

# Bombardier Smart Services



**Bombardier**

Choose the program you need  
for the aircraft you fly



# Smart Services

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 flexibility for customers to tailor their cost-per-flight-hour coverage to better suit their operational needs.

With simple monthly billing, customers can focus on what matters the most – keeping their aircraft flying.

Coverage begins by enrolling in a Smart Services Program and selecting the Plus, Preferred or Elite coverage. These Programs provide extensive parts cost coverage for many Bombardier Learjet, Challenger and Global aircraft models. Customers then have the freedom to choose from a selection of additional cost coverage options, including landing gear overhaul, cabin system components, scheduled labour, unscheduled labour related to covered part removals from normal operations and APU parts and labour exclusively for Global aircraft.

## Key Advantages

- Freedom to tailor cost coverage to operations
- Budget predictability through guaranteed flight hour rates<sup>1</sup>
- Deficit protection
- No upfront enrollment or separate management fees<sup>1</sup>
- Coverage up to 25 years of service for new and in-service aircraft<sup>2</sup>

1) Subject to the terms and conditions of customer contract. Not available to all Programs. 2) In-service age eligibility may vary by Program.

# 1 Coverage offered

Customers first enroll in their chosen Smart Services Program, such as Plus, Preferred or Elite, which provides comprehensive cost coverage and cost protection on a wide range of aircraft parts and systems.

Examples of coverage include:

- Avionic components
- Brakes and tires
- Windshields
- Electrical, hydraulic and flight control system components
- Bombardier alert and recommended service bulletin kits and components

## 2 The coverage to protect your aircraft

	Plus	Preferred	Elite
Agreement term	6 years for new aircraft or 5 years for in-service aircraft		
Annual minimum flight hours	Learjet 250 hours, Challenger 300 hours and Global 350 hours		
Transferable to eligible Buyer at resale <sup>4</sup>	✓	✓	✓
Bombardier alert & recommended SB kits	✓	✓	✓
No additional program management fees	✓	✓	✓
Deficit protection at end of term <sup>4</sup>	✓	✓	✓
Smart Link Plus <sup>3</sup>	✓	✓	✓
Corrosion coverage <sup>4</sup>		✓	✓
Deficit protection at resale without transfer to buyer		✓	✓
Surplus credit with certain resale conditions without transfer		✓	✓
Guaranteed flight-hour rate throughout the term (subject to annual escalation)		✓	✓
Discount on non-covered parts bought during Bombardier Service Centre maintenance visit		✓	✓
Mobile Response Team cost coverage <sup>4</sup>			✓
Cost coverage for Pilots and Maintenance Technical Publications			✓
Service Request for Product Support Action cost coverage <sup>4</sup>			✓
Standard shipping cost for covered parts			✓

3) Only for new deliveries of Challenger 3500 and Global 7500. Certain conditions may apply. 4) Subject to certain conditions.

### 3 Several Additional Options to best serve your aircraft needs

		Plus	Preferred	Elite
	Landing Gear Overhaul	○	○	✓
	Cabin System Components	○	○	✓
	APU Coverage <sup>4</sup>	○	○	✓
	Scheduled Labor <sup>5</sup>	X	○	✓
	Unscheduled Labor	X	○	✓

✓ Included    ○ Optional Add-On    X Excluded

<sup>5</sup>) Subject to certain conditions.



## ATA coverage map

ATA 11- Placards & Markings

ATA 21- Air Conditioning System

ATA 22- Auto Flight System

ATA 23- Communications

ATA 24- Electrical Power System

ATA 26- Fire Protection System

ATA 27- Flight Control System

ATA 28- Fuel System

ATA 29- Hydraulic System

ATA 30- Ice & Rain Protection System

ATA 31- Indicating & Recording System

ATA 32- Landing Gear-Certain Components

ATA 33- Lights

ATA 34- Navigation System

ATA 35- Crew Oxygen System

ATA 36- Pneumatic System

ATA 45- Central Maintenance System

ATA 52- Door Open/Close Mechanisms

ATA 56- Windows

ATA 76- Throttles

ATA 77- Flight Deck Engine Instruments

ATA 78- Thrust Reverser Actuators

ATA 80- Starters-For Learjet 40, 45, 60, 70 and 75 aircraft and Challenger 604, 605, 650, 850 aircraft

In addition:

ATA 32- Complete landing gear overhaul cost coverage if landing gear overhaul option was selected.

ATA 25- Specified cabin system components cost coverage. Available for Bombardier completion work installations if cabin system components option was selected.

ATA 49- APU parts and labour if APU cost coverage option was selected for Global 7500

ATA chapters not mentioned above are excluded from cost coverage. Other exclusions apply including but not limited to: landing gear structure/corrosion except at time of overhaul if such optional coverage applies, scheduled labour unless such optional coverage applies, repair labour other than labour for covered component removal/reinstallations if such optional coverage applies, optional service bulletins, any service bulletin labour, servicing labour, shipping, taxes, duties, abuse, FOD.

# Program FAQ

**Who can enroll?** Most new and in-service aircraft are eligible to enroll. Base parts cost coverage is available for aircraft up to 25 years<sup>6</sup> of service. Certain optional cost coverage may not be available on select models.

**How does Smart Services work?** It's simple. Under the selected cost-per-flight-hour program, a convenient monthly flight-hour service charge replaces unpredictable expenses for most airframe system parts and, if such options are selected, expanded cost coverage such as for certain labour, allows for better predictability and cost protection. Tailor your cost coverage to your operational needs through options as available for your aircraft.

**Are there minimum payments?** A monthly payment applies based on a minimum number of annual flight hours and other terms and conditions.

**Are there any management fees?** No. Bombardier is proud to offer this program free of management fees.

**Where can I have my aircraft serviced?** Customers have access to our award-winning worldwide service centre network and line stations in Europe.<sup>7</sup>

Optional scheduled and unscheduled labour coverage extends to work performed at a Bombardier Service Centre or Bombardier Authorized Service Facility. Unscheduled labour coverage also extends to our

Bombardier Mobile Repair Team's (MRT) services and, under certain AOG conditions, to third parties via a customer credit note.

Component coverage is independent of service location, provided the covered components or services are ordered from Bombardier.

**What if I sell my aircraft?** Most Smart Services offerings are transferable at the time of aircraft resale to eligible customers in accordance with the terms and conditions of the applicable Smart Services agreement. This allows your buyer to step into convenient cost coverage and may increase resale value.

**How about my engines and APU?** Your engines and APU Original Equipment Manufacturers (OEM) bring vital support and cost protection with their respective hourly maintenance cost protection plans. Bombardier is happy to connect you with the engine and APU OEMs.

Global aircraft APU parts, labour & shipping<sup>8</sup> optional cost coverage is available directly from Bombardier Smart Services.

**How do I enroll in Smart Services?** To learn more about the benefits of the services or how to enroll please contact your Regional Sales Manager who will help determine the right offering that can apply to your aircraft operations.

Alternatively, you can request a quote online by visiting the

[\*\*Smart Services webpage\*\*](#)

Contact a Smart Services representative directly [\*\*smartservices.sales@aero.bombardier.com\*\*](mailto:smartservices.sales@aero.bombardier.com)

6) Eligible in-service age may vary by Program. 7) Certain elements of the offerings described in this brochure may not be available at the line stations. 8) if such optional APU and/or Landing Gear options are selected. Certain conditions of the relevant Smart Services agreement apply. The content contained is a summary only. Smart Services are governed and defined by their own agreements. In case of any ambiguities, the terms and conditions and pricing of the final Smart Services Agreements shall at all times prevail over this summary. Smart Services are not a warranty. Bombardier, Learjet, Challenger, Global, Global 7500, Learjet 40, Learjet 45, Learjet 60, Learjet 70, Learjet 75, Challenger 604, Challenger 605, Challenger 650, Challenger 850, Smart Parts are trademarks of Bombardier Inc. or its subsidiaries. ©2024 Bombardier Inc. All rights reserved.

