

Honeywell

THE POWER OF **CONNECTED**

ADS-B UPGRADES KEEP CANADIAN OPERATOR FLYING IN THE U.S.

With the January 1, 2020 deadline approaching fast, avionics completion facilities that partner with Honeywell can still perform ADS-B upgrades in about two weeks.

“We didn’t want to delay the ADS-B upgrade. If left undone, it could seriously hinder our business and limit our flying to Canadian airspace.”

—Marc Mainville, Director of Maintenance





Overview

Estimates indicate that up to 25% of eligible aircraft will fail to get their FAA-mandated ADS-B upgrades by the January 1, 2020 deadline, forcing them out of U.S. airspace. One Quebec-based operator, with 85% of its flights going into the U.S., decided to upgrade early before a strain on the supply chain makes it harder to equip their aircraft. Working with its go-to avionics completion facility, Mid-Canada Mod Center (MCMC), the Canadian operator started upgrading its fleet of Learjet 45s in 2017. By coordinating with Honeywell's service department, MCMC has been able to return upgraded aircraft to the operator in about two weeks.

Quick Facts

Honeywell Installed Solution

- ADS-B Out
- Honeywell Avionics Protection Plan (HAPP)

Customer Results

- Seamless upgrades in about two weeks
- No additional crew training
- Uninterrupted flights into U.S. airspace
- Service bulletin updates at no additional charge, thanks to HAPP

Why Honeywell ADS-B

- Provides mandatory compliance with minimal impact to your aircraft
- Fully certified, tested, and reliable, unlike aftermarket bolt-on solutions
- Improved flight safety and efficiency

Customer

- Name: Marc Mainville
- Location: St. Georges, Quebec, Canada
- Industry: Private Luxury Corporate Jet Operator

Background:

For one Canada-based private flight operator with a mixed fleet of aircraft, including two Learjet 45s, getting a head start on its ADS-B upgrades has proven to be a valuable business decision.

“Approximately 85% of our flights go into U.S. airspace,” says Marc Mainville, the operator’s Director of Maintenance. “The last thing we wanted was to be stuck fighting for spots at the maintenance facility at the last minute.”

The operator started thinking about the Federal Aviation Administration’s ADS-B mandate in 2012, and put the upgrades into its operating budget for 2017.

“Getting a head start allows us to schedule the upgrades when our aircraft requirements are low,” Mainville says. “When one plane is in the shop, the others take on the load and we don’t lose any revenue.”

Estimates from maintenance completion centers suggest that up to 25% of eligible aircraft won’t meet the January 1, 2020 deadline. Aircraft that aren’t equipped with ADS-B on that date will not be allowed in U.S. airspace, so it’s important for operators to schedule their upgrades as soon as possible.

Solution:

The Canadian operator went to its go-to maintenance facility, Mid-Canada Mod Center, a boutique shop that specializes in avionics installation, repair, overhaul, and sales from a variety of original equipment manufacturers (OEMs). Bill Arsenault, President of MCMC, leads a crew of 52 people and has been working with Mainville’s company for nearly 20 years.



All of the flight operator’s aircraft were already equipped with Honeywell avionics, so staying with the Honeywell brand was an easy decision. “Without a doubt, Honeywell performs better than any other OEM as far as ADS-B upgrades are concerned,” Arsenault says. “They’re doing an extremely good job at managing the scheduling.”

Even as more customers come to MCMC for their ADS-B upgrades, Honeywell’s responsiveness ensures that aircraft can still be turned around as quickly as possible.

According to Mainville, the upgraded planes have been coming back to him in about two weeks, and that the new avionics integration has been completely seamless. “Anyone who’s had the previous training can get into the airplanes and fly with the new avionics in place,” he says.

Benefits:

ADS-B surveillance technology is designed to make flying safer, more efficient, and more economical, by helping controllers keep track of traffic that would otherwise be unknown to them. With ADS-B equipment from Honeywell, Mainville knows that he’s maximizing these benefits with the best, most reliable avionics available.

“We’ve had no problems with our new ADS-B,” says Mainville, who’s impressed with the reliability of the equipment and the dispatching. “The boxes modified by Honeywell are top-notch.”

If you do what they say and follow the service bulletins, you'll never miss a flight due to a piece of Honeywell equipment."

While the Canadian flight operator relies on MCMC for coaching, troubleshooting, and guidance on all of its new avionics systems—largely due to the fact that the people at MCMC understand Canada's unique weather issues—Mainville says that the company benefits from Honeywell service and support in other, indirect ways.

In fact, the people at MCMC pre-arrange all the ADS-B upgrades with Honeywell to ensure speedy delivery. "We have a great relationship with Honeywell and tech support is always there when we need it," Arsenault says. "It's a collective effort with the main goal of customer satisfaction. Arsenault proudly relates that MCMC's first customer, from all the way back in 1994, is still a satisfied client.

The Canadian operator's decision to purchase a Honeywell Avionics Protection Plan (HAPP) has also proven to be extremely beneficial during the ADS-B upgrade process. Because any necessary service bulletin work was already pre-approved and covered free of charge, Mainville didn't have to endure any scheduling delays or additional billing. "Everything just went in and came back out in two weeks, and that was it," he says.

Beyond the particular circumstances of the ADS-B upgrades, Mainville says that the protection provided by HAPP allows his team to better control variable costs for more predictable, consistent budgeting. "As an operator, you don't want to get nailed by needing a part that costs \$60,000," he says.



Mainville appreciates the fact that he can get parts from Honeywell throughout the U.S. and Canada overnight, without any hassle. And even if a particular part is out of stock, Honeywell can usually track down a solution quickly as part of its aircraft on ground (AOG) program.

Looking back on the entire ADS-B process, Mainville says that he's glad the bulk of the upgrades are behind him. He knows that other operators will be forced to deal with delays and grounded aircraft if they wait too much longer to schedule their ADS-B equipment upgrades. "By doing our ADS-B upgrades early and working with Honeywell and our friends at Mid-Canada Mod Center, we now enjoy the peace of mind that comes from knowing we can fly freely, wherever our clients need to go."

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