

**Honeywell**

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## **HAPP AND MPP SAVE DEER JET \$1 MILLION IN MAINTENANCE COSTS**

Honeywell programs provide rapid maintenance support for Asia's largest business jet operator

**“The HAPP and MPP have provided timely assurance for the safe and secure operation of Deer Jet's business aircraft fleets. In just two years the plans have helped Deer Jet to save nearly one million US dollars in maintenance costs.”**

*Zhou Jinshan, vice president of maintenance, Deer Jet*





### Overview

Operating and managing 90 aircraft, Deer Jet is Asia's largest business jet operator. To better manage its maintenance costs and to ensure the company receives spare parts as a priority, Deer Jet turned to the Honeywell Mechanical Protection Plan (MPP) and the Honeywell Avionics Protection Plan (HAPP).

### Quick Facts

#### Honeywell Solution

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

#### Customer Results

- Helps to avoid unbudgeted maintenance costs
- Almost \$1 million cost savings in two years
- Priority spare parts have kept aircraft flight ready
- Success has encouraged Deer Jet to become an authorized HAPP dealer

#### Why Deer Jet chose Honeywell

- Need to manage maintenance costs
- Priority support when spare parts are needed
- Programs successfully trialed on three Gulfstream G550s
- Global support provided by Honeywell

#### Customer

- Name: Deer Jet
- Location: Beijing, China
- Industry: Private jet charter and aircraft management
- Website: [www.deerjet.com](http://www.deerjet.com)

## Background:

Founded in 1995 as the first business jet operator in China, Deer Jet has developed a comprehensive range of services including private jet charter, aircraft management, medical rescue, aircraft sales, maintenance, FBO/ground handling and helicopter operations.

Deer Jet has bases in Beijing, Hong Kong, Shanghai and Shenzhen and is now the largest business jet operator in Asia, with the company operating and managing a fleet of 90 aircraft. This accounts for about 40% of all business jets in China.

These aircraft, comprising Airbus, Boeing, Bombardier, Dassault, Gulfstream and Hawker jets, fly to 740 airports across more than 170 countries and territories. In December 2017, a Deer Jet business jet operated an Antarctic test flight.

Passengers include local and foreign political dignitaries, showbiz celebrities and executives from the international business world.

“Deer Jet’s customers expect a safe and reliable service and so one of our main challenges is providing the most effective maintenance service in the shortest possible time and at the lowest cost,” said Zhou Jinshan, vice president of maintenance, Deer Jet.

“As Asia’s largest business aircraft operator our flight routes cover all parts of the world, including the Antarctic. Deer Jet has extraordinarily high demand for flight route safety and prompt and reliable maintenance.

“We were looking for solutions to help better manage our maintenance budget and discovered that the Honeywell Avionics Protection Plan (HAPP) and Mechanical Protection Plan (MPP) would be able to meet Deer Jet’s operating needs in a practical manner.”

Twelve aircraft from Deer Jet’s Gulfstream fleet have been enrolled into the HAPP and nine aircraft have been signed into the MPP.

## Solution:

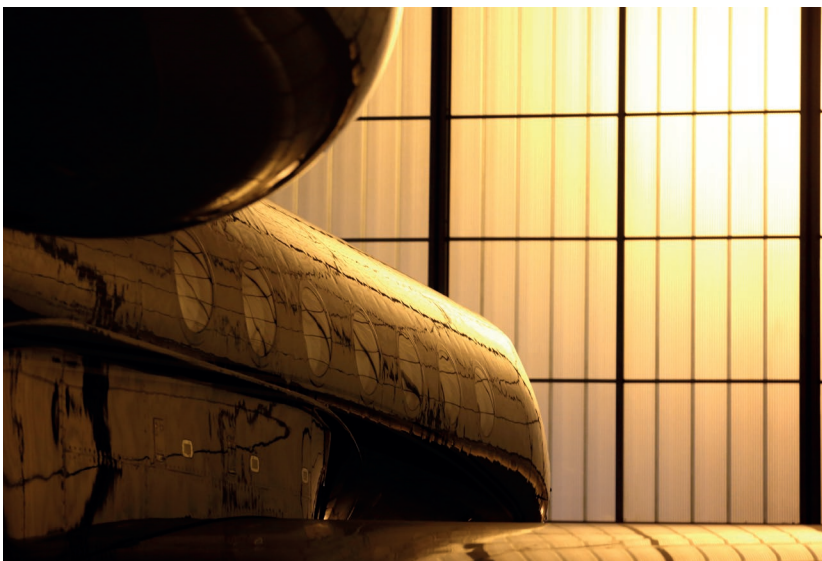
The HAPP and MPP programs help corporate jet operators to ensure that they have predictable and manageable maintenance costs.

MPP covers environmental control systems and cabin pressure control systems (ECS/CPCS) and the service is available 24 hours a day, seven days a week for aircraft on ground (AOG) emergencies. It includes paid air-freight and exchange parts.

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 avionics equipment and systems aboard every type of aircraft fitted with Honeywell equipment, with the added benefit of offering loan parts while the customer’s unit is in for no charge repair.

Each program provides priority access to 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.





## Benefits:

The programs deliver 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.

"The HAPP and MPP have provided timely assurance for the safe and secure operation of Deer Jet's business aircraft fleets," added Jinshan.

"After our successful trial of enrolling our first three Gulfstream G550s into the HAPP, we have extended the HAPP and MPP to more aircraft.

"In just two years the plans have helped Deer Jet to save nearly one million US dollars in maintenance costs through their cost optimization solution combined with our efficient, professional project experience.

"On numerous occasions, HAPP and MPP have provided the highest priority of spare parts, helping us to offer a safe and reliable service to all of our customers."

Deer Jet, which is the largest user of HAPP products in mainland China, has now become an authorized dealer to sell the HAPP to other business jet operators across Asia Pacific.



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