

MAINTENANCE PROGRAM PROVIDES RAPID PARTS SUPPLY FOR PC-12 OPERATOR

Honeywell delivers cost-effective maintenance solution for prominent Brazilian manufacturer

Case Study

**MARLON BONILHA,
PRESIDENT AND
DIRECTOR, PRO TORK**

“I definitely recommend the Honeywell Maintenance Service Plan to anyone who has an aircraft. The future of Pro Tork in aviation will certainly be with Honeywell products and avionics services because they generate a high degree of trust.”



Honeywell

OVERVIEW

Pro Tork is Latin America's largest motorcycle parts manufacturer. It came from humble beginnings and is still based in the founding family's small hometown of Siqueira Campos, a six-hour drive from São Paulo. The firm's Pilatus turboprop aircraft is critical for efficient transportation and that's why its avionics are protected by a Honeywell Maintenance Service Plan (MSP).

BACKGROUND

In 1988, Altair Bonilha started a small business, adapting motorbike exhausts and handmaking other parts in Curitiba, Brazil. As sales increased, he moved the business back to his hometown of Siqueira Campos in the southern state of Paraná.

Pro Tork has grown into a huge undertaking with 7,000 employees producing more than 40,000 items from 600,000 square meters of factory space. While it has a presence in 62 countries, its headquarters remain in Siqueira Campos and so to stay connected, it invested in a Pilatus PC-12 NG turboprop aircraft.

"The aircraft is one of the most powerful business tools we have," said Marlon Bonilha, president and director of Pro Tork, and son of the founder.

"Pro Tork has grown substantially in sales and relationships since the acquisition of this aircraft in 2012. We use it on a weekly basis, travelling around the country with clients and visiting potential partners and vendors. It is also used to bring customers to our manufacturing site to demonstrate products in the showroom."

Flying to destinations throughout Brazil, the plane flies an average of 235 hours a year, carrying up to nine passengers. If it were grounded due to technical issues, this could seriously affect the business. The schedule of visits would be curtailed and that would be reflected in lower sales figures.



"It's an irreplaceable time saver so we need to work hard to keep aircraft maintenance up to date in order to avoid issues that can keep it grounded," said Bonilha. "The investment in an aircraft isn't small. You have to divide this cost by the hours you can take advantage of it, so we must do everything we can to make best use of the available hours."

Top of the list is maintenance of crucial instrumentation. The PC-12 NG is fitted with the Honeywell Primus Apex avionics system.

Based on the the Honeywell Primus Epic system, the Primus Apex synthetic vision system, digital charts and maps, coupled with vertical navigation and graphical flight planning, provide exceptional safety and situational awareness. Displayed on four screens, its graphical displays deliver the ultimate flight experience and capabilities for pilots.

"I love Honeywell Primus Apex because it gives me a lot of agility and flexibility when I'm making flight plans for both short and long routes. It also gives me comfort and total security when I'm flying alone," said Pro Tork's pilot, Captain Luciano Gabriel de Lima.

QUICK FACTS

Customer

- Name: Pro Tork
- Location: Siqueira Campos, Brazil
- Industry: Manufacturing

Honeywell Solution

- Honeywell Maintenance Service Plan (MSP) Avionics

Why Pro Tork chose Honeywell

- The company's aircraft is fitted with the Honeywell Primus Apex avionics system
- Honeywell MSP is the most widely recognized maintenance offering in the industry
- It would remove financial uncertainty from future avionics repairs and maintenance
- Delivered by trained specialists using approved Honeywell parts and technologies

Customer Results

- Speedy parts supply and service mean that the Pro Tork aircraft is never grounded for long periods of time
- Saves the company money and helps support increased sales
- Predictable costing avoids financial shocks for unexpected maintenance
- Efficient, predictive maintenance means that the aircraft can always operate efficiently and safely



SOLUTION

To ensure that its aircraft remains in the air and to remove financial shocks from future avionics repairs and maintenance, Pro Tork relies on a Honeywell Maintenance Service Plan (MSP), delivered by Pilatus distributor and Honeywell authorized dealer, Synerjet.

Honeywell MSP is designed to streamline maintenance planning for business aviation. It incorporates the previous Honeywell Avionics Protection Plan (HAPP), Maintenance Service Plan (MSP) and Maintenance Protection Plan (MPP) and is now the most widely recognized maintenance offering in the industry.

Honeywell MSP now offers a broader solution for a wide range of mechanical components. Coverage extends to cockpit environmental systems, cabin pressure control systems and avionics, together with other valuable and critical aircraft components to resolve urgent aircraft on ground (AOG) situations.

Taking advantage of Honeywell's global reach and resources, the MSP comes in two flavors – a standard service and a gold service with extended trouble shooting and parts availability, and 24x7 road crew services.

"The reasons why we decided to register with the MSP Avionics from Honeywell were practicality, agility and cost," said Captain Luciano Gabriel de Lima.



BENEFITS

Honeywell MSP protects Pro Tork's business aviation investment while ensuring trouble-free operation and aircraft availability.

It delivers agility in parts acquisition to ensure that the aircraft is never grounded for long periods and that the business is not adversely affected. One example came when the aircraft was at São Paulo's Campo de Marte airport.

Captain Luciano Gabriel de Lima takes up the story: "While taxiing, a primary flight display went blank. I stopped the aircraft, got in contact with the Honeywell team and, in less than 24 hours, the aircraft was released from the workshop so we could continue our flights.

"If the aircraft had been immobilized on the ground for longer, it could have generated a significant loss, both for us and for third parties.

"The role of Synerjet in the maintenance of our aircraft is very important because it works together with Honeywell to check all the maintenance items and do all the Honeywell updates to the Primus Apex system.

"It checks the autopilot system and pressurization and it's all part of the Honeywell maintenance program. For us, working with Synerjet and Honeywell is a very good experience because they deliver an extensive maintenance program for our aircraft.

"Honeywell MSP Avionics also gives great financial benefits for the business because a grounded aircraft is a loss. Depending on the type of fault, it is usually resolved by Honeywell in less than 24 hours."

Comparing his own experience with those operating similar aircraft, Bonilha says that with the Honeywell MSP, Pro Tork results in much greater aircraft availability, significant cost savings and he believes it is the best maintenance decision for anyone who has an aircraft.

He concludes: "For me, Honeywell MSP Avionics signifies agility, very rapid problem resolution and predictable costs. I am the president of the company. I need the aircraft and if I have Honeywell by my side, I know it will be repaired more quickly, my software will always be updated, and I will also have a predetermined cost.

"Honeywell MSP Avionics really meets Pro Tork's needs and if we change aircraft, we will certainly do it with another maintenance plan. Definitely, the future of Pro Tork in aviation will be in conjunction with Honeywell."

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