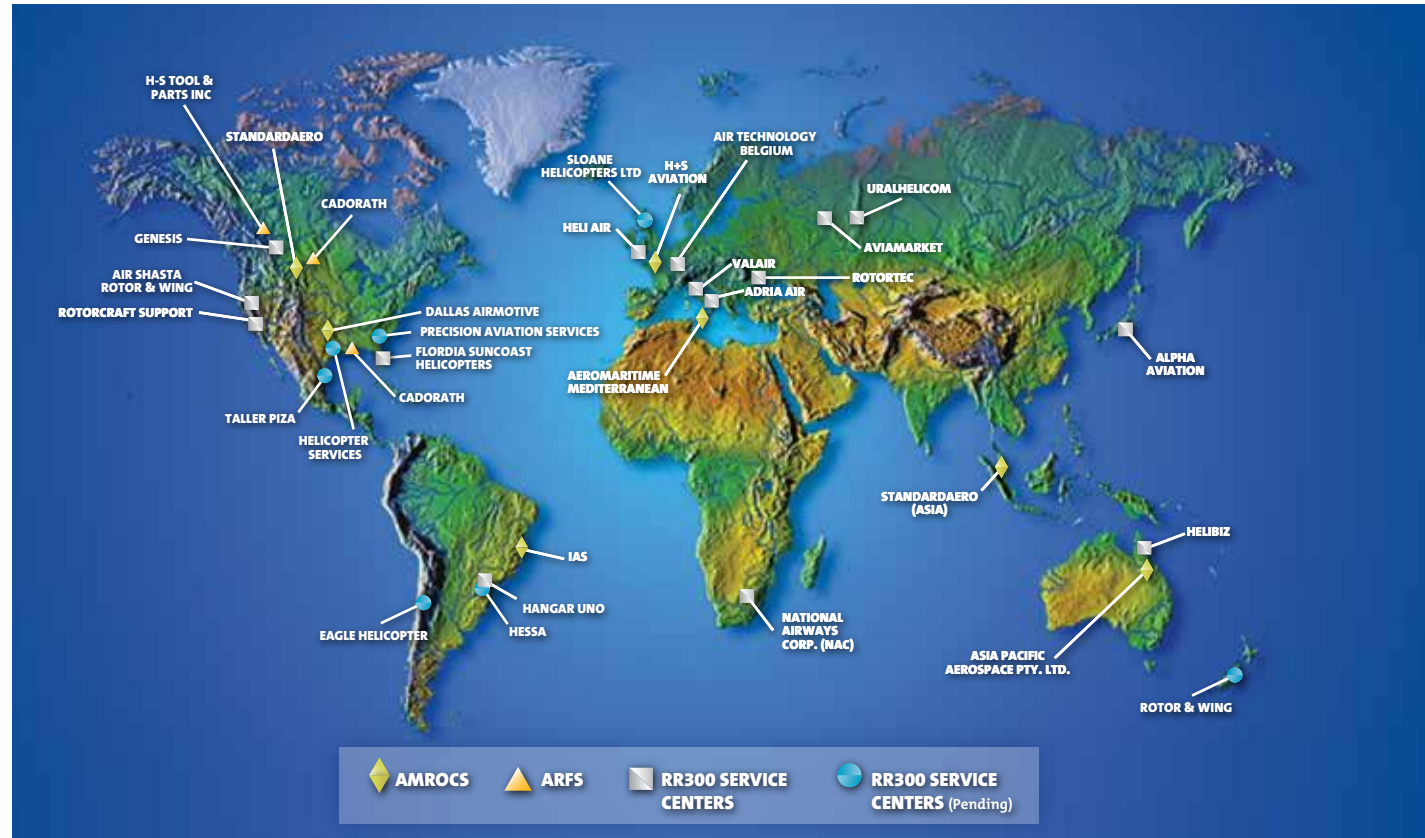


# RR300 service support network



Fully integrated global Rolls-Royce support

Trusted to deliver excellence



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## RR300 TotalCare

Comprehensive maintenance solution for the RR300



Lightweight turbine power for a new era of aircraft

## RR300 TotalCare

TotalCare® is a simple, comprehensive cost per flight hour program, designed to deliver a competitive maintenance solution for the RR300 operator.

Rolls-Royce has delivered comprehensive service packages to its helicopter customers for more than 15 years. In that time we have accumulated more than 1 million flying hours of experience, and managed nearly 1,000 maintenance events. Customers benefit from our TotalCare program by transferring responsibility for coordinating engine maintenance events and managing repair estimates to Rolls-Royce. We handle all critical and maintenance activities with a dedicated team focused only on the TotalCare program. Operators can direct attention to aircraft operation, rather than engine maintenance management.

Customers will benefit from direct interface with Rolls-Royce for technical assistance, maintenance forecasting and priority service during times of need. Engines enrolled in the TotalCare program typically have an increased residual value as a result of maintenance performed exclusively under the umbrella of the OEM's maintenance program.

The TotalCare program is transferable upon the sale of an aircraft, offering an additional long-term incentive to the enrolled customer.

## Benefits

**Focus on core business** This all-encompassing program allows customers to focus on their core business while leaving engine maintenance to Rolls-Royce. This simplifies your maintenance support infrastructure and creates a one-stop-shop for engine maintenance.

**Improved accuracy of financial planning** With payment based on predictable flight hour usage, customers are in complete control of their maintenance costs. This allows for more accurate budgeting, better managed cash flow, and predictable expense.

**Risk transfer** Responsibility for unscheduled maintenance events is transferred to Rolls-Royce financial fluctuations caused by unexpected engine repair.

**Alignment of goals** The TotalCare Program aligns the operating goals of Rolls-Royce with yours to keep aircraft operational and engines on-wing with minimal downtime.

**Improved market value** Engines maintained under the TotalCare Program traditionally retain a higher market value as a result of the comprehensive care received while enrolled in the program.

**Worldwide locations** The TotalCare Program leverages our worldwide authorized RR300 maintenance facilities providing customers with easy access to service.

Services Covered	TotalCare Plan	
	Scheduled Services	Comprehensive Services
Scheduled maintenance at an approved RR300 maintenance facility	X	X
Life Limited Parts	X	X
RR300 Maintenance facility labor	X	X
Shipping to/from maintenance facility	X	X
Engine Accessories	X	X
Engine Maintenance Training Class Tuition	X	X
Technical Manual Revision Service	X	X
24 hour access to technical services	X	X
Option to transfer TotalCare cover to new owner	X	X
Upgradable to Comprehensive Services	X	N/A
Unscheduled maintenance at an approved RR 300 maintenance facility	N/A	X
Mandatory service bulletins	N/A	X
Additional Technical Manuals	O	O
Additional Training Class Tuitions	O	O



## What our customers are saying

“Communication and support is always first and foremost from everyone at Rolls-Royce.”

“Action is always in a timely manner and definitely meets expectations and satisfaction.”

“The cost/value of the program is a very important part of [our business], as it allows [us] to anticipate cost based on projected usage.”

“Rolls-Royce does an excellent job of meeting and exceeding expectations and requirements to keep our Aircraft operational with the Program.”