

A person in a white suit is walking on an airport tarmac, carrying a black briefcase. The background shows a clear blue sky, a small airplane in the distance, and a control tower on the left. The overall scene is bright and professional.

DELIVERING PEACE OF MIND, ESP[®]ECIALLY

P&WC ESP[®] PROGRAM



Pratt & Whitney Canada

A United Technologies Company

BE **ESP**[®]ECIALLY SURE

Few things feel better than knowing you're safe from risk and uncertainty. There's little that's more comforting than knowing your engine's health is in the hands of the people who know it best and are best known for dependability. That's what peace of mind is all about. Finding it for you and your P&WC engines is as easy as enrolling in Pratt & Whitney Canada's ESP[®] Program (Eagle Service™ Plan).

BE **ESP**[®]ECIALLY COMFORTABLE

The ESP[®] Program is a pay-per-hour engine service plan that provides a long-term engine maintenance cost guarantee. Simply pay an hourly fee based on the number of hours flown each month, and you're covered. This allows you to budget maintenance costs accurately and protect your cash flow from unexpected demands. At the same time, you'll be paving the way for increased aircraft resale value that comes with having your engines on a pay-per-hour service plan especially one provided directly from the manufacturer.

"The ESP[®] Program provides the operator with mature engine maintenance costs right out of the box. Not only are your maintenance costs secured, you are also backed by the Original Equipment Manufacturer's Parts Distribution and Service Centre Network."

Laura Babbitt

Product Manager

ESP[®] Program – Global Sales

BE **ESP**[®]ECIALLY WELL COVERED

The terms of your ESP[®] Program coverage are clearly spelled out. If five or ten years into your coverage we discover that engine maintenance costs are more than anticipated, it's our problem, not yours; we absorb the difference. With Pratt & Whitney Canada's Eagle Service™ Plan, you're covered.

"Our goal is to provide you with a 'no surprises' environment. The ESP[®] Program card introduces you to the worldwide P&WC Customer Service Network as a valued customer deserving of special attention. You will be backed by the finest engine service program in the industry."

Wayne Petitpas

Product Manager

ESP[®] Program –

Contract Management



ESP[®] ESPECIALLY QUALIFIED

Engines enrolled in the ESP[®] Program are maintained by the people who designed them, manufactured them and know them best. With them comes the promise of the most comprehensive service network in the industry, with 30 owned or designated repair and overhaul facilities strategically located around the globe. Also at your service are eight parts distribution centres, eight parts distribution centers, 800 rental/exchange engines, 100 Field Support Representatives as well as mobile repair teams always ready to rush to your location.

“Providing you with peace of mind is one of the cornerstones of our ESP[®] Program. Not only do our plans reduce the risk of unscheduled high cost surprises, in addition you can be assured that your engines are in the hands of the people who know them best.”

Jacqueline Khougaz
Director, Commercial Services

TAILORED ESP[®] ESPECIALLY TO MEET YOUR NEEDS

The ESP[®] Program is offered in four different levels*. Review the chart and select the coverage that best meets your individual needs.

Coverage	Silver Lite	Silver	Gold Lite	Gold
Overhaul/refurbishment, scheduled	✓	✓	✓	✓
Engine repair, basic unscheduled (BUER)**	✓	✓	✓	✓
Hot Section Inspection, scheduled or required	✓	✓	✓	✓
Service bulletins, required	✓	✓	✓	✓
Engine shop labour	✓	✓	✓	✓
Troubleshooting labour	✓	✓	✓	✓
Engine parts (excluding life limited parts)	✓	✓	✓	✓
Engine accessories, P&WC supplied	✓	✓	✓	✓
Rental/lease engine coverage (overhaul/BUER)	✓	✓	✓	✓
Engine condition trend monitoring analysis	✓	✓	✓	✓
Life limited parts		✓		✓
Line removal/installation/access labour			✓	✓
Freight for engine, engine parts, accessories			✓	✓
Mobile Repair Team for unscheduled AOG			✓	✓

* Some exclusions apply such as scheduled routine maintenance (labour, o-rings, gaskets, oil, filters, etc.) and environmental factors. For further details, consult with your P&WC representative.

** Basic unscheduled engine removal.



Q&A

WHAT IS THE ESP® PROGRAM?

The ESP® Program consists of a number of optional engine maintenance budget plans for the operator of selected P&WC engine models, where P&WC becomes responsible for expenses.

WHAT ARE THE BENEFITS OF JOINING THE ESP® PROGRAM?

For the operator, we think there are many. First, engine maintenance expenses are more predictable as they become stabilized to the level of aircraft utilization. Given the level of utilization, budgeting and forecasting for the engine maintenance portion of your flight operations becomes much easier.

This plan virtually eliminates the possibility of high cost surprises for both major scheduled and unscheduled events. A smooth, steady payment schedule ensures that the budget remains on target.

Since the plan is transferable upon resale, to subsequent owners or operators, it becomes a portable asset to enhance your aircraft resale value and improves the potential for buyer consideration.

Future purchasers will be assured that engine maintenance has been performed in accordance with P&WC's requirements, and that the plan is backed and supported by the engine's manufacturer. An administrative fee to process this transfer will be required.

IF I ENROLL MY ENGINES WHEN THEY ARE NEW, ARE THERE ANY ADVANTAGES?

Yes. For operators who enroll engines prior to 100 hours Total Time Since New (TTSN), the first 25 hours TTSN, or the total hours on the engines on the date of aircraft retail sale, whichever is greater, is waived. In addition, for operators who enroll their new P&WC engines before 200 hours TTSN, an early enrollment New Engine Discount rate may be available for a specified period of time.

WHY SHOULD I ENROLL BEFORE MY NORMAL WARRANTY EXPIRES, ISN'T THIS PROGRAM JUST AN EXTENDED WARRANTY?

No. The ESP® Program is much more than an extended warranty. Warranties typically cover defects in material and workmanship as expressly provided by each specific warranty, and do not include items such as normal wear and tear or Service Bulletin upgrades. With this plan, the major portion of your fee is really an investment toward the future scheduled restoration of your engine, which includes any required replacement or refurbishment of parts due to normal wear and tear and required Service Bulletin upgrades. During the normal warranty period, monthly payments made under the ESP® Program are contributing towards major maintenance events, such as hot section inspections and overhaul, which the engine will require at some point in the future.

CAN I TERMINATE MY PLAN?

Yes. Upon written request, the ESP® Program Agreement may be terminated at any time by the operator, provided the operator has fulfilled all of its obligations under the agreement up to such date. In certain circumstances, a credit or reimbursement provision may be applicable.

ARE THERE ANY PROVISIONS FOR REIMBURSEMENT?

A credit or cash reimbursement provision is available to the aircraft's first enrolled operator, upon notification of termination, provided the engine has not been inducted for its first overhaul. The first enrolled operator is eligible for a non-reimbursable credit of 85% of the net positive account balance, for future expenditures at a P&WC facility, or for ESP® Program payments on another aircraft. Alternatively, the first enrolled operator may opt for a cash rebate of 60% of the net positive account balance. As part of the reconciliation process, P&WC may deduct warranty events from customer reserve calculations for certain engine models. Other reimbursement provisions are available for all enrolled operators who suffer a loss of the engines due to accident or theft.

ARE THERE MINIMUM CHARGES REQUIRED?

No. The ESP® Program has eliminated the annual utilization requirement.

WHAT IS MY MONTHLY PAYMENT?

At the end of each month, a monthly report is required from the operator to report the actual number of engine operating hours and cycles for that month. The amount due for the monthly payment is calculated in the monthly report by multiplying the actual monthly operating hours by the applicable hourly rate.

HOW DO I MAKE MY PAYMENT TO P&WC?

Several options are available for making payments for engine usage. The operator can either mail a cheque payable to P&WC, or wire transfer instructions can be provided. We can also set up payments utilizing a credit card.

WHAT ABOUT ENGINE TREND ANALYSIS?

Engine condition trend monitoring is required for engines covered under the ESP® Program. The processing and analysis of your engine condition trend data is included at no charge for operators enrolled in the ESP® Program.

ESP® PROGRAM TESTIMONIALS

John Springthorpe
President SouthData

PRIVATE PILOT FINDS PEACE OF MIND FLYING WITH ESP® PROGRAM

Owner-pilot John Springthorpe runs a firm which specializes in providing outsourced business services. He relies on the engine of his DAHER-SOCATA TBM850 being in tip-top shape at all times. "For me, the ESP® Program makes sense," says Mr. Springthorpe. "I get the security of knowing in advance, the cost of major engine maintenance and the peace of mind that comes with having a P&WC team to back me up wherever I go in the world."

Walt Malinowski
Private Pilot

ESP® PROGRAM FORGES RELATIONSHIP WITH 'PEOPLE I CAN TRUST'

"The ESP® Program allows me to have a close, continuing relationship with the people who created the power behind my airplane," says Walt Malinowski who holds a single-pilot certification for the Embraer Phenom 100 he's owned since 2009. "I depend upon P&WC engines and trust them with my life and the lives of my loved ones." Mr. Malinowski says. "I know that if there is a need for help, P&WC will be there through their ESP® Program."

John Quinn

DOM at Chantilly Air

PAVING THE ROAD TO SAFETY WITH ESP® PROGRAM GOLD

“As a DOM, my priority is safety and keeping the engines flying reliably,” says Mr Quinn, “And we rely on the ESP® Program to help us achieve just that.” Chantilly Air is the largest, most established aircraft operator in the Washington, D.C. Metro area, and its PW305A powered LearJet 60 is enrolled in the Gold level plan of the ESP® Program, which includes coverage for a Mobile Repair Team (MRT) response for unscheduled Aircraft On Ground (AOG) situations. “With the ESP® Program, we know that if we have a problem, Pratt & Whitney Canada can provide us with MRT on site support quickly to get us back into business.” says Mr Quinn.

Ryan Donahue

*Vice-President, Aircraft Maintenance,
Corporate Flight Management*

DRIVING DISPATCH AVAILABILITY WITH P&WC'S ESP® PROGRAM

“A couple of years ago we had a problem with an engine on one of our Phenom 100 aircraft,” Mr. Donahue says. “We contacted Pratt & Whitney Canada and they quickly shipped a replacement engine that helped keep our downtime to a minimum. It was very professionally handled and things turned very well for us, we were very happy.”

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ESP[®] ECIALLY EXPERIENCED

Aircraft engines are our business. And we've been in business since 1928. Today more than 50,000 Pratt & Whitney Canada engines are in service powering over 29,000 aircraft for 12,000 operators in over 200 countries and territories. Our ESP[®] Program is one of many valued services we offer our customers. We are an aviation leader providing you with service that never rests... day and night.

No one can predict the long-term maintenance costs of your aircraft better than we can. No one has our depth of experience, insight or technical expertise. No one can deliver peace of mind like we can.

"We believe our customers deserve special attention, our ESP[®] program was designed to provide them with peace of mind by knowing that they are backed by an industry-leading service plan. ESP[®] offers them added value by optimizing their maintenance costs and engine performance. Also, the program is flexible and able to adapt to their specific needs both commercially and operationally. Customers will be so delighted with the comprehensiveness of our plan offering and associated service levels that they will want their next aircraft to be P&WC powered and covered on ESP[®]. It's a win-win situation!"

Michel Toutant

Vice President, Operations & Customer Service

**FOR FURTHER INFORMATION,
OR TO ENROLL, PLEASE CONTACT:**

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**DEPENDABLE
SUPPORT**



**BE ESP[®] ECIALLY
SURE WITH THE
ESP[®] PROGRAM**

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