

FALCON SERVICE ADVISORY

FSA900-00-20-04-R2

Operating to New Areas: Recommendations

Apr 21, 10

Origin: Field

Status: Open

Classification: Maint & Ops

? REASON



The purpose of this FSA article is to provide **guidance for preparing and operating your aircraft in new, less traveled or remote areas.**

These recommendations will **help you to manage unexpected situations in the best conditions, with a maximum of precautions taken.**

They are not pre-requisites to operate in these areas.

This FSA article is based on your feedback and on the experience(s) encountered by our Dassault Customer Service Managers (CSM) and Falcon Technical Representatives (FTR).

Please help us improve this article with your experiences by contacting your CSM / FTR!!!

i INFORMATION

RECOMMENDATIONS APPLICABLE ANYWHERE

Always have all documents onboard, especially:

- ✚ Flight documentation (AFM, MMEL, Operating Manual, Performance Manual),
- ✚ Ground Servicing Manual,
- ✚ Licenses for all employees onboard (crew / technician),
- ✚ Latest aircraft release documents, including the Maintenance Statement on next due maintenance.
- ✚ Aircraft Type Certificate of Airworthiness, certificate of Registration, noise certificate,
- ✚ Insurance documents / special insurance coverage documents,
- ✚ Passports, visas for all passengers and crew members.



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Have a few copies of all major certificates as some airports may want to keep a copy and it may be difficult to find a copy machine.

A second copy of the Ground Servicing Manual may be useful, if the FBO is not familiar with Falcon procedures and needs a copy.

Have your Dassault Falcon Customer Services & Operator Directory onboard, to have the list of contacts at Dassault and contacts for local Falcon operators and Authorized Service Centers.

An electronic version of this Guide can be downloaded from Dassault Falcon Portal, under *Service & Care / Printable Guides*.

Have a USB stick, in case you need to download / upload files.

Always carry your current Navigation databases (floppy or USB key).

Always have a medical **first-aid kit** onboard, **with medication appropriate to the countries to be visited**. A **defibrillator** is also recommended onboard the aircraft, at all times.

Have cash available (US\$ or Euros), including smaller notes, but try to pay by credit transfer instead of cash whenever it is possible. A local agent may be very useful to organize these transfers.

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PREPARING A MISSION TO A REMOTE AREA

LET US KNOW BEFORE YOU GO !

Inform your Dassault CSM about your trip, so that we are best prepared to provide you the support you may need at your destination and at each leg of your trip:

- o Crew contact: name, mobile phone number,
- o Departure / arrival date for each leg, with the airport names, cities and countries.

This information will remain strictly internal to Dassault Falcon.

You can also send us this information by filling out the "Let Us Know Before You Go" electronic form on Dassault Falcon portal, under *Feedback Center*, or by sending us an email to: letusknowbeforeyogo@falconjet.com

DASSAULT FALCON A Message from Falcon Field Service:
Let us know before you go!
Your safety, security, and satisfaction are our #1 priority!
When you are traveling far from your home base of operations or just in unfamiliar territory, participating in Falcon's "Let us know before you go!" program will ensure that Falcon Customer Service provides you with any mission-critical support you may need while on your journey.
A few things you should know about Falcon Customer Service and our policies for the "Let us know before you go!" program:
• We don't share your information with ANYONE besides Dassault Falcon personnel.
• We don't need specific details or passengers, we work on a "need to know" basis.
• Giving Dassault Falcon a "heads up" about your trip plans will help us provide assistance should the need arise.
• Falcon Customer Service personnel are strategically positioned around the world, so there's ALWAYS someone available should you need assistance – or even just some friendly advice.
Here's what we need from you to "Let us know before you go":
Aircraft Model:
Registration Number:
Aircraft Serial Number:
Dates of Departures and Arrivals for each leg of your journey (exact times are not necessary); along with the COMPLETE airport names, cities, and countries.
Crew Contact Name:
Mobile Phone:
Submit your information via fax to: (1) 201.541.4700 or (3) 1.47.11.8549
Or, submit your information to us in an e-mail: letusknowbeforeyogo@falconjet.com
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LOGISTICS AND ASSISTANCE ON-SITE

Always use a local handler to arrange your flight permit and logistics. A local supervisor, who knows airport personnel and controllers, can be very helpful for many tasks such as: getting an overflight / landing permit, ensuring proper and efficient handling, importing spare parts, handling logistics and when possible providing priority access for customs for passengers and crew. He/she may significantly ease your stay overseas!

Several **providers** can organize these arrangements: Universal, Jeppesen, Signature, ...

You can obtain the identity of **local contacts** in the **AC-U-KWIK** manual or online at <http://www.acukwik.com> or in **Jane's** "Airports and Handling Agents" manuals / online at <http://www.janes.com>.

Also remember to **ask the local Dassault CSM/FTR** or **other Falcon family members** for recommendations!

When choosing a local handler for flight permits and logistics, ask if they have the ability to import aviation parts into the country where you plan to be flying. In the event a spare part is needed, when you order the part, your Dassault Falcon Account Representative will ask for the name and address of the Importing Agent. This Importing Agent must be able to manage local customs paperwork, and any duties or fees you may be required to pay. Also, know in advance what type of currency can be used to pay these expenses.



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Be sure to reconfirm all information with the provider/contact a few days before commencement of the mission.

CREW PREPARATION

Ensure vaccinations are up to date for everyone onboard and keep the certificates of vaccination you have received. Some additional medication may be required. If your aircraft is part of the MedAire or AirAccess system, their website is a valuable source of health and travel information. Many administrations and foundations also provide guidance on their websites. For instance, you can refer to the US Department of Health website / Center for Disease Control and Prevention <http://www.cdc.gov/travel> and select your Destination country. This website contains **valuable advice on the recommended vaccines and medications and on the precautions to follow on-site (water, food, etc).** **Permethrin spray** may be required for **insect elimination** after takeoff (also see section of this FSA entitled "During your mission").

Crews should be familiar with the procedures included in the **Ground Servicing Manual**, as there may be no FBO personnel on-site or the FBO may not be familiar with Falcon procedures. Focus especially on the following procedures:

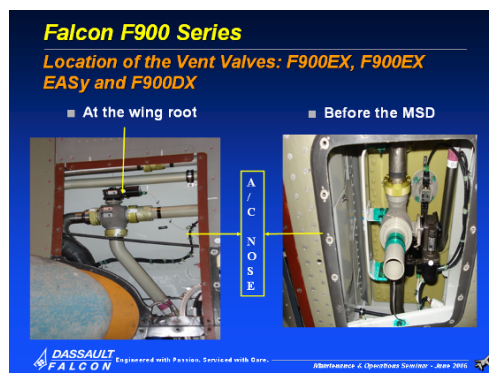
- ✚ Draining / Replenishing the potable water system, including gravity water filling,
- ✚ Toilet servicing,
- ✚ Towing,
- ✚ Engine oil servicing,
- ✚ Hydraulic fluid servicing,
- ✚ Gravity fueling.

You can also supplement your standard post-flight inspection to cover areas of particular importance.

If you plan a mission to a cold weather area: Review the "Cold Weather Operation and Ground De-icing / Anti-icing" procedures in the Operating Manual, as well as the FSA **Cold Weather Operations FSA900-00-20-03**. In particular, if your aircraft is parked in temperatures at or below 32°F (0°C) for any length of time, **the water system must always be completely drained and all water lines purged of water** with pneumatic pressure, as per Ground Servicing Manual, section 13.010.

The crew should be trained on the following:

- ✚ **How to dispatch with a failed fuel vent valve.** A demonstration of this elementary maintenance procedure is available on



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Dassault Web Portal, under
FSA900-28-10-08.

- ✚ How to perform gravity fueling and how to transfer fuel between tanks.

- ✚ How to pin the thrust-reverser.

AIRCRAFT PREPARATION

Keep spare keys available for your aircraft, including the keys for the wing refuel caps.

Check that your aircraft has complied with all recommended reliability improvements, as per FSA900-00-10-01.

Avoid dispatching under MEL with reduced navigation or communication capabilities.

Forecast upcoming maintenance.

Resolve intermittent discrepancies prior to departure and keep the removed unit, if any, onboard the aircraft.

TOOLING AND FLY-AWAY KIT

Check that your telescopic towbar / Lektro adapter are onboard, as the local towbar may be inoperative or unavailable for your Falcon model.

Check that your fly-away kit is complete, particularly all covers, the electrostatic grounding set for gravity fueling, the hydraulic reservoir servicing tool and the thrust-reverser pins/screws.

Also carry onboard:

- ✚ Wheel chocks (at least for the nose landing gear),
- ✚ Oxygen servicing adapter P/N TMY20-35-101,
- ✚ Tie-down rings for mooring,
- ✚ Tool box,
- ✚ Flashlight,
- ✚ A blanket to kneel on.



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Carry a few extra quarts of hydraulic fluid and engine oil onboard the aircraft.

Consider carrying high-usage items, like some replacement bulbs for the navigation lights and for the warning panel.

A spare nose steering disconnect pin is also recommended onboard or, as an operator suggested, a **red-painted "dummy" pin** made of a long AN bolt with a safety clip and a red streamer.

This red-painted pin can be installed when aircraft is parked to prevent loss of the correct pin.

The correct pin is required to be installed prior to departure.



BATTERIES

Prior to departure, batteries should be fully charged.

If you have a mission to a hot weather country, compliance with battery ventilation SB F900-125 is recommended.

FUEL

Carry your own water detector (e.g. Shell water detector kit: syringe and elements), **fuel contamination detection kits** (Microb Monitor 2 or MicroTest P) and **fuel decontamination kits** (Biobor or Khaton): do not rely on the test kits provided at remote airports.

Check that the wing fuel caps can be removed. Clean and grease them before the mission and check that the keys are operating correctly. This will help if single point fueling is not possible.

NAVIGATION

If your destination is a remote airport, it may not be in the EGPWS database. In this case, an EGPWS alarm may be triggered on final approach.

If you plan a mission to an airport you have never visited before, you can check for the presence of this airport in the EGPWS database, on the website www.egpws.com.

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TIRES

Untidy runways are frequent and may damage tires. **Make sure your tires are in good condition. Tires near the tread wear are more susceptible to cuts and damage.**

WATER SYSTEM

If you plan a mission to a cold weather area, **apply low temperature grease on the toilet caps and seal.**

DURING A MISSION TO A REMOTE AREA

INSECT ELIMINATION

Permethrin is an insecticide and an insect repellent for ticks, mosquitoes and other arthropods. If you depart from a zone where such insects are prevalent, product containing Permethrin should be sprayed in the cabin, cockpit and baggage compartment, only with closed doors, such as after take-off or during approach.

FBO / GROUND PERSONNEL

Provide a copy of your Ground Servicing Manual to the FBO if they are not familiar with Falcon aircraft.

**ALWAYS BE CLOSELY INVOLVED WITH LOCAL PERSONNEL
DURING ALL GROUND OPERATIONS.**

DAILY SERVICING

To maximize your aircraft availability, **perform the daily servicing procedure** as recommended in the Ground Servicing Manual, section 2-010.

BATTERIES

Save your batteries prior to engine / APU start: there may not be a 28 Volts GPU at the airport. Keep in mind that batteries are classified as hazardous material, which is difficult to ship.

Avoid as much as possible opening / closing the electrical doors prior to and after each mission, to save your batteries.



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Disconnect the main batteries for an extended stay.

FUEL

Check that the local fuel is a Dassault approved fuel for your aircraft (refer to aircraft limitations in the AFM / Operating Manual)

When feasible, upload maximum fuel from larger airports, especially if airlines operate to/from that airport.

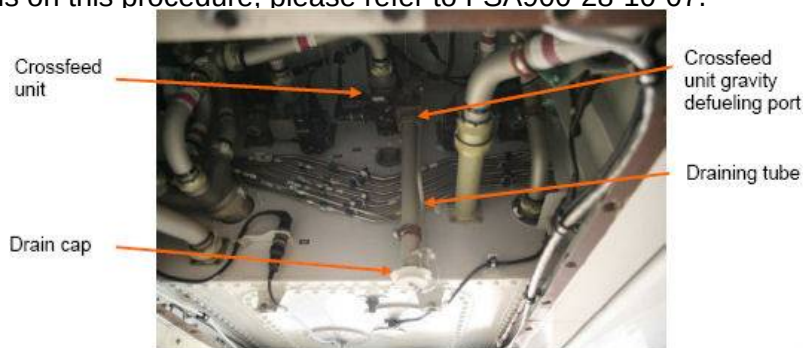
Plan to do minimal fueling at remote airports. It may be advisable to upload fuel for multiple legs at a larger airport, or to make an extra-stop at a larger airport in the area to refuel the aircraft. **Before refueling, request a fuel sample, to be checked with your water detector kit.**

In humid areas, minimize the possibility of water in fuel tanks by following the following recommendations:

- ✚ If fueling has to be done, refuel preferably after flight, very early in the morning or very late in the afternoon,
- ✚ If no fueling has to be done, leave tanks pressurized,
- ✚ The **best fuel sump performances are obtained after the aircraft sits for at least 5 hours**. As per Ground Servicing Daily Servicing procedure, section 2.010, **drain 1 liter (0.26 Gallons), wait for 10 minutes. If the quantity of water is greater than 1%, repeat the fuel sump operation.**

Erratic or abnormal fuel quantity indications, especially in Group 2, may be due to fuel quality issues.

In hot/humid areas, open the drain cap of the crossfeed unit through the fuel compartment access door 160AB, ideally on a daily basis, to remove any fuel or water. For more details on this procedure, please refer to FSA900-28-10-07.



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TIRES

Ensure that FBO personnel **inflates the tires with nitrogen only**. **Compressed air must NEVER be used to inflate tires.**

The touch down area of the runway and all taxiways may be contaminated at some remote airports, which could cause **possible tire cuts and foreign object ingestion in the engines**. Consequently **taxi cautiously**, especially if you need to backtrack on the runway after landing.

TOWING & PARKING

Always be closely involved with towing / parking operations: take a moment to check the FBO's equipment and if they are familiar with Falcon aircraft. If not, provide them with a copy of the Ground Servicing Manual.

Before towing, check that:

- ✚ The nose landing gear torque link is disconnected,
- ✚ The parking brake is released, and
- ✚ The tow bar is properly connected to both the aircraft and tow vehicle.

For more recommendations on towing, please refer to FSA900-09-10-02.

After parking, chock the aircraft. Do not apply the parking brake in a cold/hot weather area for an extended period of time.

Always install all covers, to avoid ingress of insects, sand, water, snow, etc.

SECURITY

Hangar your aircraft as often as possible, using your local agent to assist. If no hangar is available, consider security guards.

Always **lock all aircraft doors**.

Use security tape on doors, emergency escape windows, access panels, etc, to detect any unauthorized entry. As a security tape, you may use for instance company owned sticker seals, that are serialized and cannot be duplicated.

Check open compartments for suspicious items.

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POST-FLIGHT INSPECTION

During the post-flight inspection, the **engine oil check must be carried within 25-35 minutes after engine shutdown.**

PROTECT FURNITURE FROM HEAT / SUN

In very hot and humid areas:

- ✚ **Close the window shades** in both the cockpit and the cabin,
- ✚ **Do not leave the main entrance door and baggage door open** to avoid heat buildup in the cabin.

This practice can also save significant APU operating time when waiting for the passengers to arrive.

WATER

If you have any doubts about the condition of the local water, only use bottled mineral water to replenish the potable water tank. If you use local mineral water, check that the bottles are well sealed before using them.

Carry onboard a supply of your normal toilet servicing product, to add to the water used to service the toilet tanks.

NAVIGATION

In remote areas, with no ATC, be vigilant for the presence of other aircraft. They may not have a TCAS installed.

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UPON RETURN TO YOUR HOME BASE

Perform a fuel contamination check / treatment, as per AMM MP 28-012.

If anti-icing products were used on your aircraft or if you were operating in a polluted, sandy or corrosive environment, **wash the aircraft** and **follow the greasing procedure as stated in the MP 20-310**.

A **complete disinfection / insect extermination** may be required by treating the aircraft with doors closed for 24 hours. You can refer to your country information center, e.g. www.cdc.gov, for more information. This "complete" treatment should be performed by a company familiar with this procedure.

SPECIFICS

AFRICA

Keep all of your up to date vaccination certificates with you, especially the yellow fever certificate (as applicable).

Use local agents to arrange your flight permits, handling and, when possible, priority access for customs.

Re-check all information with the airport a few days prior to your needs (approach info, fuel availability, etc).

Be aware of the time required for a technician to get a visa or to travel to your base, which may be significant.

Check for specific local weather conditions and procedures to address them: e.g. rules to avoid cumulonimbus in tropical areas, possible icing conditions in clear sky in the vicinity of a cumulonimbus, etc.

In flight:

✚ If you fly in areas where In-Flight Broadcast Procedures (IFBP) are used, all aircraft should **fly offset 1.0 NM right** of the nominal track and **report on 126.9 MHz** frequency,



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as per IATA Technical Policy Manual. In this area, it is recommended to use the TCAS in the "Above and Below" mode.

- ✚ **Check the Jeppesen charts for any specific rules** (e.g. specific air-to-air en-route VHF frequency to be used),
- ✚ Be aware of **possible bird hazards** during departure / arrival phases of flight at many airports,
- ✚ Be aware of **possible low visibilities at some airports due to local conditions**.

If you need assistance, please refer to the contacts at the end of this article: they will organize assistance, contacting an ASC and/or local operators.

Some of these recommendations are also applicable to tropical areas, outside Africa.



LOOKING FOR MORE OPS INFO ON AFRICA? The September 2007 issue of ProPilot Magazine published the article "International Ops: Flying To Equatorial Africa", with many Operational tips and tricks. More info on <http://www.propilotmag.com>

MIDDLE EAST

Always install all covers when parked to protect against sand.

Alcoholic beverages are forbidden in some countries. Your aircraft may be subject to inspections.

In the Middle East, water and fuel quality are generally good. Note that some airports in these countries may use desalinated water to service the toilets and filtered water for potable use. Therefore the **use of mineral water must be considered in these areas, using water gravity filling.**

In flight:

- ✚ **Be aware of sandstorms and rapidly degrading weather conditions.** Sandstorms may be encountered with turbulence and crosswinds as well,

CHINA

A special C-crew Visa is required to be authorized to fly to China.

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A metric-based RVSM has been implemented in China since November 21, 2007: **300 meter (984 ft) vertical separation between 8,900 - 12,500 meters (29,199 - 41,010 ft).**

Always strictly adhere to your itinerary and schedule: after several changes, your flight permit may get cancelled. **Advise your passengers to inform the crew in advance about schedule or passenger changes.**

When possible, **use a local handler** to arrange handling and customs, especially if you have passenger changes. The agent may save significant time for your passengers and you.

In case of a failure, contact your Dassault local representative (or the contact provided at the end of this article), as he/she knows the contacts to support your aircraft and the most direct route for spares shipment. Check if your handler can assist with the import of parts.

Do not dispatch to China with cut or worn tires or with a slight hydraulic leak, even if within tolerance.

Forecast upcoming maintenance prior to your mission.



LOOKING FOR MORE OPS INFO ON CHINA? The October, 2007 issue of ProPilot Magazine published the article "Flying To China", with many Operational tips and tricks. More info on www.propilotmag.com

INDIA

Always strictly adhere to your itinerary and schedule. Advise your passengers to inform the crew in advance about schedule changes.

Use caution during the monsoon season due to **heavy rain and strong winds.**

Use of bottled water is recommended.

RUSSIA / FORMER USSR

Altitude in Meters / QFE altimeter settings: be aware that the Air Traffic Controllers generally call altitudes in meters and not feet.

Upon return to home base, wash the aircraft to fully remove anti-icing products.



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FOR ANY ASSISTANCE, CALL US !

Anytime, any place, if you need assistance, our Dassault CSMs can help you !!!

Always feel free to call the Dassault Hotline or the local Dassault CSM:

DASSAULT HOTLINE: +1 201 541 47 47 or +33 1 47 11 37 37

LOCAL DASSAULT CSMs:

Refer to your Dassault Falcon Customer Services & Operator Directory

If assistance is required, your local **Dassault CSM** will coordinate with the **closest Authorized Service Center** and/or **local Falcon operators**.

He/she can also coordinate material, accommodation or services with local Falcon operators, and give you helpful tips to prepare for your mission!