

 Crafted in Switzerland



PC-24
THE CRYSTAL CLASS

THE SUPER VERSATILE JET CRYSTALCARE™ PROGRAMME



 **PILATUS** 

CRYSTALCARE™ PROGRAMME

KEEPING YOUR PC-24 PERFORMING LIKE NEW

An aircraft with no equal deserves to be supported by service without equal.

Introducing a new level of service and support even beyond first class: "Crystal Class". By listening to the needs of our customers, we've put together the most comprehensive service and support programme in the industry. We've heard you loud and clear: Crystal clear!

CrystalCare™ takes legendary Pilatus service to an even higher level. Designed to complement our comprehensive standard aircraft warranty, CrystalCare™ offers additional peace of mind by completely eliminating the uncertainty of maintenance cost variations.

A programme of this magnitude is exactly what you would expect from Pilatus, the only aircraft manufacturer whose customer service has been rated number 1 by owners and operators for 18 consecutive years in annual surveys conducted by Professional Pilot magazine.

CrystalCare™ provides:

- The business aviation industry's most comprehensive coverage for scheduled and unscheduled maintenance
- Complete predictability for all aircraft maintenance costs
- Increased re-sale value
- Supported by the most experienced, top-rated, global network of Authorised Pilatus Service Centres
- Options to tailor the programme to individual needs

Once enrolled, Authorised Pilatus Service Centres around the world will invoice Pilatus directly for all maintenance actions covered by the CrystalCare™ programme.

CrystalCare™ members can simply fly away without worry!

SERVICE EXPLAINED

THE ULTIMATE COVERAGE

Item	Year 1	Year 2	Year 3	Year 4	Year 5
Exterior paint (2 years or max. 2,000 FH)			not covered		
Interior (2 years or max. 2,000 FH)					
Mandatory Service Bulletins					
Williams Engines (5 years or max. 2,000 FH)					
Honeywell Avionics and Mechanical (3 years) - MSP (2 years) ¹					
Cabin systems (2 years or max. 2,000 FH)					
Factory options (2 years or max. 2,000 FH)					
Troubleshooting labour					
Unscheduled labour					
Unscheduled spare parts					
Unscheduled overhauls/repairs					
Maintenance tracking by CAMP					
Aircraft performance and mass & balance calculator					
Williams Engines TAP Blue ²					
Aircraft on Ground (AOG) recovery service					
Freight costs					
Consumables (o-rings, bulbs, oils & greases, etc.)					
Expendables (parts with no repair procedures)					
Recommended Service Bulletins					
Scheduled labour					
Scheduled spare parts					
Scheduled overhauls/repairs					
Normal wear items (tires, brakes, batteries, etc.)					

FH = flight hours

Deselectable by module:

¹ Honeywell Maintenance Service Plan (MSP) - Avionics and Mechanical Components

² Williams International Total Assurance Program - TAP Blue

INCREASE RESALE VALUE

PRICING

Pricing is customised to each operator's specific needs.

Unlike other industry support programmes, CrystalCare™ by Pilatus includes additional elements:

- MyPilatus customer web portal ✓
- 24/7/365 technical support ✓
- Recommended Service Bulletins ✓
- Maintenance tracking (by CAMP) ✓
- Aircraft performance and mass & balance calculator ✓

For pricing customised to your operation, please contact your local Authorised Pilatus Service Centre representative.

FREQUENTLY ASKED QUESTIONS

WHY CRYSTALCARE™?

Why should someone enrol in CrystalCare™ while their aircraft is still under system or airframe warranty?

The standard aircraft warranty covers only defects in design, material, workmanship, and manufacturing process, while CrystalCare™ complements the airframe warranty by covering parts and labour for scheduled and unscheduled maintenance, troubleshooting labour, normal wear items such as tyres, brakes and batteries, shipping and freight as well as mobile recovery service.

Enrolling while your aircraft is still covered by the standard airframe warranty period ensures a seamless and predictable transition of maintenance costs before major service events are incurred.

Who can enrol in CrystalCare™?

CrystalCare™ is available to customers of new or pre-owned Pilatus PC-24 aircraft flying a minimum of 150 flight hours per year.

Does CrystalCare™ bill with a single invoice from Pilatus?

Yes! The main CrystalCare™ contract contains matching addendums from CAMP, Honeywell and/or Williams International if selected accordingly.



What if I fly more hours than originally projected?

On the anniversary date of the contract, Pilatus will compare the actual flight hours and cycles flown against what was projected for the same period and apply a reconciliation invoice or credit as necessary. Based on past experience, the fixed monthly and the flight hour rates for the following year will be adjusted accordingly.

Do I still need to buy insurance for the aircraft when enrolled in CrystalCare™?

Yes, CrystalCare™ does not cover loss or damage to the aircraft related to misuse, accident, theft, ingestion or foreign object or any other defect or cause outside of Pilatus' or a Pilatus affiliate's control.

Why isn't CrystalCare™ pricing lower in the early years when most of the aircraft is still under warranty?

The hourly CrystalCare™ cost is calculated as a flat rate over the entire ownership period enabling a stable and predictable operating budget from year to year.

Will CrystalCare™ be transferred if the aircraft is sold?

Yes, CrystalCare™ is transferred to the subsequent owner, provided that all contractual obligations have been fulfilled by the original aircraft owner and the subsequent owner agrees to accept the contract.



Can CrystalCare™ be terminated prior to the end of the contract duration?

CrystalCare™ may be terminated at any time with 90 days advance written notice and payment of early termination charges. Customers wishing to cancel must also have accomplished their entire contractual obligations up to date.

Where can customers take the aircraft for service and maintenance while enrolled in CrystalCare™?

All scheduled and unscheduled maintenance must be performed within the Authorised Pilatus Service Centre network.

What is the mobile recovery service?

Should the aircraft encounter an Aircraft on Ground (AOG) situation away from the Authorised Pilatus Service Centre network, a team of technicians will be deployed, at Pilatus' sole discretion, along with parts to restore the aircraft to operational status or allow a ferry flight to the nearest Authorised Pilatus Service Centre. If you are a CrystalCare™ subscriber, all costs, including technicians travel and accommodation expenses, will be covered.

Why do I have to pay for Honeywell's Maintenance Service Plan (MSP) in the first three years when still covered under warranty?

The cost for year four and five get reduced by an additional 12 % and are spread evenly over the initial five years coverage to have a stable and predictable operating budget from year to year.

What coverage does the MSP for Avionics and Mechanical Components from Honeywell provide?

MSP provides extended warranty coverage for the PC-24's ACE™ avionics as well as the system warranty for the cabin pressurisation equipment.

What coverage does the TAP Blue Program from Williams International provide?*

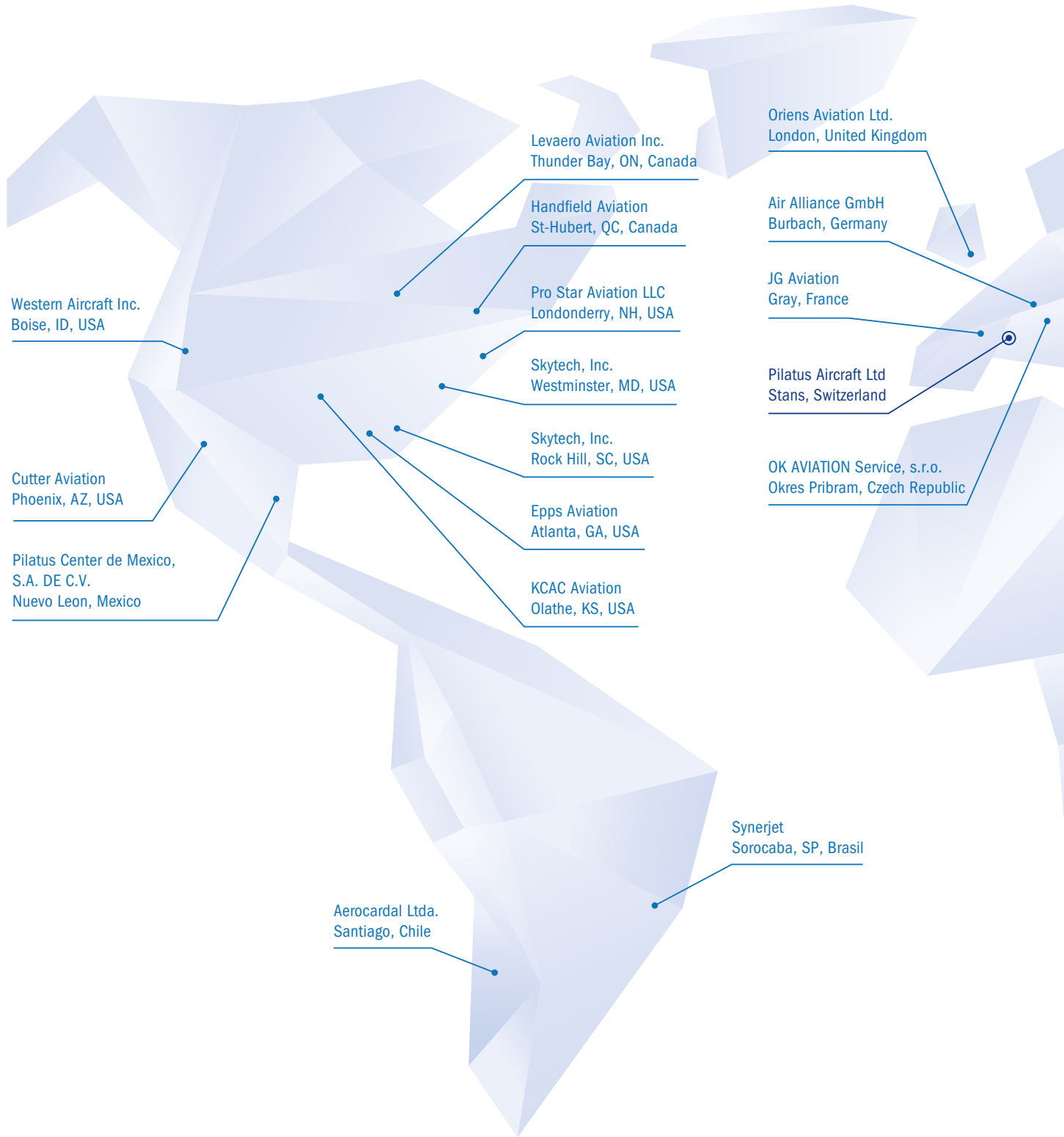
The Total Assurance Program (TAP) was developed to help you simplify ownership, eliminate risk, save money, and preserve the value of your engines. Next to the coverage for Routine Periodic Inspections (RPI), Major Periodic Inspections (MPI), and unscheduled maintenance, TAP Blue also provides coverage for all recommended, mandatory, and optional Service Bulletins. It even covers Foreign Object Damage (FOD) and corrosion.

* Please refer to partners brochures



AUTHORISED PILATUS PC-24 SERVICE CENTRES

WHERE EXPERT CARE IS ASSURED





AUTHORISED CENTRE

A stylized world map composed of various shades of blue and white geometric shapes, primarily triangles and polygons, creating a low-poly effect. The map is centered on the Atlantic Ocean, with the Americas on the left and Europe and Africa on the right.

J.B. Investments Ltd.
Konstancin-Jeziorna, Poland

AMAC Aerospace Turkey
Istanbul, Turkey

Pilatus Centre Southern Africa Pty Ltd
Germiston, South Africa

Pilatus Australia Pty Ltd
Adelaide, Australia

ENROL NOW

IF YOU LOVE YOUR PC-24, TREAT IT RIGHT

PLEASE CONTACT US FOR
MORE INFORMATION.

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PILATUS

AUTHORISED CENTRE



Founded in 1939, Pilatus Aircraft Ltd is the only Swiss company to develop, produce and sell aircraft to customers around the world: from the legendary Pilatus Porter PC-6 to the best-selling single-engine turboprop in its class, the PC-12, and the PC-21, the training system of the future. The latest aircraft is the PC-24 – the world's first ever business jet for use on short unprepared runways. Domiciled in Stans, the company is certified to ISO 14001 in recognition of its efforts for the environment. The Pilatus Group includes two independent subsidiaries in Broomfield (Colorado, USA) and Adelaide (Australia). With over 2,000 employees at its headquarters, Pilatus is one of the largest employers in Central Switzerland. Pilatus provides training for about 130 apprentices in 13 different professions – job training for young people has always been a very high priority at Pilatus.

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