



Customer Experience

BOMBARDIER



Customer Experience

World-class aircraft deserve world-class support. Fly confidently knowing that no matter where your travels take you, Bombardier's services and support network has you covered.



Wider mobile response coverage than its leading competitor

With access to a network of aircraft, Bombardier's Mobile Response Team can reach its installed base worldwide, day or night. With more than twice as many mobile response vehicles than our leading competitor, customers can rest assured that support is always within reach.



More service facilities than its leading competitor

With 33% more service facilities worldwide than its leading competitor, Bombardier's service centres, authorized service facility network and line maintenance stations are strategically located around the world to better serve its customers' needs.



More field support representatives than its leading competitor

With more technical, operational and customer care experts in the field, customers can be confident that they will receive the support they need toward operational readiness and efficiencies, in addition to technical aircraft assistance when required.



Worldwide parts distribution coverage

The parts you need, when and where you need them. With over \$1 billion in parts inventory and a global network of 16 parts distribution sites that move nearly 70,000 aircraft parts monthly, Bombardier ensures your complete peace of mind.



Leading maintenance intervals

Bombardier's aircraft maintenance cycle features longer intervals between inspections. Longer intervals reduce the number of maintenance inspections required and may ultimately result in lower operating costs and reduced aircraft downtime.



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We save you time and money



Leading maintenance intervals

Bombardier's maintenance cycle features longer intervals between inspections. Reducing the number of maintenance inspections required may significantly contribute to lowering your operating costs and reducing your aircraft's downtime.



Smart Services - Cost protection programs tailored to you

The Bombardier Smart Services cost-per-flight-hour programs provide customers with peace of mind through budget predictability for aircraft parts and maintenance costs. These programs offer the flexibility to tailor the cost-per-flight-hour coverage to better suit operational needs. With simple monthly billing, customers can focus on what matters the most - keeping their aircraft flying.



We give you more in warranty

Bombardier provides complementary mechanical and aesthetic adjustments to rectify the natural settling of on-board equipment within the first year of flight. Some other aircraft manufacturers consider these adjustments standard maintenance and consequently charge their customers accordingly. In addition, should an AOG (Aircraft-on-Ground) event occur in the first 5 years of owning an aircraft, Bombardier will dispatch a mobile response truck free of charge to its customers anywhere in the continental USA.*

*Dependent on availability. Certain conditions apply, contact a Bombardier customer support account manager or field support representative for details.



Bombardier's maintenance cycle features longer intervals between inspections.

Leading AOG support



24/7 Customer Response Centre

Bombardier's Customer Response Centre offers ultimate convenience with only one number to call for an AOG event in your part of the world. From aircraft systems and avionics support to structural repair, each call to the Bombardier Customer Response Centre connects you to experts who will create a tailored plan to get you flying again quickly and efficiently.



Wider mobile response coverage than its leading competitor worldwide

Bombardier's Mobile Response Team offers more worldwide coverage than its leading competitor, using a vast network of aircraft to dispatch the parts you need in the event of an AOG. No matter where you are around the world, rest assured that our Mobile Response Team is right there with you.



Worldwide AOG coverage

A network of aircraft ready to support in the event of an AOG

Leading AOG support



More mobile response vehicles than its leading competitor

With more than twice as many Mobile Response Team vehicles than its leading competitor, Bombardier is ready to dispatch its 34 trucks and highly skilled technicians at a moment's notice anywhere in the US and Europe.



Worldwide parts distribution coverage

With over \$1 billion in parts inventory and a global network of 16 parts distribution sites that move nearly 70,000 aircraft parts monthly, Bombardier ensures its customers have the parts they need, when and where they need them. Customers also benefit from the peace of mind provided by price matching and 2-year warranty on all aircraft parts.



Bombardier's Mobile Response Team

34 Trucks | 100+ Technicians

Leading day-to-day support



Investing in its workforce

The strength of its network is in the numbers. Bombardier continues to invest in its worldwide workforce by increasing the number of project managers and technicians across its service network to ensure customer aircraft are swiftly returned to service. In the last few years Bombardier has increased the number of its technicians by 20%, bringing the total number of specialized technicians to over 1,190.



Investing in its footprint

Bombardier continues to expand its worldwide network in order to meet present and future customer demand by investing in the opening and expansion of service centres and line maintenance stations worldwide.

Recent openings and current expansions include:

- 8 new line maintenance station openings
- Tianjin Service Centre opening
- London Biggin Hill Service Centre expansion
- Singapore Service Centre expansion
- Miami-Opa Locka Service Centre opening
- Melbourne Service Centre opening



Award-winning service centres

Every North American Bombardier service centre has received the FAA Diamond Award of Excellence, a yearly award highlighting an aircraft manufacturer's commitment to providing regulatory, airworthiness and safety awareness training to its service centre technicians. Bombardier proudly boasts 65 awards to date.



More service facilities than its leading competitor

With 33% more service facilities worldwide than its leading competitor, Bombardier's service centres, authorized service facility network and line maintenance stations are strategically located around the world to better serve its customers' needs.



More field support representatives than its leading competitor

Customers can rest assured that they will receive the support they need toward operational readiness and efficiencies, in addition to technical aircraft assistance when required thanks to more technical, operational and customer care experts in the field.

Bombardier's growing worldwide presence

● SERVICE CENTRES

Americas

Dallas, Texas
Hartford, Connecticut
Miami-Opa Locka, Florida
Tucson, Arizona
Wichita, Kansas

Asia Pacific

Melbourne, Australia
Singapore, Singapore
Tianjin, China

Europe

Berlin, Germany
London Biggin Hill, United Kingdom

☆ CUSTOMER RESPONSE CENTRE

Americas

Montreal, Quebec
Wichita, Kansas

Asia Pacific

Singapore, Singapore

▲ LINE MAINTENANCE STATIONS

Americas

Teterboro, New Jersey
Van Nuys, California

Europe

Geneva, Switzerland
Linz, Austria
Luton, United Kingdom
Nice, France
Paris, France

Middle East / Africa

Dubai, United Arab Emirates

◆ PARTS AND COMPONENT REPAIR & OVERHAUL FACILITIES

Americas

Chicago, Illinois
San Luis Obispo, California
Wichita, Kansas

Asia Pacific

Hong Kong, China
Singapore, Singapore

Europe

Frankfurt, Germany

Middle East / Africa

Dubai, United Arab Emirates

◇ AUTHORIZED TRAINING PROVIDERS

Americas

Dallas, Texas
Las Vegas, Nevada
Montreal, Québec
Morristown, New Jersey
Orlando, Florida

Europe

Burgess Hill, United Kingdom

Middle East / Africa

Dubai, United Arab Emirates

○ AUTHORIZED SERVICE FACILITY LOCATIONS

+ EXTENSIVE CR&O CAPABILITIES NETWORK AROUND THE WORLD



Bombardier Business Aircraft

400 Côte-Vertu Road West
Dorval, Québec, Canada H4S 1Y9

businessaircraft.bombardier.com