

CUSTOMER SUCCESS STORY

MPP and HAPP programs keep Gulfstream jets flying high

Honeywell Mechanical Protection Plan saves \$91,000 in just three months for aircraft owner



Overview

Peter Zeeb is director of maintenance for two Gulfstream aircraft based in the Pacific north west of the United States.

The owners are seeking to maximize their Gulfstreams' availability and minimize aircraft on ground (AOG) incidents, all within a budget that provides cost visibility and control.

Peter recommended both the Honeywell Mechanical Protection Plan (MPP) and the Honeywell Avionics Protection Plan (HAPP) to avoid the unexpected bills that can accompany unscheduled equipment repairs or replacements.

Just months into the two plans, Peter has seen substantial costs savings, peace of mind and close cost control.

Background

Peter Zeeb maintains two Gulfstream executive jets from a base at Hillsboro Airport to the west of Portland in Oregon, flying business owners to numerous locations across the United States and overseas.

Business Need

Peter joined the operation as director of maintenance in May 2014 and he is responsible for keeping the owner's two Gulfstreams in a constant state of readiness, available to fly at a moment's notice to accommodate the hectic schedules of their owners.

With one of the jets just one year old and protected by an extensive warranty, Peter's focus is on its 14-year-old sister.

In common with all aircraft owners and operators, this operation is keen to ensure the best possible return on its owners' substantial investment, by maximizing the Gulfstreams' availability and minimizing aircraft on ground (AOG) incidents.

The operator is also seeking to keep maintenance and repair costs under close control, to avoid unexpected bills and to allocate operating budgets with certainty. Dealing with unscheduled equipment repairs or replacements can be both disruptive and expensive.

Peter has 30 years of executive jet maintenance experience, having worked in a variety of sectors including entertainment and pharmaceuticals.

This meant he was ideally placed to apply his vast experience to make sure that the optimum service and maintenance arrangements were in place to enable the two executive jets in his care to operate at maximum efficiency.

Solution

In his previous role with The Caesars Entertainment Corporation in Las Vegas, Peter Zeeb had made extensive use of both the Honeywell Mechanical Protection Plan (MPP) and the Honeywell Avionics Protection Plan (HAPP).

They are two extended repair and replacement programs designed to help customers avoid downtime, while ensuring predictable and manageable maintenance costs.

"I had used both MPP and HAPP to cover Caesars' executive jets during my time in Las Vegas.

QUICK FACTS

Honeywell solution

Mechanical Protection Plan (MPP)
Honeywell Avionics Protection Plan (HAPP)

Customer results

- Protection against large, unexpected bills and access to world-class products and services
- Emergency support on standby reduces potentially expensive and disruptive aircraft on ground (AOG) events
- Savings of \$91,000 within three months of joining the plan

Why this operator chose Honeywell

- Honeywell is the world leader in fixed-price maintenance programs
- The director of maintenance had used both MPP and HAPP in previous roles with significant success
- Using MPP and HAPP guarantees the quality of equipment, technical support, speed and efficiency of service

Customer

- Name: Gulfstream operator
- Location: Hillsboro, Oregon
- Industry: Executive jet operations



“The owners are very pleased. We have saved a considerable amount of money, we have important additional protection for our Gulfstream, which will ensure enhanced reliability and forward visibility of costs and budget.”

Peter Zeeb, director of maintenance

They proved to be a great benefit to the organization and so when I arrived in Oregon I knew that they were just what we needed for our older Gulfstream,” said Peter Zeeb.

MPP covers environmental control systems and cabin pressure control systems (ECS/CPCS) for Gulfstream jets. The service is available 24 hours a day, seven days a week for AOG emergencies, and includes paid air-freight.

A fixed-price MPP contract guarantees that any repair bills won't exceed a set figure, taking the uncertainty out of annual budget planning.

A variety of coverage options are available, contracts can be extended over several years and special prices are available for fleet operators.

HAPP operates on the same principle, offering full coverage for all Honeywell avionics equipment and systems aboard the Gulfstream.

Each offers genuine Honeywell parts, backed by the company's spares exchange (SPEX) program which provides line replaceable unit (LRU) exchanges and rentals for both warranty and non-warranty situations.

After carrying out a competitive tender, the owner appointed Teterboro-based Corporate Jet Support as its MPP and HAPP partner.

Corporate Jet Support, a Gulfstream specialist with bases across the US and in Basel, Switzerland, has an international reputation for outstanding customer service.

“Corporate Jet Support offered us very competitive pricing, the best service and the best inventory, so it was a very easy decision to appoint them,” said Zeeb. “It is a very impressive, hardworking business. I know the owners very well and I trust them completely.”

Benefits

With more than 60 components covered by MPP and HAPP, the owner is already benefitting from the peace of mind that comes from cost control and certainty, combined with guaranteed, world-class quality parts and service.

And just three months into the contracts, Peter Zeeb can point to \$91,000 of savings – even after taking the annual contract cost into account – that can be directly attributed to exchanges made through MPP alone.

HAPP has also already more than paid for itself too, with a replacement cockpit display unit covered by the contract.

Then, when an eighth stage handling bleed valve needed replacing on the left-hand engine of the Gulfstream, the relationship between the owner, Corporate Jet Support, Honeywell and the Honeywell Global Customer Committee produced a joint effort that has ultimately prevented costly AOG time for up to six Gulfstream operators.

When the valve arrived at Hillsboro, despite Peter Zeeb's best efforts he just could not make the fit work. When the valve was shown to have a flaw it was swiftly replaced and the entire Honeywell inventory quarantined to prevent any other flawed valves from being dispatched to customers.

“The owners are very pleased of course. We have saved a considerable amount of money, we have important additional protection for our Gulfstream, which will ensure enhanced reliability and forward visibility of costs and budget,” concluded Zeeb.

“Our relationship with our Honeywell-approved partner, Corporate Jet Support is very strong – the company has repeatedly demonstrated their outstanding customer service.”

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A60-1341-000-000

October 2014

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