

# AFTERMARKET CUSTOMER SUPPORT



**DE HAVILLAND CANADA'S** Global Aftermarket Customer Support Team stands at the ready 365/24/7. Whenever you need us, regardless of time of day or time zone, our team is available through local representatives worldwide and at our headquarters based in Canada.

United under one company for the first time in decades, De Havilland Canada provides exceptional support for the entire fleet of over 3,000 aircraft currently in service, with nearly 100 years of excellence in innovation, production, and customer service.

## **Our comprehensive support offerings include:**

- In-service engineering and technical and operational guidance with OEM expertise
- Repair disposition including permanent repairs, ferry flight repairs and damage assessment
- 24/7 parts support
- Comprehensive cost-by-hour program through the De Havilland Component Solutions (Dash 8) and Maintenance Plus (Twin Otter and Aerial Firefighter) programs
- Technical publications
- Entry-into-service (EIS) support
- Warranty coverage
- Training facility and multiple training locations
- Recommended Spare Parts Lists providing custom-made solutions
- Customized retrofit modification solutions
- Factory-endorsed Component and Service Centres
- Mobile Repair Team (MRT)

## **Fleet supported:**

- Aerial Firefighters (CL-215, CL-215T, CL-415, and CL-415EAF)
- Dash 8 (Dash 8-100/200/300/400)
- Dash 1 through 7 aircraft (DHC-1 Chipmunk, DHC-2 Beaver, DHC-3 Otter, DHC-4 Caribou, DHC-5 Buffalo, DHC-6 Twin Otter, and DHC-7 Dash 7)
- SC7 Skyvan, SD330, SD360, and Sherpa aircraft

## **Additional specialized support for regional Dash 8 customers includes:**

- Worldwide local support representatives
- Global parts distribution network
- Customized reliability and maintenance cost analysis and online training
- Optimized maintenance program and tailored planning recommendations
- Online parts pricing, availability, and ordering
- In-Service Supplier Management assistance
- Start-up team services
- Authorized service facilities
- Comprehensive catalog of available retrofit solutions



**DE HAVILLAND AIRCRAFT  
OF CANADA LIMITED**



## Contact Us

### 24/7/365 Technical Support - All Platforms

thd@dehavilland.com

+1-647-277-5820

TOLL-FREE NORTH AMERICA:

1-855-310-1013

\*All previous Viking Technical Support contact information is still active and monitored\*

### Spares Support

**DHC-1 Chipmunk, DHC-2 Beaver, DHC-3 Otter, DHC-4 Caribou, DHC-5 Buffalo, DHC-6 Twin Otter, DHC-7 Dash 7, and Shorts Aircraft (SC7 Skyvan, SD330, SD360, and Sherpa)**

val.sales@dehavilland.com | val.aog@dehavilland.com

+1.587.430.0572

TOLL-FREE NORTH AMERICA:

1.800.663.8444

AOG:

+1.403.815.9248

### Dash 8 (100/200/300/400)

www.dehavillandportal.com | parts@dehavilland.com

+1.647.277.5820

TOLL-FREE NORTH AMERICA:

1.855.310.1013

### Aerial Firefighters

**CL-215, CL-215T, CL-415, and CL-415EAF**

val.cl.csrteam@dehavilland.com | val.cl.aog@dehavilland.com

+1.587.430.0572

TOLL-FREE NORTH AMERICA:

1.800.663.8444

AOG:

+1.403.888.4223

### Sales

sales@dehavilland.com

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