Bombardier Smart Link Plus

Improving aircraft availability

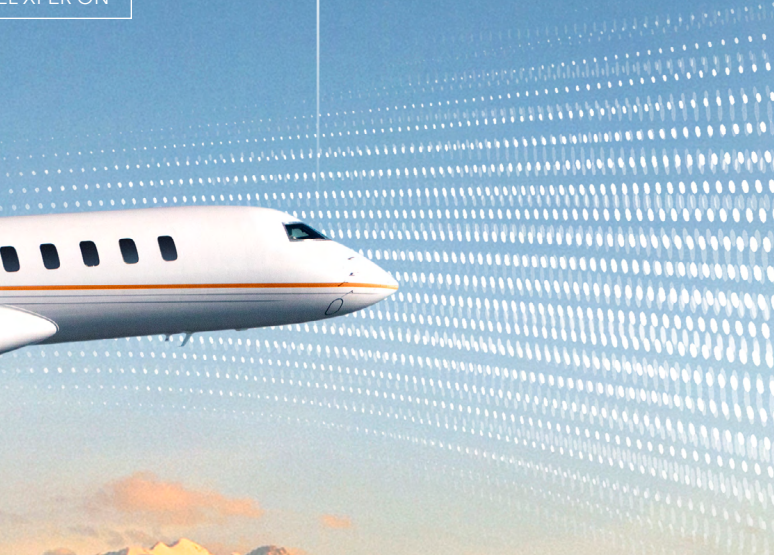**Bombardier**

Real-time data anytime, anywhere

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Bombardier Smart Link Plus

Faster flight notifications | Faster troubleshooting | Faster Customer Support

Smart Link Plus allows you to stay connected to your aircraft while it is in-flight.[1] Providing you visibility to crucial aircraft flight data and information in real-time allowing you to make better and faster data-driven maintenance decisions in order to save crucial time and minimize aircraft downtime.
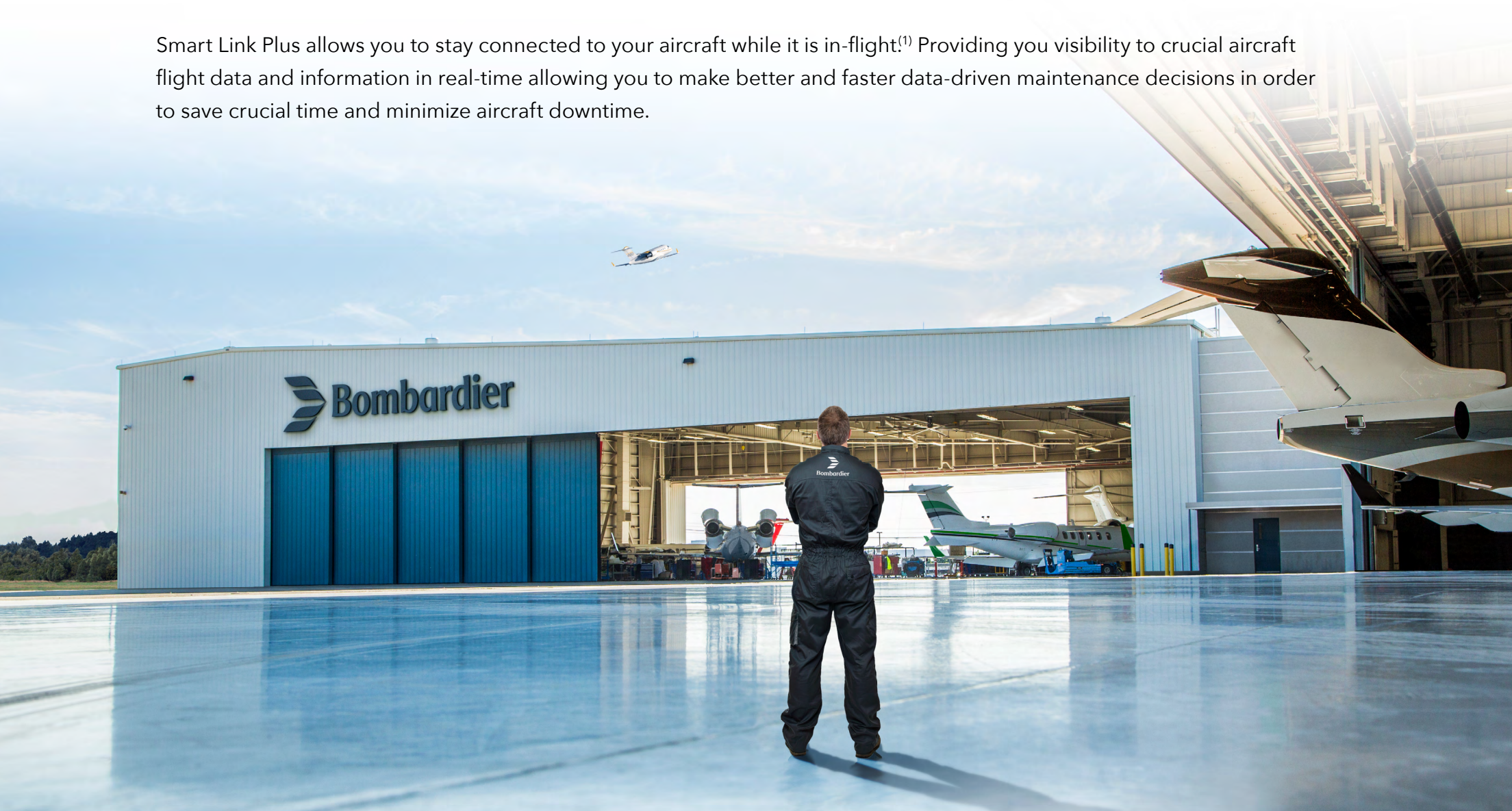
Discover the key benefits of Smart Link Plus

Improves aircraft availability
Leverage the power of aircraft data to minimize return-to-service times.

Provides actionable insights
Convert aircraft data into actionable insights for maintenance crews to make better and faster data-driven maintenance decisions.

Remote troubleshooting
Prioritize and troubleshoot crucial fault notifications, proactively dispatch parts and technicians while the aircraft is in-flight[1] in order to minimize downtime and increase your dispatch reliability.

Intuitive and user-friendly
Aircraft data is displayed in an easy to use, intuitive, user-friendly format and is available anytime, anywhere on any personal electronic device, via the myMaintenance app.

24/7 Customer Support
Bombardier's 24/7 Customer Response Centre (CRC) and dedicated team of experts and specialists can further support troubleshooting efforts through remote access to your aircraft data.

Crucial data at your fingertips

In-flight notifications

Automatically sends takeoff, landing and crucial in-flight fault notifications (cautions and warnings) including contextual data.[1]

Remote Parameter Display (RPD)

Ground crews can remotely and independently "ping" the aircraft while in-flight[1] for additional information to get to the root cause of a fault notification. This request for information can be done without having to distract the flight crew.

Access to aircraft data

Full flight data is automatically transmitted and accessible once the aircraft has landed. Access to full flight data provides additional information required to troubleshoot more complex faults.

What's included*

In-flight(1)

Takeoff and landing notifications

In-flight fault notifications

In-flight engine notifications(2)

On ground

Automatic aircraft data download via on ground Wi-Fi/cellular

Digital asset

Access Smart Link Plus data via the online visualization tool

Support

CRC access to aircraft data while troubleshooting(3)

Optional(4)

On aircraft data visualization and remote CRC support (via tablet)

Virtual Quick Access Recorder (vQAR)

Remote Parameter Display (RPD)

*The service offering listed above is available for in-service Global aircraft and Challenger 300, 350, 604, 605 and 650 aircraft.
The Global 7500 aircraft is delivered with the Smart Link Plus box pre-installed and the service offering and features differ.

Sign up and get started in 3 simple steps

1

Install the Smart Link Plus box

At the heart of the program, the **free of charge** Smart Link Plus box, provided by GE, collects, stores and transmits aircraft data.(5)

2

Sign in to myMaintenance

Sign in to access your Smart Link Plus services on any personal electronic device.

3

Connect your aircraft to the internet

To maximize functionality and fully benefit from the program an internet connection is required in the air.

Program FAQ

Is Smart Link Plus available for all Bombardier aircraft?

The Smart Link Plus program is currently available for new and in-service Bombardier Global 7500, Challenger 300, 350, and 3500, aircraft and will be available for all Global aircraft and Challenger 604 and 605 aircraft.

Does my aircraft need to be connected to the internet to access flight data?

To enable all functionalities of the system, aircraft connectivity through a Satcom or an Air-to-Ground system for in-flight service is required. However full aircraft data is accessible once the aircraft lands via cellular or a standard Wi-Fi internet connection.

What is the expected downtime to install the Smart Link Plus box?

Downtime to install the Smart Link Plus box will vary and will depend largely if the installation is done in conjunction with a maintenance event.[6] Your Regional Sales Manager will work with you to determine the downtime required.

How much data will the system use in-flight?

The program uses typically up to 8KB/ flight hour to provide in-flight notifications. The system is designed to minimize the amount of data usage in-flight.

Does the program provide engine data to the engine manufacturer?

In-flight engine data reporting to the engine manufacturer is currently available on the Global 7500 aircraft and Global Vision aircraft.[2] Bombardier is working to extend this service to all other platforms in the near future.

What is the cost of the Smart Link Plus program?

The Smart Link Plus box is **free of charge**. Installation costs apply and an annual subscription fee will apply for the services that you have selected.

Save up to 15%

For new and existing Smart Parts and Smart Pubs customers, sign up and save up to 15% off the Smart Link Plus annual subscription fee.

For more information, please contact your Regional Sales Manager

email **servicesales@aero.bombardier.com** or visit **bombardier.com**

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