

 Crafted in Switzerland

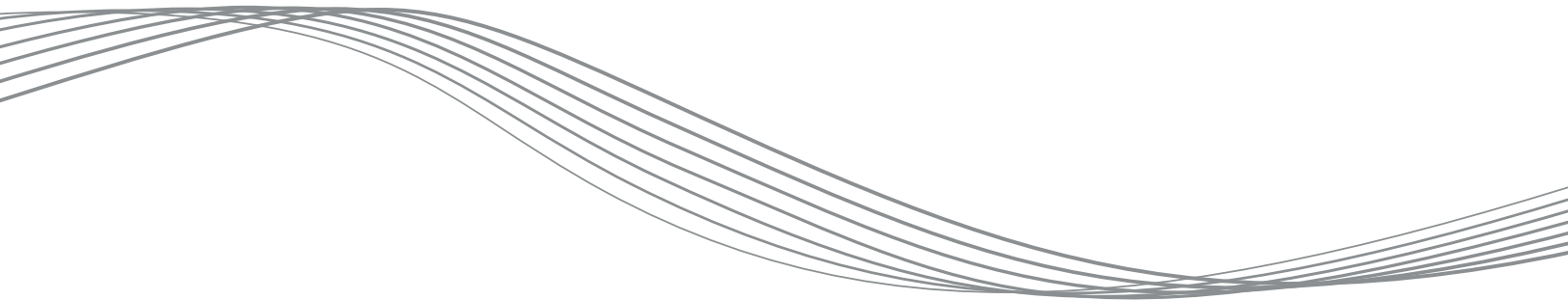
PC-12 NGX

# THE WORLD'S GREATEST SINGLE CRYSTALCARE PROGRAMME

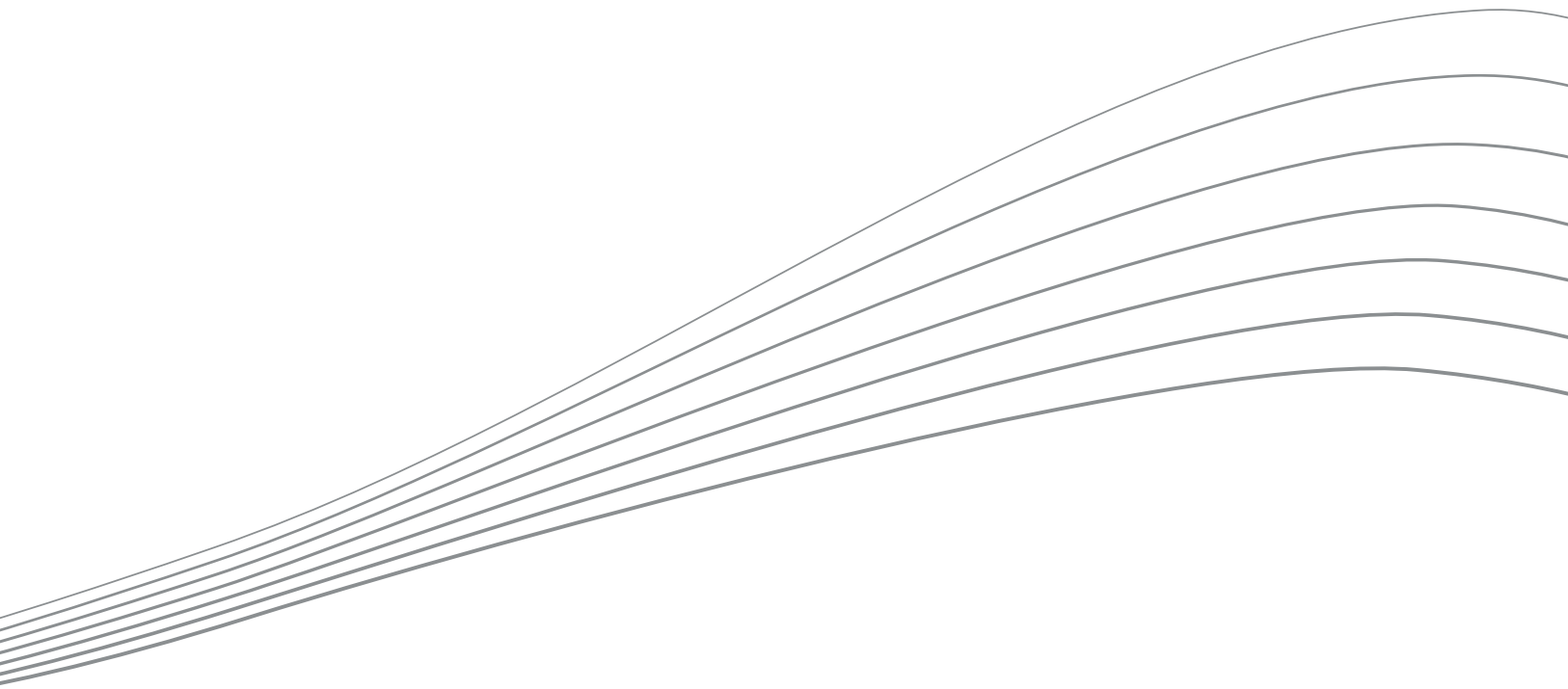


 **PILATUS** 

THE MOST COMPREHENSIVE SERVICE  
AND SUPPORT PROGRAMME



**PC-12 NGX**





Sardinia, Italy | 39°38'1"N | 8°15'51"E

## ABOUT CRYSTALCARE

# PROVIDING PEACE OF MIND AND VALUE RETENTION

The world's greatest single deserves to be supported by equal service.

By listening to the needs of our customers, leasing companies and aircraft financiers, the most comprehensive service and support programme in the industry was originally introduced for the PC-24.

We are pleased to now offer the same popular CrystalCare Programme for the new PC-12 NGX. Additionally, based on PC-12 customer feedback, the programme has no minimum flight hour requirement.

CrystalCare provides:

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

CrystalCare takes legendary Pilatus service to an even higher level. Designed to complement the comprehensive standard aircraft warranty, CrystalCare offers additional peace-of-mind by completely eliminating the uncertainty of maintenance cost variations and even includes Mobile Recovery Service when away from home.

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 19 consecutive years in annual surveys conducted by Professional Pilot magazine.

Once enrolled, Authorised Pilatus Service Centres around the world invoice Pilatus directly for all maintenance actions covered by the CrystalCare programme so operators can simply fly away without worry or delays.

SERVICE EXPLAINED

# THE ULTIMATE COVERAGE

Item	Year 1	Year 2	Year 3	Year 4	Year 5
Paint (2 years or max. 2,000 flight hours)			not covered		
Interior (2 years or max. 2,000 flight hours)					
Mandatory Service Bulletins					
Propeller (6 years or max. 4,000 flight hours)					
Engine (5 years or max. 2,500 flight hours)					
Honeywell Avionics and Mechanical (3 years) - Maintenance Service Plan (2 years)*					
Cabin systems (2 years or max. 2,000 flight hours)					
Factory options (2 years or max. 2,000 flight hours)					
Troubleshooting labour					
Unscheduled labour					
Unscheduled spare parts					
Unscheduled overhauls and repairs					
Maintenance tracking by CAMP					
Propeller coverage for scheduled labour, parts and overhaul					
Pratt & Whitney Canada PT6E-67XP ESP Platinum*					
Aircraft on Ground (AOG) recovery service					
Freight costs					
Consumables (o-rings, bulbs, oils and greases, etc.)					
Expendables (parts with no repair procedures)					
Recommended Service Bulletins					
Scheduled labour					
Scheduled spare parts					
Scheduled overhauls and repairs					
Normal wear items (tyres, brakes, batteries, etc.)					

Warranty  
Coverage

Full CrystalCare  
Coverage ✓

\* Deselectable by module



## FREQUENTLY ASKED QUESTIONS

# WHY CRYSTALCARE?

### **Should I enrol in CrystalCare while my PC-12 is still under system or airframe warranty?**

Yes. The standard warranty covers 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 PC-12 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 PC-12 NGX with no minimum annual flight hour requirement.

### **Does CrystalCare bill with a single invoice from Pilatus?**

Yes. The main CrystalCare contract – if selected accordingly – contains matching addendums from CAMP, Honeywell and/or Pratt & Whitney Canada and are consolidated in one monthly invoice from Pilatus.

### **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 may be adjusted accordingly.

### **Do I still need to buy insurance for the PC-12 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 PC-12 is still under warranty?**

The hourly CrystalCare cost is calculated as a flat rate over the initial five years coverage enabling a stable and predictable operating budget from year to year.

### **Will CrystalCare be transferred if the PC-12 is sold?**

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

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

Yes. 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 their PC-12 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 PC-12 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.



**What does the Honeywell Maintenance Service Plan\* for avionics and mechanical components provide?**

It provides extended warranty coverage for the PC-12 NGX's avionics as well as the system warranty for the cabin pressurisation equipment.

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

The cost for years four and five is reduced by an additional twelve percent and is spread evenly over the initial five years coverage for a stable and predictable operating budget from year to year.

**What coverage does the Pratt & Whitney Canada Eagle Service Plan – ESP Platinum\* provide?**

It was developed to simplify ownership, eliminate risk, save money, and preserve the value of your engines. Next to the coverage for routine periodic inspections, major periodic inspections, unscheduled maintenance and loaner engine services for continued operations, it also provides coverage for Service Bulletins (Categories 1-6). It even covers foreign object damage and corrosion.

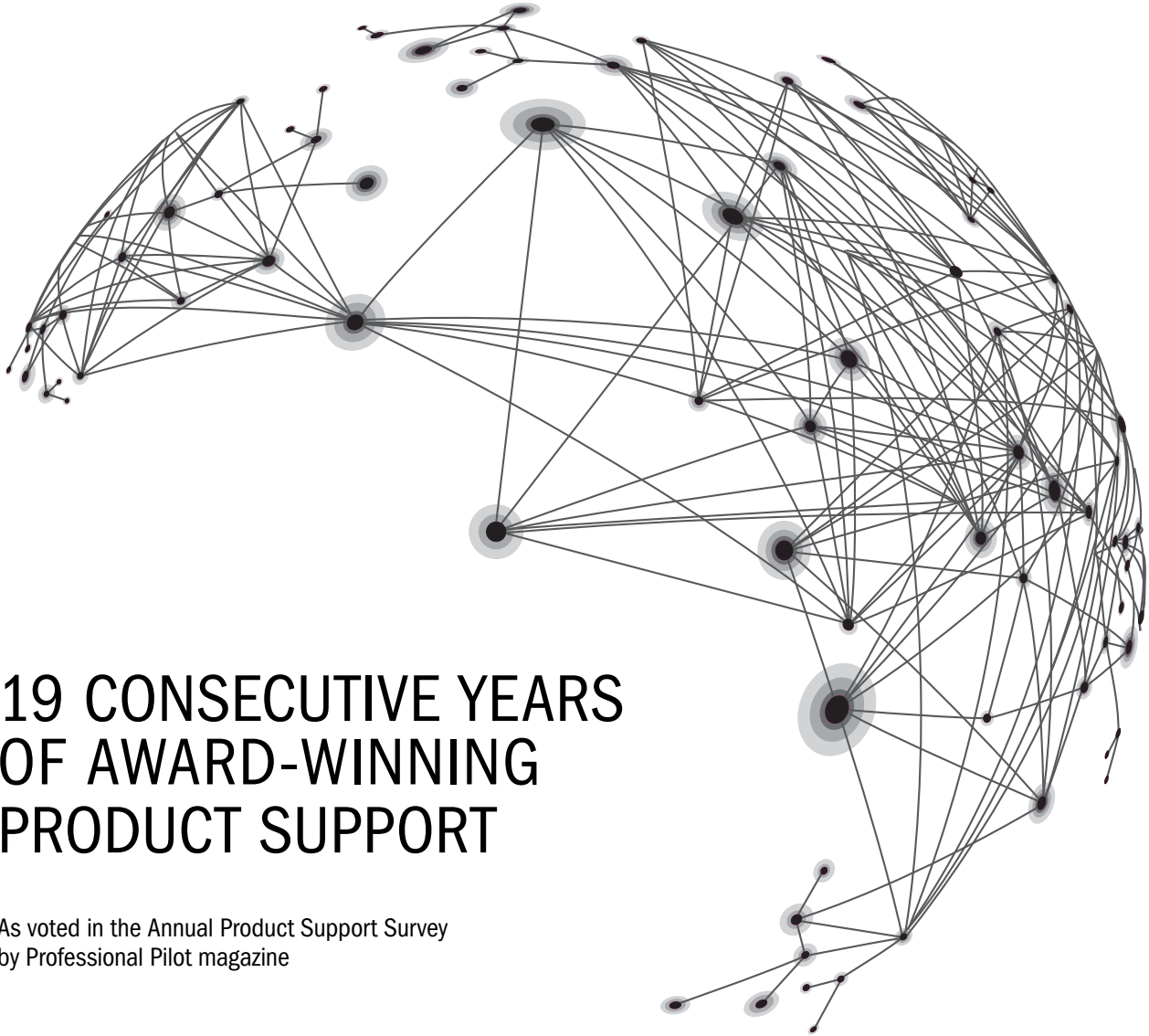
*\* Please refer to partner's brochures*



Mobile Recovery Service

AUTHORISED PILATUS PC-12 SERVICE CENTRES

# WHERE EXPERT CARE IS ASSURED



## 19 CONSECUTIVE YEARS OF AWARD-WINNING PRODUCT SUPPORT

As voted in the Annual Product Support Survey  
by Professional Pilot magazine

### **Any time, Any place**

Your best resource for servicing your aircraft is your nearest Authorised Pilatus Service Centre. Whether it is knowledge of service bulletin history, maintenance requirements, publications, spare parts or warranty administration, your Authorised Service Centre is the expert when it comes to understanding your Pilatus aircraft. A complete listing can be found on the Pilatus website.

[www.pilatus-aircraft.com/authorised-centres](http://www.pilatus-aircraft.com/authorised-centres)



ENROL NOW

# SIMPLY FLY AWAY WITHOUT WORRY OR DELAYS

PLEASE CONTACT US FOR  
MORE INFORMATION.

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The Pilatus logo consists of the word "PILATUS" in a bold, sans-serif font, with three horizontal lines on either side of the text, resembling wings or a stylized 'E'.

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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