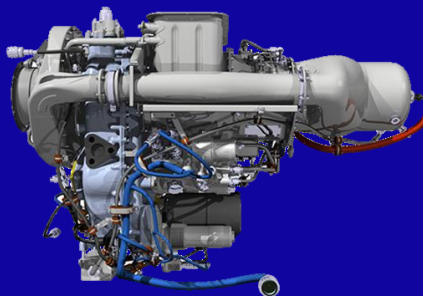




# Services Portfolio

## M250<sup>®</sup> & RR300<sup>®</sup>

Lawrence P. Mann – VP Sales



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## Engine Coverage Summary

TotalCare			Limited Warranty	Extended Warranty
<b>TotalCare OneK</b> 0 to 1000 Hours	<b>TotalCare OneK+</b> 0 to 1750/2000 Hours	<b>TotalCare</b> Unlimited	24 Calendar Months 0 to 1000 Hours 0 to 3000 Cycles	12 Calendar Months

Continually evolving to meet our customers' requirements

## Choice of flexible CareServices for your engines



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# Engine Coverage

In depth overview



## Rolls-Royce Limited Warranty



### What is Covered:

Covers the costs of material and in-shop labor to repair (or replace at Rolls-Royce's sole option) any engine which has failed or malfunctioned during the warranty period as a result of a defect in material or workmanship under normal use and service or as a result of a nonconformity of the engine at the time of delivery to the Purchaser with the engine specifications in effect at the time of manufacture by Rolls-Royce.

### Warranty Period:

The term expires upon the first occurrence of any of the following events:

- One thousand (1,000) hours of operation (as defined in the engine Operations and Maintenance Manual)
- Three thousand (3,000) cycles (as defined in the engine Operations and Maintenance Manual)
- Twenty-Four (24) calendar months from the date of delivery to the Purchaser
- Forty-Eight (48) calendar months from the date of delivery of the engine to the Aircraft Manufacturer



## Rolls-Royce Extended Limited Warranty



### **What is Covered:**

Covers the costs of material and in-shop labor to repair (or replace at Rolls-Royce's sole option) any engine which has failed or malfunctioned during the warranty period as a result of a defect in material or workmanship under normal use and service or as a result of a nonconformity of the engine at the time of delivery to the Purchaser with the engine specifications in effect at the time of manufacture by Rolls-Royce.

### **Warranty Period:**

The term expires upon:

- Twelve (12) calendar months from the date of the Limited Warranty expiration

*To purchase your extended warranty please contact the Warranty Administrator at [Model250Warranty@Rolls-Royce.com](mailto:Model250Warranty@Rolls-Royce.com) with your purchase order number*



**TotalCare® OneK**

**&**

**TotalCare® OneK+**

## **TotalCare® OneK**

Engine maintenance (off-wing) plan for an engine between zero (0) and 1,000 Engine Flying Hours

- Reduced cost over TotalCare®
- Covers the first 1000 hours

## **TotalCare® OneK+**

Engine maintenance (off-wing) plan for an engine between zero (0) Engine Flying Hours and up to (1750/2000 Engine Flying Hours) but not including the first scheduled HMI/PMI

- Reduced cost over TotalCare®
- Covers the first 17500/2000 hours

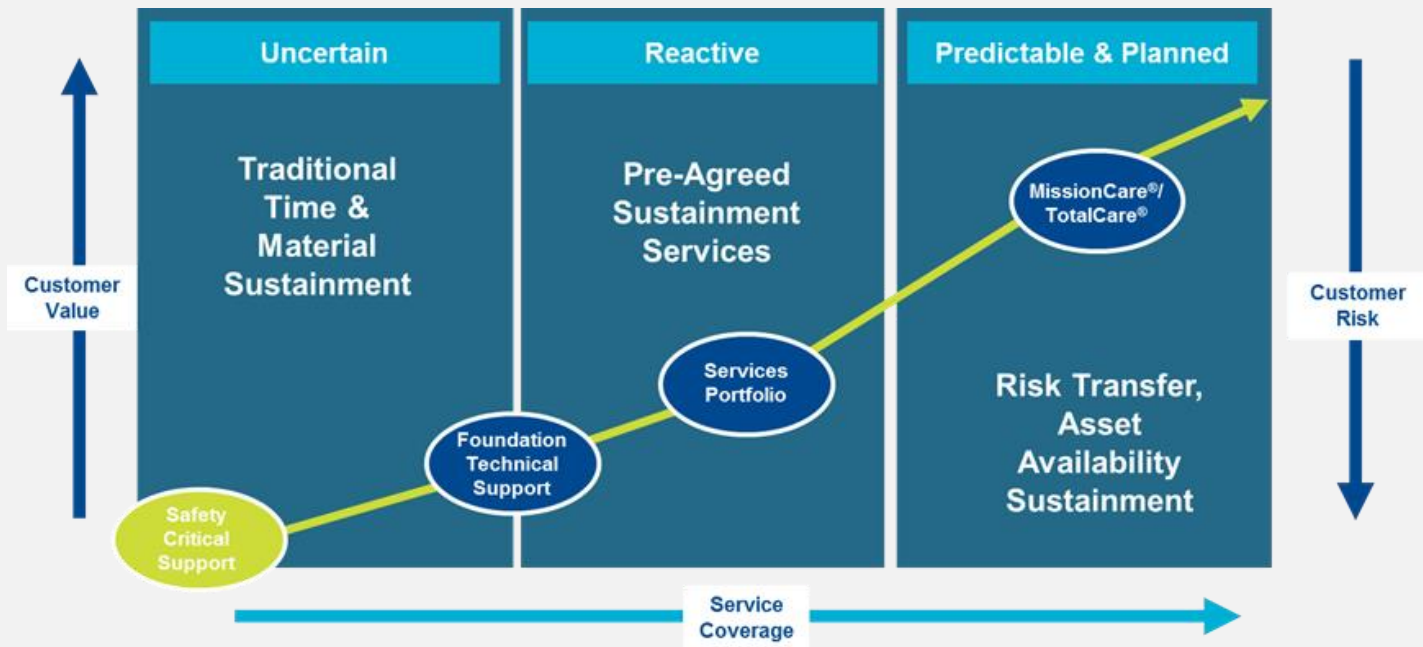


### **Services Included:**

- *Unscheduled Events*
- *Line Replaceable Units*
- *Alert & Mandatory Service Bulletins*
- *Training*
- *Technical Publications*
- *Transportation/Shipping*
- *Foundation Technical Service (FTS)*
- *Consumables*
- *F-FSR*



# TotalCare<sup>®</sup> OneK & TotalCare<sup>®</sup> OneK+





**TotalCare®**



## Benefits:

**Fixed Cost Engine Maintenance** - Secured cost of operating and maintaining your Rolls-Royce engines via a \$/engine flying hour payment mechanism. Provides predictable costs over the life of the agreement and covers all aspects of engine maintenance and management. Allows accurate budgeting.

**Reduced Management Burden** - Fully integrated service - you concentrate on running your business, while we take care of your engines.

**Enhanced Aircraft Resale Value** - fully transferable with the aircraft, therefore increasing its residual value

**Transfer of Financial Risk** - Covers: Engine parts and labor for scheduled and unscheduled for qualified events, including Life Limited Parts, and parts and labor for mandatory bulletins.

## Services Included:

- *Scheduled & Unscheduled Events*
- *Life Limited Parts*
- *Line Replaceable Units*
- *Alert & Mandatory Service Bulletins*
- *Training*
- *Technical Publications*
- *Transportation/Shipping*
- *Foundation Technical Service (FTS)*
- *Consumables*
- *F-FSR*





# TotalCare®



## Time and Material

**CUSTOMER**  
 Technical publications  
 Planning activities  
 Logistics  
 Provisioning

**ROLLS-ROYCE**  
 Customer support



## Risk Transfer

**CUSTOMER**  
 Information sharing  
 Joint planning  
 Budgeting

**ROLLS-ROYCE**  
 Technical publications  
 Planning activities  
 Logistics / Provisioning  
 Customer support



## TotalCare®



Time and Material cost line

*Costs are unpredictable  
 Customer bears reliability & maintenance risks  
 Reactive maintenance*

Compared to Time & Material arrangements, **TotalCare®** offers customers great value with budgeting predictability



TotalCare® Fixed cost line

*Makes budgeting simple  
 OEM bears reliability & maintenance risks  
 Preventative action minimizes AOG risk*



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# Engine Coverage

Services



## Foundation Technical Services (FTS)

Supports operators who would like to establish a technical support relationship. This is a simple and efficient way of contracting for OEM technical support and organizational level (O-level) troubleshooting to minimize disruptions so the operator can concentrate on the operation at hand.



### Services Included:

- *Providing technical support for a predictable cost*
- *Access to Indianapolis 24/7 Operations Center Support*
- *Technical Query Answering*
- *Supplying Technical Variances*
- *Supplying Technical Investigations*
- *Technical Publications (Optional Service)*



## Flex Field Service Representative (F-FSR)



Qualified technician from Rolls-Royce who will deploy to the Customer's operating location to provide flight line engine support on a pre-arranged recurring quarterly interval.

The F-FSR will support the Customer as an on-site OEM point of contact for

- Flight line maintenance support
- Technical support
- Informal training
- Customer's on-site activity

Customer will have the ability to increase their technical knowledge of the engine, improve their flight line maintenance practices, and strengthen their relationship to the Rolls-Royce home office support team. These benefits will help ensure the customer achieves their operational readiness requirements.

### *Prerequisite*

*To receive the F-FSR service, the Customer must purchase 250 hours of Foundation Technical Service (FTS) coverage from Rolls-Royce to allow for any technical queries from the Customer to be received and answered by Rolls-Royce.*



## Training



Rolls-Royce offers classes that will address the needs of your personnel, ensuring they meet your operational requirements.

Classes are delivered at our world-class Customer training facility located adjacent to the Indianapolis airport.

The following classes will bring deeper understanding of the engine, ensuring safer decisions in the air and on the ground:

**Engine Maintenance:** This course provides description and operation information applicable to line maintenance activities as outlined by the appropriate Operation and Maintenance manual. Exposure to relevant inspection techniques, special tooling, engine specific procedures and maintenance publications will be provided in classroom and laboratory environments. Course material relating to engine design features and method of operation will be presented using the Rolls-Royce computer-based training (CBT) system.

**Engine Heavy Maintenance:** In addition to Engine Maintenance Course, significant insight will be provided into engine configuration through teardown and assembly of modules into their subcomponents using references excerpted from the appropriate overhaul manuals. Extensive student-instructor interaction is encouraged to develop a level of understanding that will significantly enhance troubleshooting skills.

For more information on the training courses, please visit:

<http://www.rolls-royce.com/customers/defence-aerospace/customer-training.aspx>



## Technical Publications



M250 & RR300 Technical Publications and annual revision services are available for sale through Boeing Distribution, Inc. (BDI) Technical Publications Dept.

Phone: 972-586-1567

E-mail: [250pubs@aviall.com](mailto:250pubs@aviall.com)

Website: <https://shop.boeing.com/aviation-supply/suppliers>

Rolls-Royce M250 commercial manuals are available on the internet as E-Pubs, on CD-ROM or USB memory stick

CD-ROM's are model specific OMM, IPC, CEB & CSL on one disc

CD-ROM's are now in E-pubs interactive format

Rolls-Royce RR300 commercial manuals are available on the internet as E-Pubs

Rolls-Royce RR300 Technical Publications and annual revision services are available FOC via Rolls-Royce's Fleet Administrative Service Tool (FAST) by providing monthly operational data.

Website: <https://fast.aeromanager-online.com>



## Field Service Representative (FSR)

Qualified technician from Rolls-Royce who will deploy to the Customer's operating location as a full-time OEM representative embedded with the customer to provide flight line engine support.

The FSR will support the Customer as an on-site OEM point of contact for

- Flight line maintenance support
- Technical support
- Informal training
- Customer's on-site activity

Customer will have the ability to increase their technical knowledge of the engine, improve their flight line maintenance practices, and strengthen their relationship to the Rolls-Royce home office support team. These benefits will help ensure the Customer achieves their operational readiness requirements.



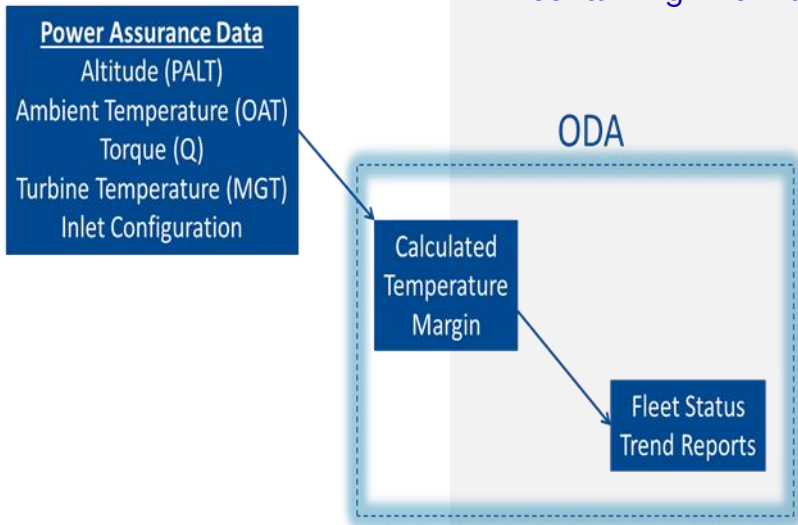


## Operational Data Analysis (ODA)

Engine health trending service that provides a quarterly snapshot of engine operating health and performance trends from customer-supplied data.

This service provides operators with a heightened awareness of a fleet's health state. This allows an operator to increase their fleet's operational readiness, improve confidence of their assets' reliability, extend deployment periods, and provides the ability to address potential issues in advance.

On a quarterly basis, Rolls-Royce will provide an Operational Analysis summary report containing information for each individual engine.



The summary report will also highlight any abnormality detected in the processed ODA data, and recommend maintenance actions. The actions taken based on the Operational Summary Analysis Quarterly Report and the accompanying Rolls-Royce recommendations are the responsibility of the customer.

*Pre-Requisite:*

*To receive this service, the Customer must purchase suitable Foundation Technical Service coverage from Rolls-Royce to allow for any technical queries from the Customer to be received and answered by Rolls-Royce.*





# Services Coverage Summary

● *Included Service*

○ *Optional Additional Service*

Pre Req  
*Pre Requisite*

ICA  
*Instructions for Continued Airworthiness*

	F-FSR	FTS	Transferable	Unscheduled Event(s)	LRUs	Technical Publications	Training	Service Bulletin Incorporation	Consumables	Transportation/ Shipping	Workscope Creation	Mgmt. of Engines/LRUs through the Mx. Facility	Scheduled Event(s)	Life Limited Parts	FSR	ODA
<b>TotalCare</b>	●	●	●	●	●	●	●	●	●	●	●	●	●	●	○	○
<b>TotalCare OneK+</b>	●	●	●	●	●	●	●	●	●	●	●	●			○	○
<b>TotalCare OneK</b>	●	●	●	●	●	●	●	●	●	●	●	●			○	○
<b>Warranty</b>	Limited	Limited	●	●												
<b>Extended Warranty</b>	Limited	Limited	●	●												
<b>FSR</b>		●				○	○									○
<b>F-FSR</b>		Pre Req				○	○									○
<b>FTS</b>	○					○	○									○
<b>ODA</b>	○	Pre Req				○	○									
<b>No Service Contract</b>	ICA	ICA														