

# TECH DATA BASICS

TECH DATA - 2022



Last content update on  
**31th of December 2022.**

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- 03 **Where to find info in TechData?**
- 04 **How to consult TechData?**
- 05 **TechData distribution offer**

- 06 **Standard Condition of Sales**
- 07 **Mesure and improvement of quality level**
- 08 **HCare & TechData**

Give the customers all the information to ensure the helicopters:

- **Scheduled and Non-scheduled Maintenance** (1st and 2nd Level, 3rd Level performed by specific Maintenance Center)
- **Safety in continuous operation**

SB, ASB  
EASB, IN, SIN



**TIPI**

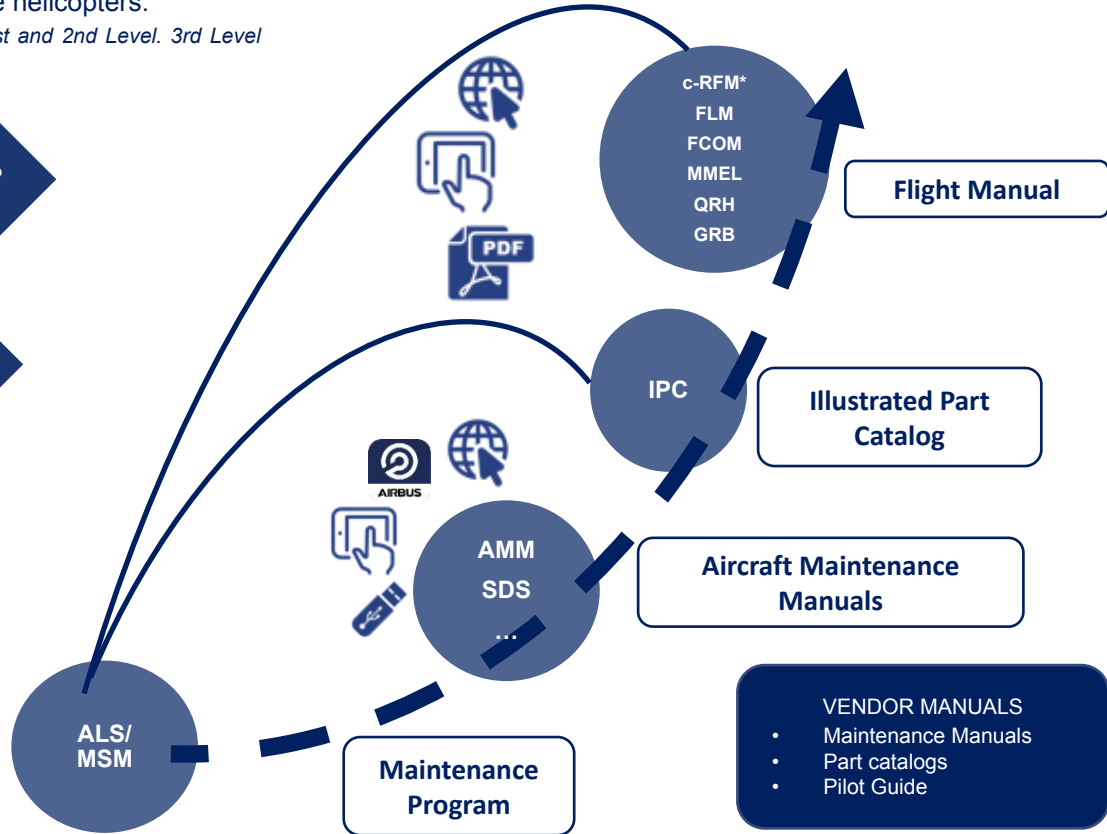
TECHNICAL INFORMATION  
PUBLICATION ON INTERNET

How to fly ?

With what ?

How ?

When to maintain ?



# TECH DATA OVERVIEW: PLAN ACCORDING TO 4 AXIS



## AN UP TO DATE DOCUMENTATION

- We aim to ensure availability of evolutions in shorter time
- We offer online latest version

## AN EASIER TO USE DOCUMENTATION

- We improve TechData content, adding more visual, repair solutions and implying some Customer Centers for content consistency checks
- We simplify our customer's experience with an intuitive interface accessible through Internet or standalone devices

## A DOCUMENTATION AVAILABLE ANYWHERE, ANYTIME






- We provide all means to access TechData online 24/7 or offline on multiple devices

## AN ACCURATE & COMPLETE DOCUMENTATION

- We set up a robust process to ensure the completeness and data accuracy of TechData at Aircraft Delivery and In Service (ICA for Certifying project)
- We provide complementary ICA between revisions, to authorize advanced distribution if ICA information required by Authority

## Safety Management System

**Key Point :** All improvements based on Customer feedback through Focus Groups, Surveys...

<b>Notes</b> (1) Depending on Aircraft, manual acronyms may differ (2) Approved section only, not for use. For information only (3) For information, reference is T.I.P.I. (4) On request (military H/C only) (5) e-DTS is not available as offline version/ not included in ORION offline	 <b>T.I.P.I.</b>	 <b>O.R.I.O.N.</b> (online or server version)	 <b>O.R.I.O.N. offline</b>	 <b>Paper</b>	 <b>PDF online</b>	<b>EVIDOC</b>
<b>Maintenance program</b> Airworthiness Limitation Section, Master Servicing Manual	✓	✓	✓	✓	✓	✓ (4)
<b>Maintenance documentation</b> Aircraft Maintenance Manual, System Description Section, Wiring Diagram Manual, ... (1)		✓	✓ (5)	✓	✓	✓ (4)
<b>Part and tools Catalogs</b> Illustrated Parts Catalogue, tools catalogue		✓	✓	✓	✓	✓ (4)
<b>Crew documentation</b> Flight Manual, Master Minimum Equipment List, Quick Reference Handbook, Ground Rescue Booklet, Flight Crew Operating Manual	✓ (2)			✓	✓	✓ (4)
<b>Services Bulletins</b> Service Bulletin, Alert Service Bulletin, Emergency Alert Service Bulletin	✓	✓ (3)		✓		
<b>Information notices</b> Information Notice, Safety Information Notice	✓			✓		
<b>Vendors documentation</b> Component Maintenance Manual			✓ (3)	✓	✓ (oCMM)	✓ (eCMM)

# WHERE TO FIND INFORMATION IN TECH DATA

## ICA - INSTRUCTIONS FOR CONTINUED AIRWORTHINESS

Services	If you are looking for	Use	Acronym	TechData part		
Maintenance	Service life limit & airworthiness inspection	Airworthiness limitations	ALS	B		
	Time limit components & intervals inspection	Maintenance program	MSM, PRE	B		
	Cleaning procedures	Maintenance manual	AMM, MMA, MET	B, C		
	Inspection/check procedures					
	Removal/installation procedures					
	Functional/test procedures					
	Storage procedures				AMM, MMA, MST	B
	Mechanical parts repair				AMM, MMA, MRR	B
	Troubleshooting procedures				AMM, MMA, MFI, FIM, e-DTS	B, C
	Maintenance for customized avionic & optional				Avionic manual	AVM
	Wiring diagram	Wiring diagram manual	WDM, MCS, MLE	C		
	System descriptions	Description and operation manual	SDS, MDF	B		
	Structural parts repair	Structural repair manual	SRM, MRR	B		
	Standard practices	Standard practices manual	MTC / SPM	B		
	Corrosion and erosion	Corrosion and erosion control guide	CECG	B		
Identification	Maintenance tool references	Tools catalog or illustrated parts catalog	ICO, IPC	B		
	Spare parts	Illustrated parts catalog	IPC	B with S/N		
Vendor publication	Engine maintenance procedures	Engine maintenance manual	EMM	B		
	And spare part lists					
	Equipment maintenance procedures	Component maintenance manual	CMM (only what's used in our ICA)	B		
And spare part lists						

Service Bulletin are not manuals. They are self supporting ICAs (must contain all the information above); Flight Manuals are not ICA but is mandatory for certification

B □ TechData « Base » part    C □ TechData « Customized » part, meaning generated by S/N or a group of S/N

## AIRBUSWORLD

AirbusWorld is the Airbus Helicopters customer portal offering a set of on-line services as TechData Services

- To access, an account is required.



## TECHDATA SERVICES

TechData Services is the set of TechData services

- PDF online
- O.R.I.O.N. interactive documentation
- Direct access to T.I.P.I.



## O.R.I.O.N.

O.R.I.O.N. is the Airbus Technical Documentation Interactive Viewer for Helicopters











*Quarterly Webinars (1 hour) are available in AirbusWorld for customers*

## O.R.I.O.N. - Minimal advised requirements

	COMPUTER		SMARTPHONE/TABLET		WEB BROWSER			
	 Windows	 macOS	 iOS	 Android	 Chrome	 Firefox	 Safari	 Edge
Version	7 32/64 bits	High Sierra	10	7.0 (Nougat)	v65	v70	v12	v80
Available storage space	8 Gb				-			
CPU / Device	Intel Core i5	MacBook 2016	iPhone 6S iPad Air 2 iPad mini 4	Samsung Galaxy S7 or equivalent	Intel Core i5 MacBook 2016			
RAM	4 Gb	4 Gb	2 Gb	2 Gb	4 Gb			








## Online &amp; offline TechData services

SUPPORT	MEDIA	PRODUCT	COMMERCIAL CONDITIONS
Online (consult and/or download)			O.R.I.O.N. and e-DTS on AirbusWorld are free of charge*
		 **	On request – Chargeable (Blue Book)
		 **	Free of charge
Offline	USB 	 O.R.I.O.N. offline ***	On request – Chargeable (Blue Book)
		 O.R.I.O.N. server ***	
		 EVIDOC**...	
	PAPERS** 	All manuals	On request – Chargeable (Blue Book)
		Flight Manual	Free of charge (one copy per H/C)

\*only for the civilian type certificate aircrafts and in case of purchase of a new helicopter. The amount of 500\$ is applicable in case of a purchase of a **secondhand** helicopter, as a Entry Fee in Orion, for this type of the Helicopter\*

\*\* for H160, only CMMO and OPG

\*\*\* e-DTS is available only as ONLINE version

	PDF Online	EVIDOC	O.R.I.O.N. Online	O.R.I.O.N. Offline/O.R.I.O.N. App	O.R.I.O.N. Server
<b>Description</b>	Consult PDF manuals on Airbus World through a Web browser	Consult a collection of PDF manuals on a PC	Consult O.R.I.O.N. IETP <sup>(1)</sup> on Airbus World through a Web browser	Consult O.R.I.O.N. IETP <sup>(1)</sup> on a standalone device PC / Mac Apple and Android Tablet / Smartphone	Host O.R.I.O.N. Server on Customer premises Intranet access through a Web browser
<b>Target</b>	Users permanently connected to Internet	Military customers not connected to Internet	Users permanently connected to Internet	Users not always connected to Internet	Multiple users of a company connected to an Intranet server
<b>Delivery mode</b>	Access Online	Delivered as a USB-Stick	Access Online	Download from Airbus World or Delivered as a USB-Stick Download App from Store and publication from Airbus world	Delivered as a USB-Stick
<b>Installation</b>	N/A	N/A	N/A	Deploy O.R.I.O.N. (software + pub) on each device	Install O.R.I.O.N. Server & import the publication
<b>Compatibility</b>	 Chrome Firefox Safari Edge	 Windows	 Chrome Firefox Safari Edge	 Windows MacOS X iOS Android	 Red Hat Windows Server
Download	•	•	•	•	•
Consult	•	•	•	•	•
Full-text Search		•(2)	•	•	•
Hyperlinks			•	•	•
Search & Extract ALS/MSM tasks			•	•	•
Notes			•	•	•
Bookmarks			•	•	•
Shopping basket			•	•	•
Push to eOrdering			•	(if connected)	
Create a Technical Request			•	(if connected)	
Manage publications					•
Manage Pre-Prints					•
Manage Cust. Documents					•

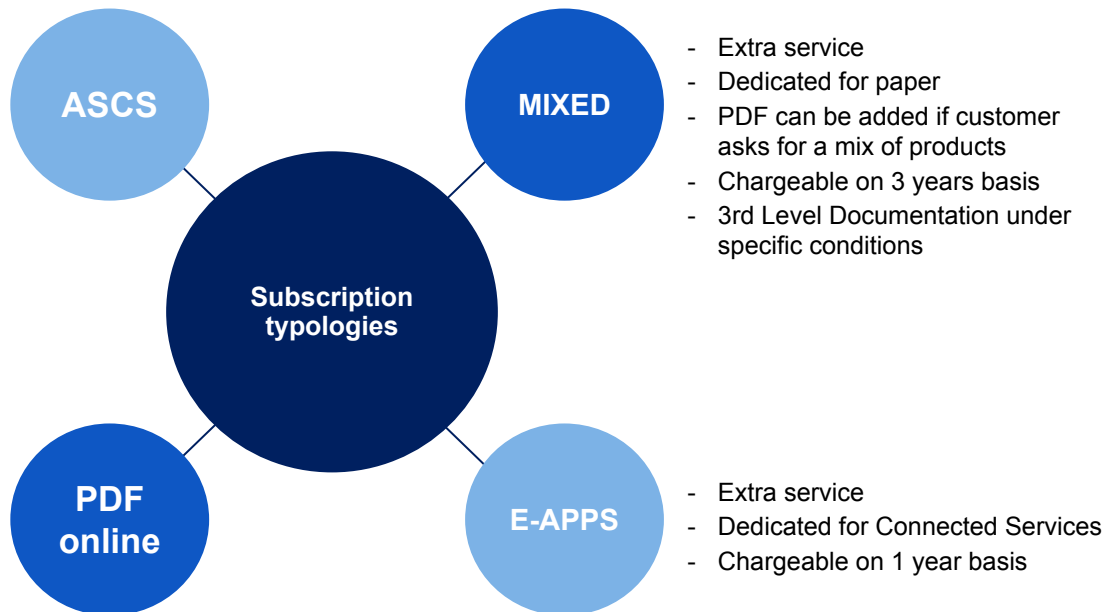
(1)  
(2)IETEP: Interactive Electronic Technical Publication  
When using Adobe Reader

## Commercial Policy

### Aircraft Standard Conditions of Sales

- Always free of charge and linked to a serial number
- Subscription to be renewed every 3 years basis

- Extra service
- Dedicated for PDF manuals
- Chargeable on 1 year basis



- Extra service
- Dedicated for paper
- PDF can be added if customer asks for a mix of products
- Chargeable on 3 years basis
- 3rd Level Documentation under specific conditions

- Extra service
- Dedicated for Connected Services
- Chargeable on 1 year basis

## Commercial Policy Acronyms



ASCS

Acronym	Definition
FLM / PLV	Flight Manual/Manuel de Vol
LOVM	List of Vendor Manual
PIM	Index of Modifications
PMC	Wiring & Diagram
PG	Pilot Guide
T.I.P.I.	Technical Publication Information on Internet
AVM	Avionic Manual
CMMO	Component Maintenance Manual Online
Customization	Helicopter personalization ; Online PDF pack available while Serial Number is integrated into O.R.I.O.N.

Acronym	Definition
FCOM	Flight Crew Operating Manual
GRB	Ground Rescue Booklet
LOAP	List of Applicable Publications (for AHD range)
MRBR	Maintenance Review Board Report
MMEL	Master Minimum Equipment List
OPG	Online Pilot Guide
PVP	Blades manual
IPC	Illustrated Parts Catalog
MSM	Master Servicing Manual
RIC	Information and Control Register
c-RFM	Computerized Rotorcraft Flight Manual

## Commercial Policy

ASCS

## PAPER PRODUCTS

- **FLM/PMV** (one per SN)
- **c-RFM** (HCrew + Flight Perfo) (only for H160)
- **FLM/PMV customized** (if needed)
- **LOVM customized** (only for AH range)\*
- **PIM** (if available)
- **PMC** (if available)
- **PG** (only for AH and EASA certification)\*
- **T.I.P.I.** (the Website subscription is mentioned on “paper products” of the Certification of Subscription)

## ONLINE PRODUCTS

- **AVM** (only for AHD range)
- **CMMO\*\***
- **Customization** (only for AH range)\*
- **FCOM** (only for H175/H225/H160)\*\*
- **GRB** (if available)
- **LOAP** (only for AHD range)
- **MRBR** (only for H175/H160)\*\*\*\*
- **MMEL** (if available)
- **OPG** (only for AH range)
- **O.R.I.O.N.** (via AirbusWorld platform)
- **e-DTS** (via AirbusWorld platform)
- **T.I.P.I.** (via AirbusWorld platform)
- **PVP** (only for AH range)
- **Aircrew vol. 1**
- **SmartFiles** (focus on TechData Solution):
  - **eIPC** (if available)\*\*\*
  - **eMSM** (if available)\*\*\*
  - **eRIC** (only for H175)\*

\* Concerns Subscription only: Free Of Charge at aircraft delivery, to be deleted at renewal. For List Of Vendor Manual, customer must contact directly the vendor. Not a TechData product.

\*\* Free Of Charge at aircraft delivery, chargeable at the renewal.

\*\*\* Only provided at new aircraft delivery. Renewal is Free Of Charge.

\*\*\*\* As an input of ALS & MSM.

## Commercial Policy Acronyms

**MIXED**

(online, paper  
& USB)

# TECH DATA DISTRIBUTION OFFER

Acronym	Definition
AMM/MMA	Maintenance Manual
AVM	Avionic Manual
CECG	Corrosion and Erosion Control Guide (only for AHD range)
CMM/MCM	Component Maintenance Manual
EASB	Emergency Alert Service Bulletin
EMTV	Electronic Overall Practices Manual
FIM/MFI	Fault Isolation Manual
FLM/PMV	Flight Manual
ICO	Tools Catalogue
IN	Information Notice
IPC	Illustrated Parts Catalog
LOAP	List of Applicable Publications
WDM/MCS	Wiring Diagram Manual
MDE, MET, MM	Maintenance Manual

Acronym	Definition
MDF	Description and Operation Manual
MLE	Electrical List Manual
MRM ; MRS	Mechanical Repair Manual ; Mechanical Repair Manual Structural
MTV	Technical Revision Manual
MSM	Master Servicing Manual
MST	Storage Manual
MTC	Standard Practices Manual
PCL	Pilot Check List
PIM, SIM	Index of Modifications
PMC	Weight & Balance
PRE	Maintenance schedule
REM	Repair Manual (only for AHD range)
SBT	Technical Service Bulletin
SDS	System Description Section
SIN	Safety Information Notice

## Commercial Policy Acronyms

**MIXED**

(online, paper  
& USB)

Acronym	Definition
T.I.P.I.	Technical Publication Information on Internet
SRM	Structural Repair Manual
TIL	Technical Information Letter (only for AHD range)
WCMM	Weapon Component Maintenance Manual
ECMM	Electronic Component Maintenance Manual
EPG	Electronic Pilot Guide (USB key)
DREM	D-Level Repair Manual
FREM	Repair sheet for mechanical assemblies
MRV/MRVB/MRVC	Overall Manual
ORM	Overall and repair Manual
AVM	Avionic Manual
CMMO	Component Maintenance Manual Online

Acronym	Definition
<b>Customization</b>	Helicopter personalization ; Online PDF pack available while Serial Number is integrated into O.R.I.O.N.
FCOM	Flight Crew Operating Manual
GRB	Ground Rescue Booklet
LOAP	List of Applicable Publications (for AHD range)
MRBR	Maintenance Review Board Report
MSM	Master Servicing Manual
MMEL	Master Minimum Equipment List
OPG	Online Pilot Guide
PVP	Blades manual
3RDL	PDF pack with D-Level documentation
c-RFM	Computerized-Rotorcraft Flight Manual*

## Commercial Policy

## MIXED

(online, paper  
& USB)

## PAPER &amp; USB PRODUCTS

- **All paper products:** AMM/MMA, AVM, CECG, CMM/MCM, EASB, EMTV, FIM/MFI, FLM/PMV, ICO, IN, IPC, LOAP, MCS/WDM, MDE, MDF, MET, MLE, MM, MMEL, MRM, MRS, MTV, MSM chap 4 & 5, MST, MTC, PCL, PIM, PMC, PRE, REM, SBT, SDS, SIM, SIN, SRM, TIL, TIPI, WCMM
- **All electronics products (USB/DVD):** ECMM, EPG, EVIDOC, ORION ON PREMISE, ORION USB, ORION DVD, c-RFM
- **T.I.P.I.\***
- **D-BOX** (tablet > Aircraft data, data transfer, management of compact flash) (only for Helionix range; under Connected Services management)
- **3RDL products:** DREM, FREM, MRV, MRVB, MRVC, ORM > under specific conditions

## ONLINE PRODUCTS

- **AVM** (only for AHD range)\*
- **CMMO**
- **Customization\***
- **FCOM** (only for H175/H225/H160)
- **GRB** (if available)\*
- **LOAP** (only for AHD range)\*
- **Maintenance online**
- **MRBR** (only for H175/H160)\*
- **Identification** (with IPC / ICO)
- **MSM**
- **MMEL** (if available)\*
- **Operation online** (FLM, MMEL, PIM...)
- **OPG** (only for AH range)\*
- **ORION**
- **e-DTS** (via AirbusWorld platform)
- **PVP** (only for AH range)\*
- **3RDL**
- **T.I.P.I.** (via AirbusWorld platform)
- **c-RFM** (HCrew + Flight Perfo) (only for H160)

\* If no Aircraft Standard Conditions of Sales available.

\*\* 3rd Level Documentation are under Specific Conditions



Note: H160 policy for paper &amp; PDF products to be integrated.

CMMO will be replaced by an O.R.I.O.N. vendors including suppliers maintenance



## Commercial Policy - Acronyms

**PDF  
Online**

*(Subscription  
management only)*

**E-APPS**

*TechData is in charge of the  
subscription management only.  
E-APPs content is not under  
TechData responsibility.*

Acronym	Definition
AVM	Avionic Manual
CMMO	Component Maintenance Manual Online
<b>Customization</b>	Helicopter personalization ; Online PDF pack available while Serial Number is integrated into O.R.I.O.N.
FCOM	Flight Crew Operating Manual
c-RFM	Computerized–Rotorcraft Flight Manual*
GRB	Ground Rescue Booklet
LOAP	List of Applicable Publications (for AHD range)
MRBR	Maintenance Review Board Report
MSM	Master Servicing Manual
MMEL	Master Minimum Equipment List
OPG	Online Pilot Guide
PRE	Maintenance schedule
PVP	Blades manual
3RDL	PDF pack with D-Level documentation

Acronym	Definition
ADS	AeroDataService (navigation data)
AHDL	Airbus Helicopters Data Loader; standalone tool to load ADS cards, software configurations, mission data, Electronic Flight Bag
<b>FLIGHT PERFO</b>	Real time Performance and Weight & Balance computation app
<b>FLEET MASTER</b>	AH light Maintenance Information System
<b>MIS DATAPACK</b>	Data package for quicker Maintenance Information System initialization with support to migration service (data preparation & consulting)
<b>WACS</b>	Service with security certificates, telecommunication service and data hosting service
<b>DIGITAL LOGCARD</b>	Storing logcards in a secured cloud
<b>FLIGHT ANALYSER</b>	
<b>FLYSCAN</b>	

## E-APPS

Analytics  
Services

Set of reports made of processed data for the purpose of business activities

*TechData is in charge of the subscription management only. E-APPs content is not under TechData responsibility.*

## TECH DATA DISTRIBUTION OFFER

## Commercial Policy - Acronyms

Acronym	Definition
<b>DATAQUALITY</b>	Operators can assess the quality of collected data from A/C or Maintenance Information Systems
<b>E-REPORTING</b>	Operators can monitor parts reliability figures and consult MTBUR's drivers analysis from Airbus experts (MTBUR = Mean Time Between Unscheduled Removals)
<b>FLIGHT ANALYSER</b>	Linked to safety enhancement; supports operational Safety thanks to systematic Helicopter Flight Data Monitoring (HFDM) analysis
<b>FLEET ACTIVITY</b>	Facilitates fleet activity monitoring; visualization of fleet activity on a detailed calendar, key flight details, landings per city as well as flight take offs and landings on a map
<b>FLEET AVAILABILITY</b>	Monitor fleet availability; align Airbus and operator's Key Performance Indicators to build improvement plans
<b>HCARE SMART REPORTING</b>	Provides automatic monthly flight hours reporting based on Maintenance Information System data; simplifies by-the-hour contract management and reduces administrative burden
<b>LAST JOURNEY LOG</b>	Facilitates data cross check between A/C data, pilot report and airworthiness management; reports on all flights including cockpit exceedances, key flight details and displays an easy flight record follow-up
<b>MATERIAL DEMAND &amp; SUPPLY</b>	Linked to cost optimization; helps customers to improve parts consumption forecast, anticipating maintenance tasks to be performed considering all parts, ensure stock level adequacy with accurate procurement recommendation considering operator's stock and AH lead time
<b>PART SEARCH</b>	Allow automatic part matching between customers' references and Airbus referential
<b>REMOVALS ANALYSIS</b>	Linked to cost optimization; helps operators to improve reliability by analyzing unscheduled events and part removals, learn from lower performers to implement corrective actions, facilitate report to authorities and A/C dispatch based on availability

## Commercial Policy

PDF  
online

### PDF ONLINE

- AVM (only for AHD range)\*
- CMMO
- Identification (with IPC/ICO)
- Customization\*
- FCOM (only for H175/H225/H160)
- GRB (if available)\*
- LOAP (only for AHD range)\*
- Maintenance online
- MRBR (only for H175/H160)\*
- MSM
- MMEL (if available)\*
- Operation online (FLM, MMEL, PIM...)
- OPG (only for AH range)\*
- PRE
- PVP (only for AH range)\*
- 3RDL

### E-APPS

- ADS
- AHDL
- FLIGHT PERFO
- FLEET MASTER
- MIS DATAPACK
- WACS
- DIGITAL LOGCARD
- FLIGHT ANALYSER
- FLYSCAN

E-APPS

*TechData is in charge of the subscription management only. E-APPs content is not under TechData responsibility.*

\* If no Aircraft Standard Conditions of Sales available.

Note: if a customer requests a quote for more than one year, please contact your AH commercial agent to calculate the price escalation. Prices will be added manually into the quote. ⚠ H160 policy for paper & PDF products to be integrated.

Date : February 2021

*(No change in 2022. New update to be issued soon)*

APPLICABLE TO TECH DATA

This Specific Annex, subject to SCS, is applicable to the sale of Services such as Technical Data, technical assistance, technical expert services and/or tool rental performed by the Seller to any Customer in order to maintain and/or operate Helicopters.

### > General

The Technical Data are available in the following three formats:

- o Web service (e-TechData on AirbusWorld)
- o Electronic support on USB stick
- o Hard copy

The Seller reserves the right to change the support (media) of the Technical Data and subsequent updates notably according to technological evolution.

The Technical Data on USB stick and hard copy will be Delivered At Place (DAP) Incoterms® 2020 at ship address mentioned by the Customer and in accordance with the contractual delivery schedule. In order for the Seller to be in a position to fulfil its obligations, the Customer undertakes to notify the Seller of any change either in the Customer's address or in the owner's name if the Helicopter to which the technical documentation is applicable has been sold in the interim; in this latter case, the Seller is entitled to apply an entrance fee to be paid by the new owner.

Safety Technical Data shall be provided at no additional cost and shall be made available as long as the Helicopter is in operation on the current Seller's website through Technical Information Publication on Internet (T.I.P.), except the flight manual which made available on hard copy. The entire TechData service will be provided in English, and, on request and subject to Quotation, in French or in German.

### > Technical Data services - subscription and renewal

The Customer shall issue for the subscription of each Technical Data service an Order sent to the Seller with the following information, if relevant:

- o Order number / reference of Seller's Quotation
- o Type, version and serial number of the Helicopter
- o Type and reference of the technical documentation
- o Quantity and Language
- o Price
- o Format (web service, electronic support on USB stick or hard copy)
- o Ship to address, invoice address and VAT number

The Seller shall provide the renewal of Technical Data at the respective rates of the revision service that are annually published by the Seller.

**SAS applicable to new H/C :** The Technical Data is initially provided at the latest available revision level. Customization of the Technical Data due to new equipment or installations specific to the Customer will be provided :

- For maintenance Technical Data : within four (4) months after delivery of the first Helicopter to the Customer,
- For identification Technical Data : within an estimated eight (8) to nine (9) months, but no later than twelve (12) months, after delivery of the first Helicopter to the Customer.

## ORION on Customer Network: WHAT IS COVERED BY THE OFFER ?



O.R.I.O.N includes a web server. Its installation and management on a server hosted on customer's network require IT skills for server management when O.R.I.O.N on customer network is retained.

As a consequence, if a Customer chooses O.R.I.O.N. on customer network, he will be charged.



### INITIAL PRICE FOR O.R.I.O.N. INCLUDES

- 3 days training about installation, management and first level support
  - 3 years updates subscription
  - AIRBUS HELICOPTERS full support



### RENEWAL PRICE FOR O.R.I.O.N. INCLUDES

- 3 years updates subscription
- AIRBUS HELICOPTERS full support

**Note :** For Customers who have several H/C types and will be provided with more than one O.R.I.O.N., the training is considered done when the first O.R.I.O.N. is purchased and is not charged again for the second one.

## Initial technical access and publications provided free-of-charge and per H/C



(O.R.I.O.N.)

Unlimited access to online Interactive  
Electronic documentation (including  
download)

+



1 Flight Manual  
(Hard copy)

+



1 Access to T.I.P.I.



Update is free-of-charge as long  
as the H/C is operational

+

Online Electronic Pilot Guides

+

**CMMO**

Component Maintenance Manuals Online  
(PDF online)



Per H/C and free-of-charge  
during 3 years

- Any other request is subject to quotation. ECMM is provided only upon customer's request.

## Initial technical access and publications provided free-of-charge and per H/C



(O.R.I.O.N.)

Unlimited access to online Interactive Electronic documentation (including download)



1 Flight Manual (c-RFM)

Downloaded on iPad



1 Access to T.I.P.I.



Update is free-of-charge as long as the H/C is operational



Online Electronic Pilot Guides



**CMMO**

Component Maintenance Manuals Online (PDF online)



Per H/C and free-of-charge during 3 years

- Any other request is subject to quotation.

(MILITARY ONLY)

## Initial technical access and publications provided free-of-charge and per H/C



1 Flight Manual  
(Hard copy)

+



1 Access to T.I.P.I.

+

Online Electronic Pilot  
Guides



Per h/c and free-of-charge as long  
as the H/C is operational

+



Maintenance & Identification  
PDF online

OR

EVIDOC (USB)

+



**CMMO** Component Maintenance  
Manuals Online

OR

**ECMM** (USB) Electronic Component  
Maintenance Manuals

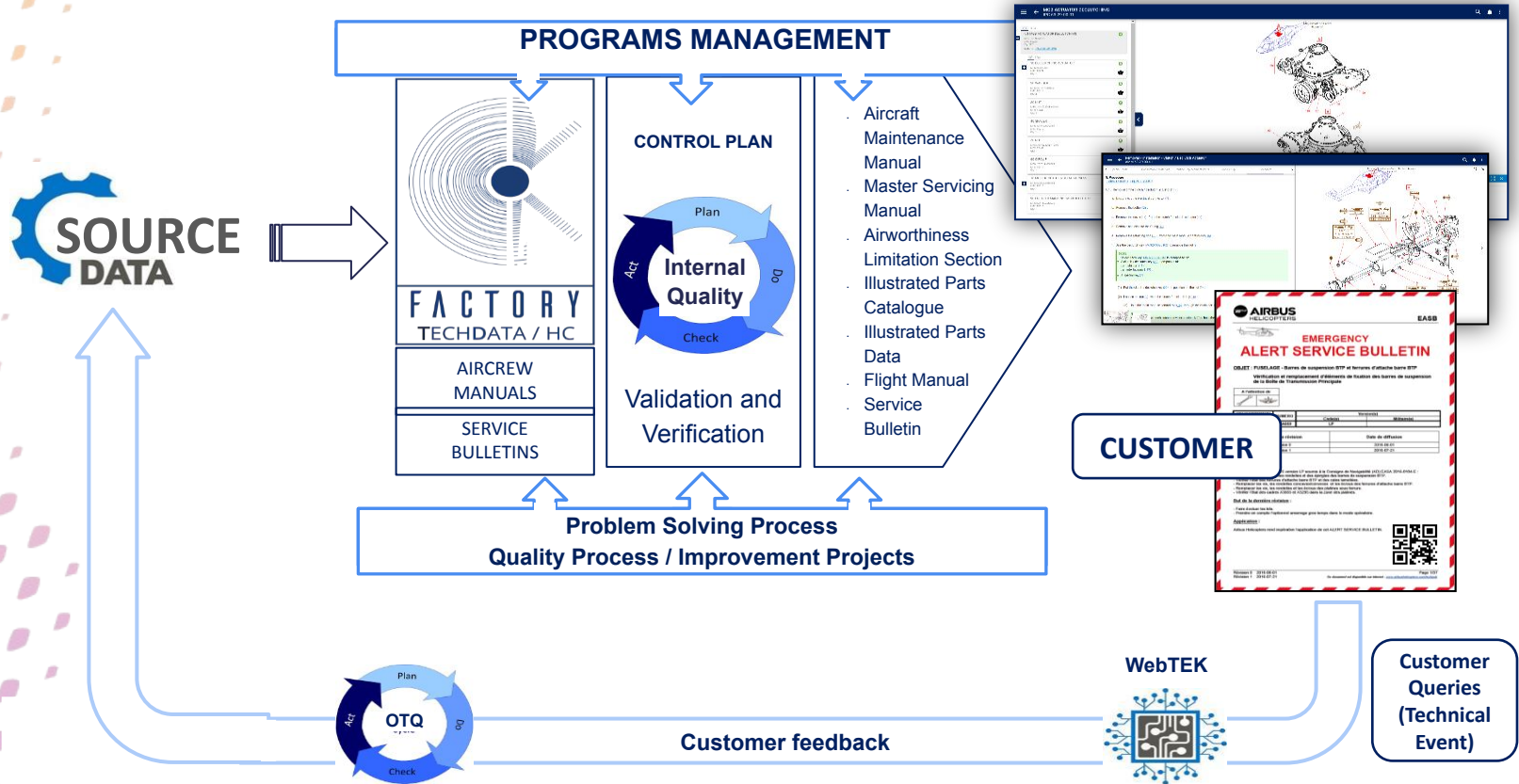


Update is free-of-charge  
during 3 years

- Any other request (paper, customized O.R.I.O.N., etc.) is subject to specific quotation.

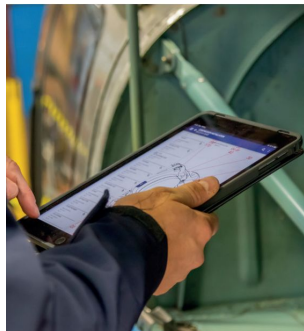


# HOW TO MEASURE AND IMPROVE THE LEVEL OF QUALITY



# TECHDATA SERVICES, A COMPLETE AND ACCURATE TECHNICAL INFORMATION AT YOUR DISPOSAL.

08



Check out the latest  
**HCare**  
leaflet



You benefit from the state-of-the-art of Tech Data, accessible on our customer portal or on-site.

It offers you a set of advanced functions and new features to support your daily tasks and make your life easier.

Your documentation is now also available on mobile devices for an optimal use during flight preparation and maintenance operations.

**FLIGHT MANUAL** is delivered in paper format or c-RFM solution with your helicopter.

**VENDORS DOCUMENTATION** is available on our customer portal (TechData services) or USB Key. Note that in some cases, when Airbus Helicopters has not the distribution rights, vendors' manuals are delivered as per vendor's policy.

**ENGINE DOCUMENTATION** is provided on USB Key at the aircraft delivery or accessible on line according to the engine manufacturer subscription policy.

**OPERATIONAL AND MAINTENANCE DIRECTIVES** are issued within short notice under T.I.P.I.

**TECHNICAL DATA ON PHYSICAL SUPPORT** (USB key or paper) are available 15 days after their online revision.

**FLIGHT MANUAL REVISION** is immediately available.

**ONLINE TECHNICAL DATA** are always up-to-date.

**TECHNICAL DATA** are at least revised once a year and are available immediately online.



Source : HCare Technical Support Brochure (2021; No update on 2022)

# WE ARE TECH DATA

SUP06/SUP07 & TECH DATA

2022

