

**Honeywell**

THE POWER OF **CONNECTED**

# HAWKER 800XP OPERATOR RELIES ON HONEYWELL'S EXEMPLARY CUSTOMER SERVICE

Director of aviation puts his trust in HAPP and MSP programs

**“I’ve been flying this Hawker 800XP since 2001 with the Honeywell MSP and HAPP programs. They help maintain the value of the aircraft and they help us in the event of any issues. The technical and product support from Honeywell is amazing.”**

*Mark Jones, director of aviation, Milwaukee-based medical company*





### Overview

The maintenance of business aircraft brings daily problems that must be solved efficiently and quickly. As director of aviation for a mid-western US company, Mark Jones relies on the Honeywell Avionics Protection Plan (HAPP) and Maintenance Service Plan (MSP), both underpinned by the company's great customer support.

### Quick Facts

#### Honeywell Solution

- Honeywell Avionics Protection Plan (HAPP)
- Honeywell Maintenance Service Plan (MSP)

#### Customer Results

- Exceptional customer service
- Efficient budgeting with no financial surprises
- Rapid response, globally 24x7

#### Why Mark Jones chose Honeywell

- Ease of budgeting
- Reliability
- Speed of service

#### Customer

- Name: Mark Jones
- Location: Milwaukee, Wisconsin
- Industry: Medical

## Background:

Mark Jones is director of aviation for a Milwaukee-based medical company and as well as flying its Hawker 800XP, he is also responsible for its maintenance. Bought new in 2001, the aircraft features an array of Honeywell technology including engines, auxiliary power unit (APU) and air conditioning and environmental systems.

"We bought the plane brand-new and it's done a lot of travelling over the last 16 years. We've gone all over the world except for Antarctica, Australia and New Zealand," said Jones. "Currently we're flying about 400 to 450 hours a year."

Jones is well equipped for the management and maintenance of this aircraft. He has almost 30 years of experience with Honeywell engines and his work with the APU, avionics and environmental systems varies between 20 and 25 years.

## Business Need:

Maintaining corporate aircraft is not cheap and so operators must ensure that their craft remain airworthy and deliver the required return on investment (ROI).

Efficient maintenance, repair and overhaul (MRO) is essential to ensure that aircraft fulfil the job they are expected to do and to ensure passenger safety. It's also necessary to synchronize routine maintenance with business schedules so that flights are not missed.

However, the unforeseen can happen and no matter where or when issues occur, it's essential to ensure that they are promptly and reliably dealt with because where planes are concerned, time is money. In this respect, budgeting is also a critical issue. It's advisable to make provision for unexpected outlays which can involve considerable sums of money.

## Solution:

Since his company's Hawker carries so much Honeywell equipment, Jones protects the investment by using the Honeywell Avionics Protection Plan (HAPP) and Honeywell Maintenance Service Plan (MSP).

Offered as a fixed-price annual contract, HAPP is an extended warranty program that offers full coverage for all Honeywell avionics.

The coverage includes exchange and repair services and 24x7 aircraft on ground (AOG) emergency services with replacement engines loaned at no charge. HAPP features fully transferable warranty contracts, fleet discounts, paid airfreight and a factory-backed support that is identical to the original factory warranty.

The field support system includes a global network of supply depots and authorized sales and service centers.

Honeywell introduced its MSP in 1976 as a cost and time-saving approach to engine maintenance. MSP delivers no risk engine maintenance budgeting, predictable maintenance costs and protection against arbitrary rate escalations. It comes as a 60-month renewable contract.

"We selected HAPP and MSP for our Hawker for two reasons," explained Jones. "Number one is budgetary and number two is reliability."

"HAPP is a yearly cost that we know we pay in December and we're good for the next year. MSP is an hourly program and so if we fly 20 hours a month then we pay a rate for that. If we fly 40 hours a month we pay a rate for that."





"Fixed cost is always good because you know what the value is and we also know that if anything goes wrong, MSP and the HAPP customers get preferential treatment for service. When you have a problem, the repair or the replacement process is rapidly expedited."

## Benefits:

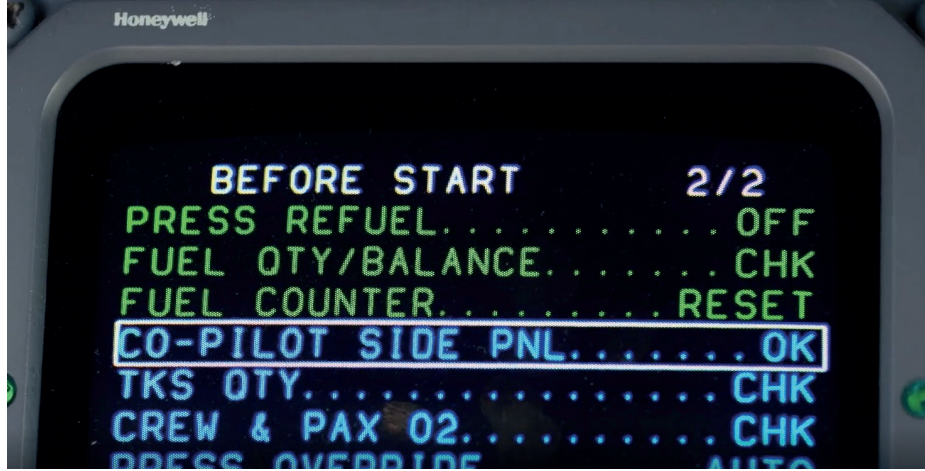
Jones has been a HAPP customer for 20 years and has used MSP for 25 years.

"The MSP program has been a godsend for us," he said. "When we've had issues, the Honeywell rapid response teams get in and out as quickly as possible. If there is a problem you're always able to get it fixed promptly and Honeywell ensures that we never miss a trip."

"Another thing about the MSP and HAPP programs are that they add to the re-sale value to the aircraft."

Jones also values the close relationship he has with Honeywell's customer services team: "The relationship between the Honeywell reps and myself is always going to be good. From day one with them, when I first moved up to Wisconsin with this job, I'd heard from both Ed and Larry. They say, 'Hey we're your new guys, just call us if you need us'."

"You can call them any time day or night and if they don't answer their phones, you're transferred to the Help Center. You get answers and the service they give is exceptional. They're worth their weight in gold."



Mark recalls an incident where an engine that was running hot. He called Honeywell and they had someone with him in two and a half hours. Within four hours the engine was off the aircraft, the problem had been diagnosed and the engine was on its way for repair in Phoenix. Six hours later, a rental engine was delivered and 12 hours after that, it was fitted, running and ready for the next flight.

"That's just under two days, for the engine to be removed and the loaner put on. You can't beat that. There's no way," said Jones. "Also, we fly overseas and the nice thing about Honeywell is that the company has a global support network. Somebody will answer the phone 24x7."

"It's also easy to budget. For example, if you suddenly have an engine comes loose for whatever reason, it's easier to have the MSP in place and not to have to worry about it than to have to go to the boss after the engine's repaired and say 'Boss, I need \$1,000,000'. If you don't have that in the budget, there's going to be trouble."

"We're now hoping to buy a Falcon 2000 which will have all the Honeywell equipment, including synthetic vision. It'll be fully compliant for 2020 and it'll have a Honeywell APU on it so we'll have MSP on the APU and we'll have HAPP on the avionics. Nothing's going to change and I'll expect the same reliability of service. I would recommend, and I do recommend, Honeywell MSP and HAPP to other operators."

## Honeywell Aerospace

1944 E. Sky Harbor Circle  
Phoenix, AZ 85034  
[aerospace.honeywell.com](http://aerospace.honeywell.com)

A60-1567-000-000  
© 2017 Honeywell International Inc.

**Honeywell**