

METROJET KEEPS AVIONICS CURRENT FOR ITS CUSTOMERS

Case Study



Honeywell

METROJET UPDATES CUSTOMERS' OBSOLETE COCKPITS WITH HONEYWELL MSP

BACKGROUND

When Metrojet Limited was established in 1997, it became Hong Kong's first business jet operator. The company expanded into the Philippines in 2012.

The Metrojet Continuing Airworthiness Management Organization (CAMO) provides comprehensive maintenance oversight to help customers ensure their aircraft and operations are safe, reliable and efficient. A tight team of engineers located in Hong Kong and the Philippines works closely with customers to ensure their aircraft adhere with all relevant airworthiness and maintenance requirements.

“Metrojet and Honeywell provide an effective and affordable way for operators to address avionics obsolescence and futureproof their aircraft. Since 2021 at least five business jet operators have selected Metrojet to upgrade the obsolete DU1310-1 display units and multifunction control and display units (MCDUs) on their Gulfstream Primus Epic flight decks.”

– **LOKKI HO**
Head of CAMO
Metrojet Limited



“Our work goes beyond compliance and record keeping, because we provide the most up-to-date technology, help customers ensure operational readiness and protect the value of their assets,” said Lokki Ho, Head of CAMO at Metrojet.

“On the customer’s behalf, we manage the technical aspects needed to keep aircraft operational and airworthy.”

In addition to the CAMO operation, Metrojet operates worldclass maintenance, repair and overhaul (MRO) centers in Hong Kong and the Philippines, provides aircraft management services for operators, and offers air charter and flight operations services.

As a Honeywell authorized dealer, Metrojet has extensive experience of working with Honeywell team, which helps owners and operators of Honeywell-equipped aircraft avoid unexpected maintenance costs. “Most of our customers performed the avionics upgrade, such as DU1310-2 and MCDUR upgrades, and enrolled in Honeywell MSP programs that cover avionics, engines and other flight critical components,” Lokki Ho said. “Among many other benefits, the MSP-Avionics program makes it easier to alert customer when their avionics components become obsolete.”

CHALLENGE

Business jet owners and operators are constantly looking for ways to handle flightdeck obsolescence and futureproof their aircraft, without breaking the bank or taking aircraft out of service for extended periods while upgrades are performed.

Over the last several years, multiple operators have come to Metrojet and Honeywell for help. The Honeywell MSP-Avionics Components program covered components unless they are obsolete or no longer available. In cases where original part numbers have been declared obsolete, Honeywell gives operators a convenient and affordable path to proactively upgrade obsolete avionics to new, factory-fresh units that outperform the original parts.

Since 2021 at least five business jet operators have selected Metrojet to upgrade their obsolete MCDU and DU1310-1 Display Units to the latest MCDU-R and DU1310-2 on their Gulfstream Primus Epic flight decks. The MCDU is the main interface between pilots and the aircraft flight management system. The display unit is a liquid crystal display (LCD) used to display weather, charts, traffic and terrain data for the flight crew.

Success of the upgrade effort hinged on the companies' ability to overcome supply chain challenges, meet tough customer schedule requirements, and deliver a range of financial and operational benefits.



SOLUTION

“Working together, Metrojet and Honeywell were able to provide customers with various upgrade options and financial incentives to upgrade their obsolete MCDUs and DU1310-1 to latest MCDU-R and DU1310-2. Customers have greater flexibility when they act proactively, rather than waiting for units to fail. Honeywell is offering a variety of financial incentives and trade-in allowances that are available for a limited time.”

— **LOK CHEUNG**
Honeywell Sales Manager

Metrojet completed the first upgrade at the Hong Kong MRO site in 2021 in less than five days, according to Lokki Ho. “We worked closely with the Honeywell team, which helped us overcome a tricky material supply chain to meet customers’ requirements. An aircraft can operate if it’s having MCDU issues for 10 days MEL only, so it’s important that we maximize efficiency throughout the upgrade process to improve utilization.”

The upgraded Honeywell displays are drop-in replacements that offer a variety of performance and operational advantages over the original equipment. They are considerably more reliable, weigh less and provide a better viewing experience for pilots, who have commented positively on the nighttime viewability and resolution, according to the Metrojet team.

ABOUT HONEYWELL MAINTENANCE SERVICE PLAN-AVIONICS

The Honeywell MSP-Avionics Components is an efficient and cost-effective program designed to meet the needs of owners and operators of business aircraft equipped with Honeywell avionics. The MSP team leverages Honeywell’s world-class authorized service center network,

extensive rental bank and technical support from original design engineers to provide customers with service that is seamless and responsive.

Contact your Honeywell representative or [visit us online](#) to learn more about

MSP-Avionics and other MSP offerings that are redefining the way owners and operators protect their investment and keep their business aircraft where they belong – in the air.

Honeywell Aerospace Technologies

1944 East Sky Harbor Circle
Phoenix, AZ 85034
aerospace.honeywell.com

N61-3216-000-000 | 08/24
© 2024 Honeywell International Inc.

THE
FUTURE
IS
WHAT
WE
MAKE IT

Honeywell