

SHORTSTOP JET CHARTER GAINS FROM HAPP AVIONICS PROTECTION

Honeywell program delivers priority spares and peace of mind budgeting for maintenance

**“ We’ve had several occasions when it’s been worthwhile.
We’ve had at least one integrated avionics unit (IAU) fail
and we had something down from Singapore the next day.
I think that we’re ahead of the game financially. ”**

*Michael Falls Senior, managing director and chief pilot,
Shortstop Jet Charter*





Overview

Shortstop Jet Charter manages a Learjet 31 and a Falcon 900 on behalf of their owners. The company covers both airplanes with the Honeywell Avionics Protection Plan (HAPP), removing the uncertainty over maintenance budgeting. Shortstop Jet Charter and the aircraft owners have been delighted with the peace of mind that comes from having cost control and access to priority spares.

Quick Facts

Honeywell Solution

- Honeywell Avionics Protection Plan (HAPP)

Customer Results

- Peace of mind maintenance budgeting
- Rapid delivery of replacement parts
- Cost savings

Why Shortstop Jet Charter chose Honeywell

- Protection against unexpected maintenance costs
- Need to keep aircraft flight ready
- Priority support when spare parts are needed

Customer

- Name: Shortstop Jet Charter
- Location: Melbourne, Australia
- Industry: Jet charter and aircraft management
- Website: www.shortstop.com.au

Background:

Australia's longest continually operating jet charter and aircraft management company, Shortstop Jet Charter, started operations more than 30 years ago with a Cessna Citation 500.

It now operates six aircraft from its base at Essendon Fields Airport in Melbourne and in the last year has flown to 50 destinations in four continents.

Business airplanes within the fleet include a Learjet 31 and a Falcon 900. The Learjet is used within Australia for flights carrying small numbers of people and the Falcon 900 flies about 300 hours a year around the Pacific Basin.

When not carrying their owners, the aircraft are chartered by high net worth individuals, show business people and senior government officials for who safety, reliability and flexibility are key.

This means that the aircraft need to be flight ready and so Shortstop Jet Charter is looking to minimize aircraft on ground (AOG) incidents.

The company also identifies upgrades and maintenance programs that will increase the value of its customers' aircraft and keep potentially expensive repair costs under close control. The Learjet 31 and Falcon 900 are both fitted with Honeywell avionics.

Recently, the Falcon 900's avionics were upgraded with Honeywell Primus Elite DU-875 liquid crystal displays. These remove cathode ray tube (CRT) obsolescence, increase reliability and give pilots a brighter, clearer and high resolution picture.

In addition, the upgrade expands the display capabilities with airport charts for visual awareness on the runway and taxiways and approach charts for graphical depiction of the aircraft's position during approach.

Shortstop Jet Charter also took the opportunity to upgrade the aircraft with the Honeywell Runway Awareness and Advisory System (RAAS), technology that provides aural warnings to alert pilots of potential runway incursions.

Solution:

The Honeywell Avionics Protection Plan (HAPP) helps corporate jet operators to ensure that they have predictable and manageable maintenance costs.

The service is available 24 hours a day, seven days a week for AOG emergencies. It includes paid air-freight and exchange parts, plus the added benefit of offering loan parts while the customer's unit is in for no charge repair.

A fixed-price HAPP contract guarantees that any avionics 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 offers full coverage for all avionics equipment and systems aboard every type of aircraft fitted with Honeywell equipment.

The program provides priority access to genuine Honeywell parts, backed by the company's spares exchange (SPEX) program. This provides line replaceable unit (LRU) exchanges and rentals for both warranty and non-warranty situations.



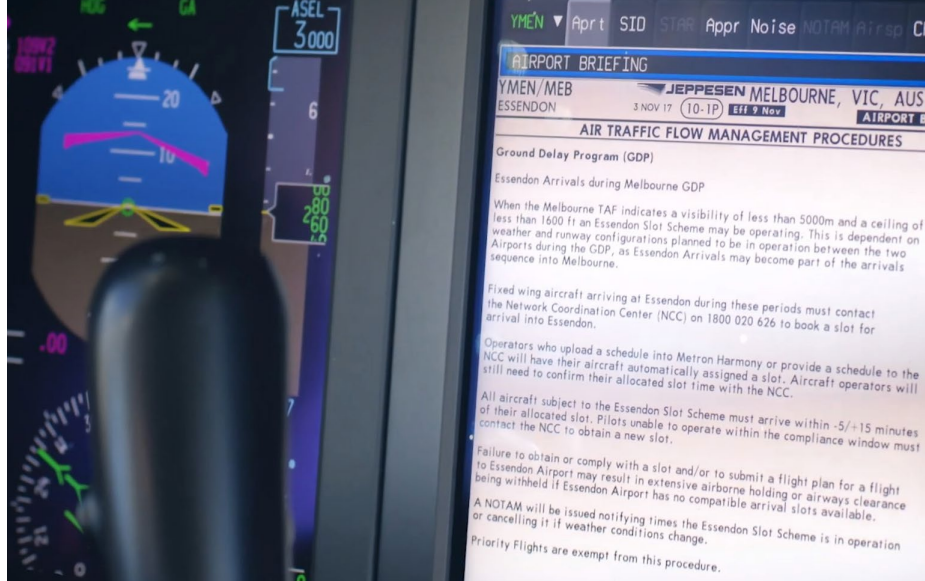
For a nominal increase to the annual fee, customers can select HAPP Gold. Additional benefits include 24/7 road crew for AOGs worldwide, extended troubleshooting, counter to counter shipments and Saturday delivery, as well as no additional fees when no faults are found.

“Our customers operating the Learjet and Falcon 900 reacted positively when I mentioned that for a certain amount of money we were able to protect ourselves against unexpected expensive avionics failures,” said Shortstop Jet Charter’s managing director and chief pilot, Michael Falls Senior. “They saw the logic and agreed to it.”

Benefits:

HAPP delivers the peace of mind that comes from having priority access to guaranteed, world class quality parts and service for an up-front agreed price, delivering much-reduced prices, tight budget control and predictability.

There are flexible payment arrangements with the option to renew annually or select a multi-year contract.



Honeywell’s field support system includes a global network of supply depots, support centers and a 24/7 complete customer care center. All components carry the latest mandatory modifications and are updated with the latest reliability enhancements while in the repair cycle.

“We’ve had several occasions when it’s been worthwhile,” added Michael Falls Senior. “We’ve had at least one integrated avionics unit (IAU) fail and we had something down from Singapore the next day. I think that we’re ahead of the game financially.

“The main thing is that it gives us peace of mind and it gives the owners peace of mind that if something goes, it’s covered under what they have already budgeted. We’re going to continue to use it.”

Honeywell Aerospace

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

A60-1633-000-000 | 08/18
© 2018 Honeywell International Inc.

Honeywell