

CASE STUDY

Icelandic Coast Guard: Full-Service AS332L1s PBH Support



Photo: Baldur Sveinsson

The Icelandic Coast Guard (ICG) is a governmental search-and-rescue (SAR) and surveillance service. Based in Reykjavík, they operate three Eurocopter Super Puma AS332L1s alongside fixed-wing patrol aircraft and a fleet of offshore and coastal vessels. In 2010 the ICG signed a 5-year Power by the Hour (PBH) support contract for its helicopter fleet with Heli-One. The PBH model not only allows the ICG to manage budgets effectively; it maximizes aircraft availability – letting the ICG get on with the job of saving lives.



“The PBH agreement with Heli-One has made a big difference for the ICG. With a limited fleet of rescue helicopters and a large and demanding rescue area for which we have responsibility, it is highly important for us to get as much as possible out of each helicopter and limit downtime. It was a big step for us to sign for the PBH agreement for our helicopter fleet and a step in the right direction.”

Höskuldur Ólafsson, Director Maintenance, Icelandic Coast Guard

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Customer benefits

- Comprehensive budget management
- Maximum fleet availability
- Rapid response service for unscheduled maintenance
- Analysis and consultation on support model required for demanding operational envelope
- Access to technical support and advice
- Comprehensive customer service and ongoing communication

Heli-One 
Knowledge at your service

Description of works

What we provided for the customer

SAR activities are at the core of the Icelandic Coast Guard's work, and they also provide surveillance and law enforcement capability. Heli-One first worked with the Icelandic Coast Guard in the early 1990s providing modifications and major inspections. Since 2010 Heli-One is now a full-service provider supplying PBH support for the ICG's fleet of three AS332L1s, totally logging approximately 1,000 flight hours per year.

Heli-One's customers in the commercial sector have always used PBH support packages to sustain maximum aircraft availability. Increasingly, non-profit organizations are adopting the commercial-sector's fleet management model as a way to minimize risk and control budgets. Heli-One bases its PBH modeling on analysis of the customer's operational envelope and level of support required. Every PBH support contract is tailored to the customer's exact requirements – offering value for money combined with an excellent level of service.

ICG provides Heli-One with a rolling forecast of components required for due maintenance four months ahead of the event. Heli-One orders necessary parts and components for delivery two weeks before scheduled maintenance. PBH also covers all unscheduled events like snags and failures, and offers dispatch of any required component within 24 hours from Heli-One's comprehensive pool of spares, to rectify an AOG situation. The ICG has access to Heli-One's 24/7 AOG hotline service. Heli-One's facilities in Stavanger are available for block maintenance and major inspections, and technicians can be dispatched to Reykjavik as required.

Heli-One believes that maintaining a close relationship with the customer adds value to its service delivery.

Analysis and consultation on the PBH requirement is enhanced through Heli-One's in-depth knowledge of the customer's aircraft and operations. In addition, Heli-One's experience as an operator in harsh and offshore environments means the ICG benefits from operational technical advice.

The ICG's motto is "Við erum til taks" which translates as "Always prepared". Heli-One's job as PBH provider is to ensure each ICG Super Puma is "always prepared" to react to emergency calls and save lives at sea or over land.



Breakdown of technical delivery

The ICG's PBH support package includes:

- Tip to tail maintenance including engines, major components, avionics and non-major components
- Logistics support (purchasing, planning stores)
- Scheduled deliveries two weeks in advance of planned events
- AOG deliveries within 24 hours
- 24/7 AOG support

In addition to ICG's covered elements, the following could be added to the services upon request:

- Technical records services
- Leasing of parts for consignment stock
- Supply of line maintenance consumables
- Inclusion of freight to and from the customer's location
- Line maintenance services

In addition to the ongoing requirements of the PBH contract, items to be covered on a case by case basis for each helicopter, forecasted yearly, and implemented to a fixed price include:

- Incorporation of OEM Service Bulletins
- Service Letter Compliance
- Incorporation of Engineering Orders
- Major inspections

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