flight operations

Background:

Based in Boise, Idaho, Transwest Air Service is a family-owned corporation offering private jet charter. Having previously operated a Bombardier Challenger 300 for 12 years, putting 7,000 hours and 4,000 cycles on the aircraft, it recently upgraded to a newer Challenger 350.

Featuring twin Honeywell HTF7350 turbofan engines, the 350 delivers uncompromising all-round performance, with a range of 3,200 nautical miles, a cruising speed of more than 600 miles per hour and room for nine passengers to work and relax in style and comfort.

Built on the class-leading reliability of Honeywell's HTF7000 series engines that have clocked up more than 1.5 million flight hours over more than a decade of service, the new HTF7350 engines deliver a seven percent thrust increase, lower fuel consumption and reduced emissions.

In addition to Honeywell engines, the aircraft is also fitted with a Honeywell 36-150 BD auxiliary power unit (APU).

Business Need:

Transwest's new Challenger flies approximately 500 hours a year, spanning coast-to-coast USA, Canada and Mexico.

Ross Andrew is the company's director of maintenance and, in common with others in a similar position, he has two main challenges. He must ensure that the aircraft remains safe and flightworthy and must also keep a rein on operating costs.

However, as Andrew is well-aware, the two things can be counter-intuitive. While regular maintenance can keep your planes in the air it may also reveal faults resulting in unexpected repair costs that damage budgets.

A business jet is a significant and lucrative investment but if the jet is grounded for any reason, the value of the investment is lost.

Andrew needed a safety valve that would cover essential maintenance but also mitigate the threat of unexpected repair costs, thus avoiding aircraft on the ground (AOG) situations.

Solution:

"Transwest has been a Honeywell customer for nearly 30 years and I've been associated with Honeywell products on various aircraft for 40 years," said Andrew.

"The quality and reliability of the Honeywell engines has been great. I've had very few, if any, issues and few AOGs. I'd certainly recommend Honeywell to other operators as a dependable engine.

"However, although the aircraft and the engines are under the five-year warranty period, I wanted something that would cover any shortfalls in the warranty and whatever discrepancies are found during inspections. That's why I signed up to the Honeywell Maintenance Service Plan (MSP) Gold."

Designed specifically for Honeywell engines and APUs, the MSP is an efficient and cost-effective program for managing future maintenance expenses.

It provides continuous financial coverage for service and repair, including scheduled major maintenance and unscheduled maintenance, service bulletin incorporation for guaranteed state-of-the-art configuration, rental engine during compressor zone inspections and extended unscheduled maintenance.





MSP Gold expands the standard MSP coverage to take in many of the additional charges often associated with engine repairs.

These include engine and LRU removal and reinstallation labor, engine freight-in and freight-out expenses, access time, extended troubleshooting allowances, routine inspection labor and an optional extra to cover the cost of trips when an AOG occurs due to an engine problem, anywhere in the world.

Benefits:

“The service I receive from the Honeywell’s product support team for the Challenger 300 series engines is wonderful,” added Andrew. “Over the last 30 years I have created a good relationship with my field tech rep, Mark, who works out of Tucson, Arizona.

“He is always available but if he doesn’t immediately pick up the phone I know that someone else will. Even the most minor questions or concerns are resolved very quickly.

“MSP Gold delivers a lot of benefits. This is basically a budgeting tool for the company because we know that whatever discrepancies they may find during inspections, the cost of labor and parts will be covered so we have no surprises in our operating costs.”

In general, taking out Honeywell MSP cover increases the accuracy of aviation department’s annual budgeting and supports predictable, long-range financial planning. As well as eliminating the cost impact of unscheduled repairs, it also covers the replacement costs of cycle life-limited hardware.

Enrolling in the MSP can also increase aircraft value and enhance the resale value. MSP is officially recognized and rated for its aircraft appreciation in the Aircraft Bluebook Price Digest.