

**CUSTOMER SUCCESS STORY**

# Honeywell and West Star provide luxury facelift for Dassault Falcon 900

**Ovation Select® gets the thumbs up from Hollywood entertainers and politicians**



**Overview**

Jones Airways has demanding standards for its aircraft and these are shared by the many high-profile people who fly in them. When a Falcon 900 was bought from a Russian owner it didn't meet those standards so, in addition to a re-paint and re-rag, the cabin management and satellite communications systems needed an upgrade. Honeywell solutions were the answer

**Background**

Based in Cleveland, Tennessee, Jones Management Services is a diversified group of companies lead by its high-profile chairman and chief executive officer Allan Jones.

One of the group's many companies is Jones Airways, whose fleet is based at Chattanooga and includes a Bombardier Challenger 600, a Beechcraft Baron, an Aviat Husky and its latest acquisition, a Dassault Falcon 900B.

The aircraft are mainly used for non-commercial business and pleasure flights within the group. However, the business jets are also chartered through Priester Aviation by customers that include politicians and well-known entertainers.

**Business Need**

Jones Airways' recently acquired 14-seat Falcon will fly between 300 and 500 hours a year.

It was bought through advisors and acquisition agent Corporate Concepts International but needed work to bring it up to the standard demanded by Jones Airways and its passengers.

The exterior needed a completely new paint job and the interior required all the wood to be refinished – but that was only the start.

"It had an old Audio International cabin management system which just had too many issues," explained Patrick Butler, aviation director with Jones Airways.

"Spare parts were getting very hard to come by, the sound system crackled and the video quality was not what we are accustomed to, so we decided we would just upgrade."

**Solution**

Because of its certification and experience on the Dassault Falcon range, Jones Airways engaged West Star Aviation of East Alton, Illinois to undertake a complete upgrade.

A long-time associate of Honeywell Aerospace, West Star specialises in airframe and engine repair and maintenance, major modifications, avionics, interior refurbishment and paint.

"West Star has a ton of Falcon experience and are a great group of people to work with because they are very creative and talented individuals," said Butler.

"After we chose them, we met with Honeywell and the company demonstrated its Ovation Select cabin management system (CMS). They made us a competitive deal to put the new system on the Falcon."

Work was carried out at West Star's premises in East Alton, Illinois where the old CMS was removed and replaced with the latest equipment on the market.

Based on reliable state-of-the-art digital technology and nearly 40 years of cabin suite expertise, Honeywell's Ovation Select delivers the ultimate in entertainment and in-flight productivity.

**QUICK FACTS**

**Honeywell solution**

Ovation Select®  
Aspire 200 HG SATCOM System

**Customer results**

- Improves the passenger experience and extends the useful life of the aircraft
- Introduces the latest entertainment systems with scope for emerging technologies
- Streamlines the in-flight information system, including new 3D displays
- Implements new satellite communication, bringing dramatic increase in data rates

**Why Jones Airways LLC chose Honeywell**

- Trust in Honeywell's partner West Star who carried out the upgrade
- Preferred the functionality of Honeywell's Ovation Select CMS to competing systems
- Wanted the international communication capabilities of Honeywell Aspire 200 SATCOM System

**Customer**

- Name: Jones Airways LLC
- Location: Cleveland, Tennessee
- Industry: Diversified business group
- Website: [www.jonesmanagement.com](http://www.jonesmanagement.com)



"The Honeywell Ovation Select sound system is phenomenal. The transformation of this Falcon was a Cinderella story. The plane is nothing short of elegant."

**Patrick Butler, aviation director, Jones Airways**

Enabling passengers to continue working while in the air, it allows them to receive and respond to emails, access the Internet, host video conferences and make telephone calls.

Files can be transferred direct from office systems and it seamlessly integrates with the latest consumer electronic devices.

By using the Honeywell cabin control application, passengers can use their iPad or iPod to control their environment, including lighting, seats, temperature, galley and window shades.

For entertainment, Blu-ray films, gaming and music are all delivered with high definition 1080p video and clear surround sound audio throughout the entire cabin. Both wired and wireless Ethernet connectivity options are available.

The JetMap high-definition moving map display provides worldwide 15-metre satellite imagery overlaid on a 3D terrain map so passengers can always see where they're going and where they are. The Falcon is also fitted with nine monitors – three 19 inch, two 24 inch and four ten inch.

For better connectivity, Jones Airways also had the Honeywell Aspire 200 SATCOM in-flight communications system fitted to its Falcon.

The top-of-the-range Aspire 200 HG bundle with high-gain AMT-700 antenna gives the aircraft one channel of SwiftBroadband service enabling simultaneous cabin phone, Internet access, VPN and messaging. Streaming Data Service speeds are up to 128 kbps and XStream up to 432 kbps.

## Benefits

Installing Honeywell's Ovation Select and Aspire systems have brought the Falcon up to the high standards that Jones Airways requires and the aircraft's cabin management has been commended by high-profile passengers from the entertainment and political worlds.

With the latest in entertainment and communication technology, Ovation Select has greatly improved the passenger experience and extended the useful life and value of this plane.

On the entertainment front, HDMI interfaces and docking stations allow passengers to use current gaming consoles and tablets and will also accommodate new solutions coming on the market.

The versatile Ethernet network enables new sources or displays to be added when changing the core systems so the plane is truly fitted for the future.

Also, improvements to the satellite communication system have significantly increased data rates, improving Internet access and productivity so that passengers can make the most of their travel time.

"The sound system is phenomenal," reported Butler. "You can turn it up very loud and it still remains very clear. Even at altitude you don't need headsets, whether it's a drama with dialogue or an action movie.

"You can also control everything in the cabin including lights and temperature with your Apple iPad. The clients who have flown on it really like it."

Improvements to the in-flight information system have seen the old 2D display replaced with a 3D animated system containing more information on points of interest, maps and relative locations.

The aircraft model has also been modified so when passengers look at the display they can now see their own plane in its own livery.

"The new moving maps are also a lot better than Airshow because they give you a lot more graphics and options," commented Butler.

Since Jones Management Services has recently opened new companies in Birmingham, UK, the Falcon will be used for more international travel which will be supported by the Aspire system.

"We do a lot of travel in the US but these recent business developments will mean more trips to London," said Butler. "With the previous system we were limited to the US but Aspire will give us efficient international satellite communication.

"Now that we've upgraded it from top to bottom, it's a good airplane, very nice and elegant. In addition to the new Honeywell systems we've put in a SKANDIA sound proofing package so it's very, very quiet, even at altitude.

"The transformation of this Falcon was a Cinderella story. The plane is nothing short of elegant."

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