

GLOBAL CUSTOMER SOLUTIONS

Complete support, training, accessories and services for commercial Bell helicopters.



GLOBAL CUSTOMER SOLUTIONS

KEEPING YOU IN THE SKY AND ON YOUR MISSIONS.

Wherever you fly, we are here for you with 24/7/365 support. Whether you need training, maintenance or repair, protection or upgrades, we are here to help with our network of global facilities and partners.



Pilot and
Maintainer Training



Protect and
Upgrade Your Fleet



Industry Leading
24/7/365 Support



Access to Global
Service Facilities

Learn more at
bell.co/solutions



PILOT AND MAINTAINER TRAINING

Our expert instructors offer industry-leading helicopter training using OEM data, providing you with both technical knowledge and real-life experiences. We're always working to develop innovative programs that will raise your pilot and technical skills.

Bell Training Academy Fort Worth, Texas

PILOT TRAINING

- Initial and recurrent training for current and select legacy models
- Simulator and in-aircraft training
- Extensive focus on emergency procedures and malfunctions
- Full touch-down auto rotations (single engine)
- Sixteen aircraft, six flight training devices, and two full flight simulators

MAINTENANCE TRAINING

- Dedicated maintenance aircraft for hands-on training
- 28,000+ square foot maintenance hangar
- Thirteen maintenance trainers
- Field maintenance
- Electrical maintenance
- Avionics
- Component overhaul

PILOT SPECIALTY TRAINING

- Flight only
- Simulator lease (wet/dry)
- Air Transport Pilot (ATP)
- Inadvertent Instrument Meteorological Condition (IIMC)
- Night Vision Goggle (NVG)
- Law enforcement refresher training

For more information
bell.co/training



Did you know we can bring training to you?
Off-site training is available at customer locations around the world.

Bell Training Academy Valencia, Spain

BELL 429 TRAINING

- Bell 429 initial type rating and recurrent training
- Bell 429 Airline Transport Pilot (ATP) Course
- Inadvertent Instrument Meteorological Condition (IIMC) Course
- Dry & Wet Leasing
- Bell 429 Technical Training - *coming soon in 2025*

Bell Training Academy Singapore

MAINTENANCE TRAINING

- Maintenance training: Bell 407, 412, 505, 429, 206
- 165,000 square foot facility
- Hangars, warehouse, overhaul and maintenance shops



INDUSTRY LEADING 24/7/365 SUPPORT

Bell is dedicated to supporting our customers wherever and whenever you need it. In addition to our service facilities across the globe, we have experienced and knowledgeable Customer Service Engineers (CSE) to provide local technical support and Product Support Engineering (PSE) to provide advanced, in-depth technical assistance from the Bell office. The Bell technical support team provides global Bell aircraft owners and operators with trusted and timely technical service that promotes safe aircraft maintenance and operation.

Customer Service Engineers

Your regional technical support and liaison to other Bell departments for in-production and legacy aircraft.

CAPABILITIES

- Direct link to Bell engineering
- Post-delivery aircraft support
- Spares fulfillment assistance
- Liaison between customer and key suppliers
- Aircraft maintenance consultation
- Troubleshooting
- On-job training assistance
- On-site support

Product Support Engineers

Around-the-clock OEM support with extensive product knowledge for in-production and legacy aircraft.

CAPABILITIES

- In-depth troubleshooting
- Technical Publications Support
- Service Directives
- Structural repairs
- Customizing and configuration support
- Continuous improvement
- Design input on new models
- Aircraft evaluation

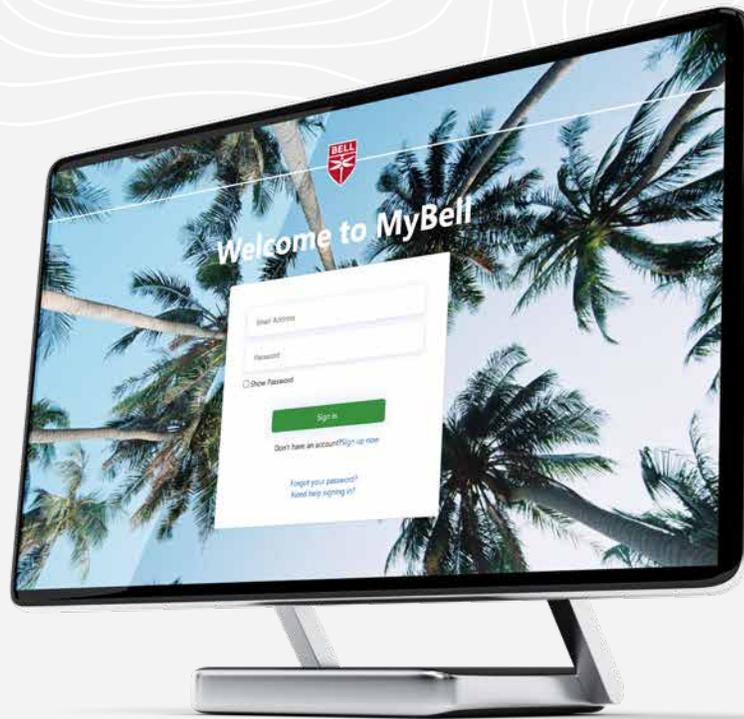
45+ CSEs regionally located throughout the world

30+ PSEs located throughout our three global offices (U.S.A., Canada and Singapore)

Aftermarket Sales Managers

Your dedicated point of contact for all aftermarket support needs. They are your resource to all you could need post-sale including MRO and Supply Centers, Aeronautical Accessories, CRO, Sustainment Plans, Training, Blades and Panels, and more.

Find your local Bell support team contacts at bell.co/support



MyBELL

A user-friendly customer portal to view technical publications, order parts, file warranty claims, submit requests for customer support, and much more.

Who's Using MyBell?

- 14,000+ users worldwide
- Bell owners, operators, and maintainers
- Customer service facilities
- Part 145 maintenance centers
- Government agencies
(Technical Publications)

What Can I Do In MyBell?

- Access your technical publications
- Buy spare parts
- File a claim or start a part return
- Training registration
- Contact Bell for support
- Access the SABA training system
- Find external resources
- Submit cases to product support

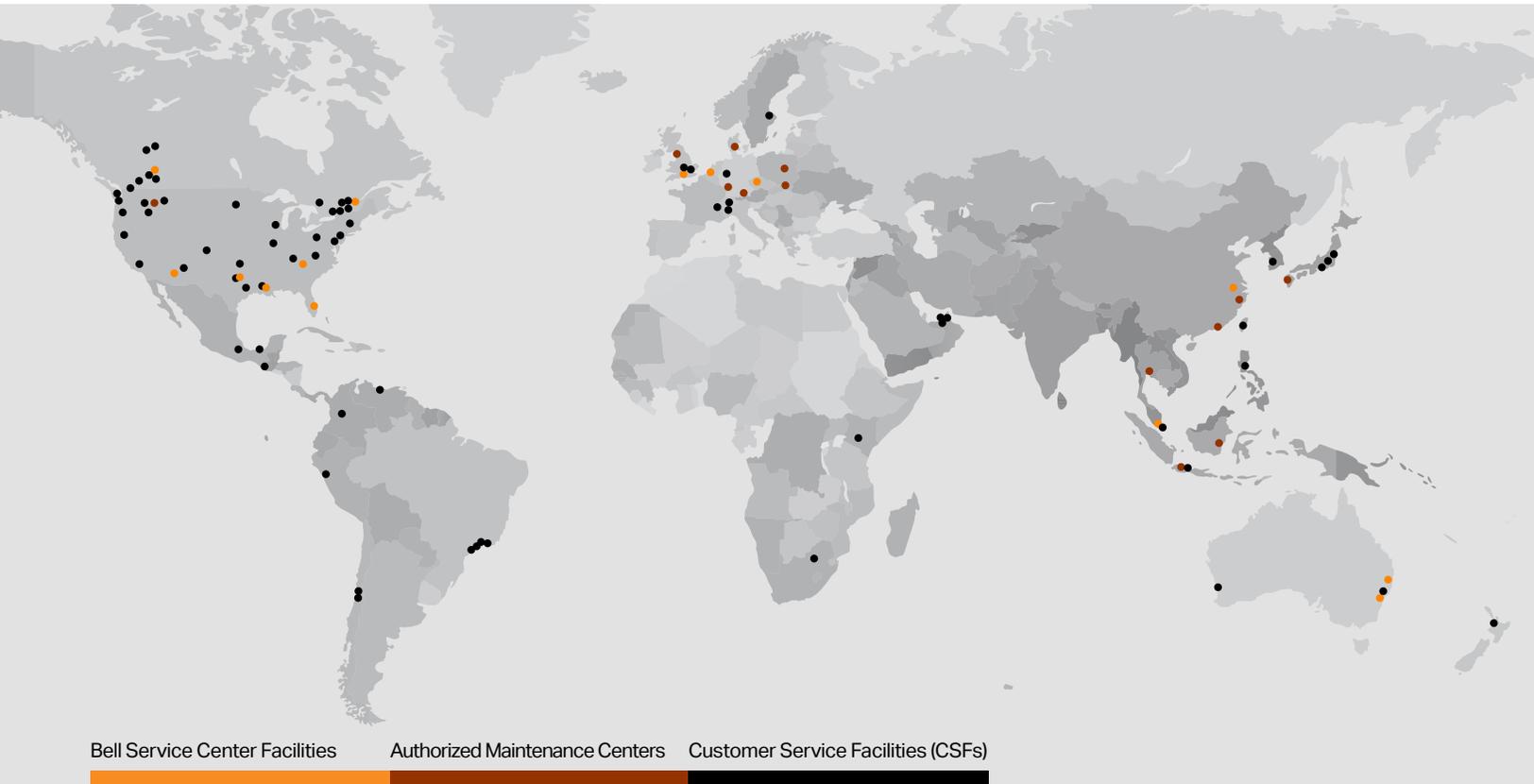
To read more, please visit
bell.co/mybell

ACCESS TO GLOBAL SERVICE FACILITIES

No matter where you land, you'll have access to highly-qualified teams that are committed to keeping your Bell aircraft flying.

Global Footprint of Service Facilities

To further enhance the accessibility of in-region global support, Bell has developed an industry-leading network of service facilities around the world. In addition to Bell-owned service centers, customers can choose from our network of Authorized Maintenance Centers (AMCs) and Customer Service Facilities (CSFs). These elite Part 145 maintainers have been strategically selected in each region and undergo training and extensive audits by Bell.



Bell Service Centers

With locations worldwide, the Bell Service Center network offers direct OEM support to the global customer base. While individual capabilities vary by location, the suite of available service offerings includes:

- Aircraft customizing
- Aircraft refurbishment
- STC & kit installation
- Bell warranty work
- Upgrade and mod installation
- Paint services
- MRO
- CRO
- CAMO

CAPABILITY AND LOCATIONS

● In-house capabilities ▲ Outside services

	Piney Flats, TN	Miami, FL	Singapore	Prague	China	Mirabel, Canada	Broussard, LA	RBI Hawker (UAE)	RBI Hawker (Australia)	RBL (United Kingdom)	Australia
COMPONENT REPAIR AND OVERHAUL CAPABILITIES											
Expanded repair	●	●	▲	●	▲	▲					▲
Transmission	●	●	●	●	▲	▲					●
Hubs	●	●	●	●	▲	▲					●
Avionics	●	▲	▲	▲	●	▲					▲
Rotor blades	▲	▲	▲	▲	▲	▲	●	●	●	●	▲
Composite panels	▲	▲	▲	▲	▲	●	●				▲
ADDITIONAL CAPABILITIES											
Aircraft customizing	●	▲	●	●	●	●					●
Retrofits, modifications and upgrades	●	●	●	●	●	●					●
Approved installer of Aeronautical Accessories parts and accessories	●	●	●	●	●	●					●
Aircraft paint services	●	▲	●	●		●					●
Field maintenance and repair (remote)	●	●	●	●	●	●	●	●		●	●
Bell warranty work	●	●	●	●	●	●	●	●	●	●	●
Engine support and rental program	▲	▲	▲		▲						▲

For more information on each facility visit bell.co/MRO

PROTECT AND UPGRADE YOUR FLEET

Providing the best solutions for your aircraft and mission needs is what we do. Whether customizing your aircraft with our Aeronautical Accessories Brand or safeguarding your direct maintenance costs with our Customer Advantage Plans, our goal is to help you reach yours.

Five advantages to joining CAP

Protect your investment with confidence. Our Customer Advantage Plans (CAP) keep maintenance costs predictable and your aircraft at the ready with access to our exclusive rotatable pool of inventory, saving you from downtime. Whether you need routine care or have an unplanned maintenance event, CAP is designed to give you peace of mind every day.



AIRCRAFT READINESS

No waiting in line for the right part. Receive exclusive access to our OEM-backed rotatable inventory.



DEDICATED SUPPORT

Receive 1-on-1 support 24/7 from your personal account manager and our global support network.



SIMPLIFIED OPERATIONS

Take back control. Reduce inventory, optimize staffing and minimize AOG costs.



COST PREDICTABILITY

We handle surprises, so you don't have to.



PROTECTED AIRCRAFT VALUE

Maximize aircraft resale with OEM-approved parts.

Learn more about our different plan options at bell.co/CAP



A Bell Brand

About Aeronautical Accessories

Aeronautical Accessories is your source for certified products for complex upgrades as well as mission-enabling accessories and traditional replacement parts.

OVERVIEW

- Parts and accessories manufactured for global distribution
- 150,000 square feet of manufacturing and warehousing space

TECHNICAL CERTIFICATIONS

- Over 1,200 unique STCs and over 4,000 replacement parts
- ISO 9001 with AS9100 Revision D Certification

ALSO SUPPORTING MIXED-FLEET OPERATIONS

- Parts and accessories are offered for multiple OEM aircraft including Bell, Airbus, Leonardo, MD and Sikorsky

PRODUCT OFFERINGS

- Windows
- Interiors and trim
- Landing gear
- Safety and mission
- Doors and seating
- Lighting and vision
- Fuel and filters
- Floats and equipment
- Ground handling



