



EMBRAER SERVICES & SUPPORT

MRO - MAINTENANCE REPAIR & OVERHAUL

WELCOME TO OUR FAMILY

We are Embraer and we are a family of thousands of global employees here to support the maintenance and repair of your aircraft and components. The fact that you are looking through this brochure tells me you are already part of the family or have a desire to become part of it. Whether you are an owner, operator, pilot, mechanic or support staff for the operations of one of the best in class aircraft Embraer manufactures, we are here to help your aircraft experience be one of the best you will ever have.

We, the Embraer MRO Network, a part of a continuous thread of support from the best OEM on the planet; Embraer. Our teams have a big task ahead as we prepare to provide service and support to thousands of the most sophisticated jets in the industry. But I believe we, together, are up to the challenge and we, together, can deliver on our mission.

Embraer has vision to look beyond the horizon for an even more successful future and our intent is to maximum customer support and services through our TechCare brand, and we need you as a partner. I firmly believe the time you spend reviewing our offerings will be well worth the time you are

taking away from your daily routine and the returns will be multi-fold. This document was created to be informative and supportive of our common goal. The presentation has been tailored to support the Vision and Mission of Embraer Services and Support, better known as TechCare. I speak for each of the many Embraer representatives around the world when I say welcome and thank you for your support. Let's get started on building the next phase of our great story together.



A stylized, handwritten signature in white ink, appearing to read 'Frank Stevens'.

Frank Stevens
VP Global MRO Centers, VSS

SOLUTIONS TO OUTPERFORM

What motivates us is the genuine passion for what we do. We use design, imaginative engineering, and technology as the principle tools to create new perspectives, and arrive at solutions that bring excellence and performance to each of our customers and partners.

VISION

To be the best in class customer Services & Support experience, creating value to customers and shareholders.

MISSION

Offer and deliver a comprehensive portfolio of Service & Support solutions with high return-benefit to all customers ensuring best aircraft availability with competitive operational costs through the lifecycle



MEET THE EXECUTIVE AVIATION TEAM

ARTHUR RESSER
GENERAL MANAGER
FORT LAUDERDALE, FL



BRIAN KOSELKE
GENERAL MANAGER
MESA, AZ



LUCIANO FAVERO
GENERAL MANAGER
LE BOURGET, FRANCE



EVERTON VICENTE
GENERAL MANAGER
SOROCABA, GAVIAO PEIXOTO, MRO BRAZIL

DAVID BRULOTTE
GENERAL MANAGER
HARTFORD, CT



GARY BEVILACQUA
GENERAL MANAGER
MELBOURNE, FL



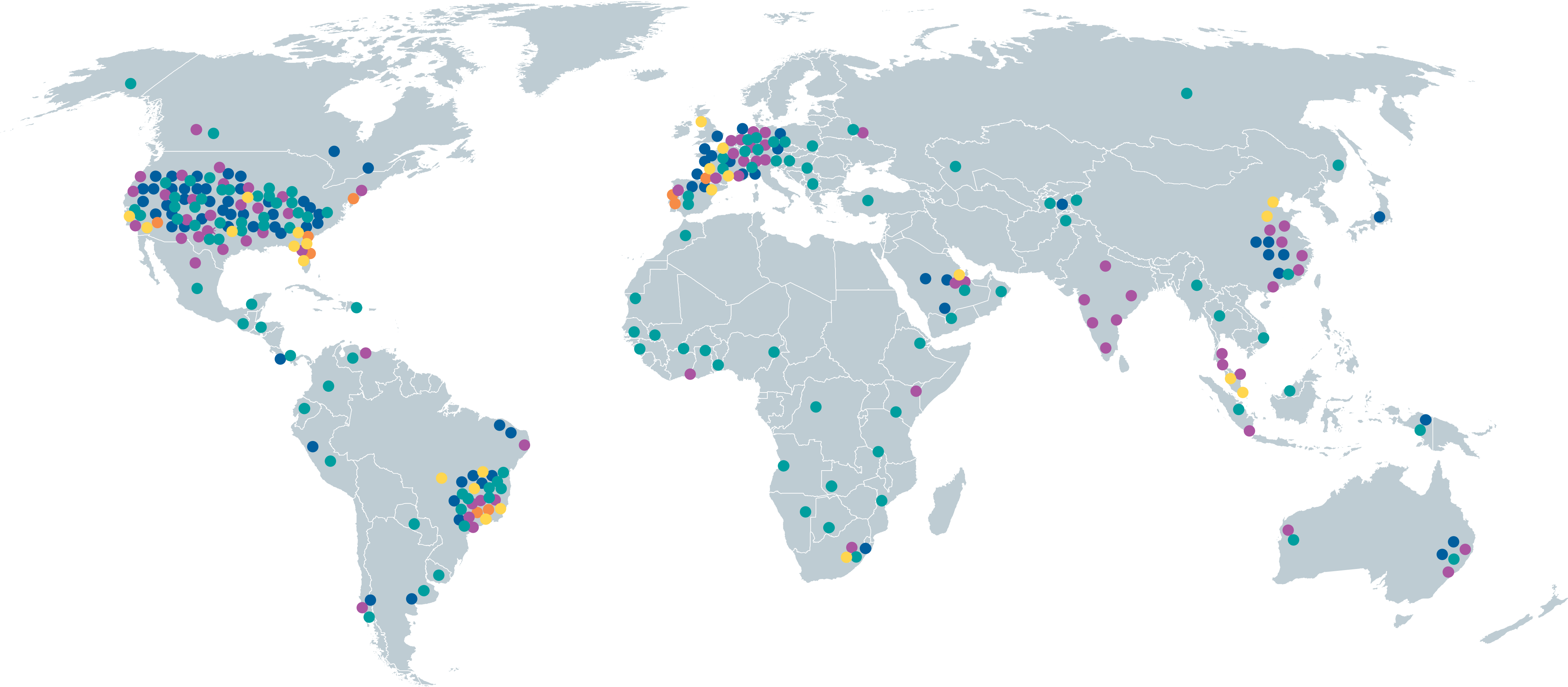
GUSTAVO PONDÉ
MRO EFFICIENCY & PARTNERSHIP MANAGER
MELBOURNE, FL



NICHOLETTE NALL
SENIOR EXECUTIVE ASSISTANCE
MELBOURNE, FL



WE ARE GLOBAL



24
WAREHOUSES

10
OWNED SERVICE
CENTERS

71
AUTHORIZED
SERVICE CENTERS

110
FIELD SUPPORT
REPRESENTATIVES

77
FLIGHT
SIMULATORS



CUSTOMER SATISFACTION



EOSC GLOBAL PRESENCE

EOSC (Embraer Owned Service Centers)

- 3 COMMERCIAL
- 2 DEFENSE
- 6 EXECUTIVE

TOTAL
10

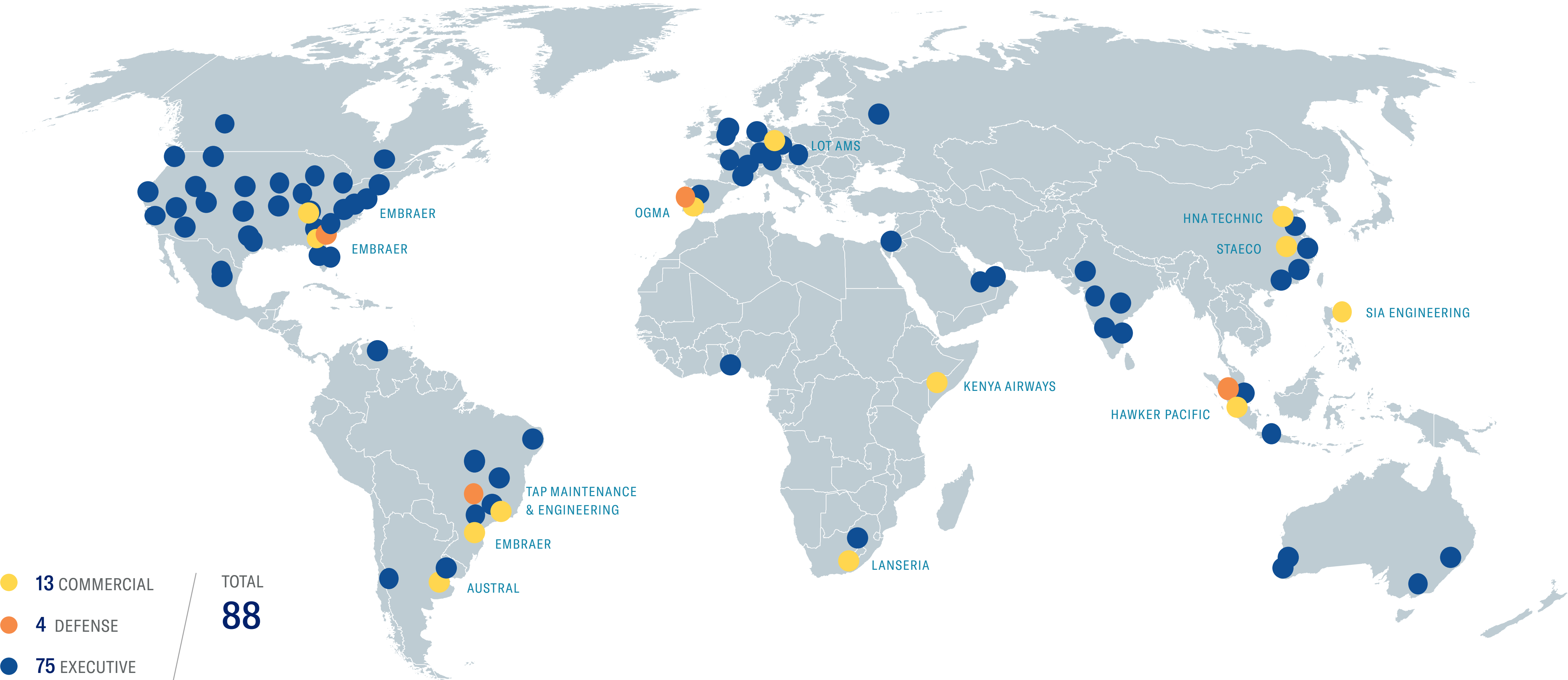


SERVICE CENTERS NETWORK

Our global network of owned service centers **supports you with effective**, reliable and efficient customized solutions.



GLOBAL SERVICE CENTER PARTNERSHIPS



AIRCRAFT ENHANCEMENTS TEAM

- ✓ **PROVIDE QUOTATIONS AND PROPOSALS**
for product enhancements based on Customer's requests
- ✓ **MANAGE DEVELOPMENT**
of required documentation (SB, STC, Field Approval)
and coordinate commitments with interface areas
- ✓ **PROVIDE TECHNICAL INFORMATION**
to Promote sales
- ✓ **DEVELOP & CONTROL THE PORTFOLIO**
with Pricing and Lead Times for Worldwide
Embraer Aftermarket Sales Teams



CONTACT CENTER

A group of specialists **dedicated to support the entire family of Embraer products**, co-located in a single building with competences on:

- ✓ **OVER 10,000**
interactions per month with Customers,
Service Centers and FSR
- ✓ **OVER 60%**
of AOG events with a return to service
within 24 hours: worldwide performance
- ✓ **OVER 85%**
of AOG events with a return to service
within two days: worldwide performance
- ✓ **OVER 95%**
of AOG technical-operation response
time within 4 hours



EMBRAER EXECUTIVE CARE

TOTAL PEACE OF MIND

MAIN BENEFITS

- ✓ **Complements** your warranty
- ✓ **Maintenance support** for multiple years and customized to your schedule
- ✓ **Fixed hourly fees** eliminating maintenance costs variations
- ✓ **Eliminate high cost surprises** on scheduled and unscheduled maintenance costs and normal wear parts replacement
- ✓ **Optional coverage for labor** and rescue team support
- ✓ **Manage costs with suppliers** to be more cost-effective

EEC STANDARD

Covers airframe components including Avionics and APU system for scheduled and unscheduled maintenance with freight included

EEC ENHANCED

Includes everything in Standard cover labor costs for all levels of maintenance, plus 'Mobile Recovery Services' in the USA, for those unanticipated events that always seem to happen at out-of-the-way locations



AIRCRAFT HEALTH ANALYSIS DIAGNOSIS (AHEAD)

Integrated tool which consolidates aircraft data from onboard systems and web-based databases providing you with prompt support, effective troubleshooting, aircraft usage information and advanced notifications.

- ✓ **Reduced return to service** time
- ✓ **Increase aircraft** availability
- ✓ **Convenience of automatically** transmit aircraft and engine maintenance data (by Datalink)
- ✓ **Optimized fleet operation** with up-to-date aircraft positioning
- ✓ **Global & reliable** coverage (Iridium)

AHEAD

Aircraft Health Analysis and Diagnosis



MAINTENANCE TRACKING

- ✓ **Embraer preferred maintenance** tracking provider.
- ✓ **40 years experience** Maintenance tracking service provider, recognized as the compliance expert for business category aircraft.
- ✓ **A maintenance, tracking and planning tool** that allows you to control airworthiness, keep documents up to date and plan scheduled and unscheduled maintenance tasks.
- ✓ **A online access to maintenance data** through an Internet-based system
- ✓ **An updated aircraft database** that enables you to better monitor the maintenance requirements applicable to your aircraft Assistance and training (Webex) to customers (upon request)

CAMP





AIRWORTHINESS MANAGEMENT

Operators can delegate Airworthiness Management to Embraer that will provide customers with a single point of contact and personal consultant.

This special service is offered in Europe and Brazil.

- ✓ **Monitor, plan and coordinate** all maintenance and airworthiness requirements including follow up of all documentation and records;
- ✓ **Increase budget plan accuracy and costs control** by monitoring the aircraft operating costs with a yearly budget plan and permanent control of maintenance costs.
- ✓ **Decrease workload and structure** with our one-stop-shop solution.
- ✓ **Customized services** to meet the specific requirements of the aircraft state of registry, operational environment and business expectations.



MEETING THE SERVICE AND SUPPORT DEMANDS OUR CUSTOMERS EXPECT



CONNECTIVITY

Cabin Systems, Internet, Entertainment, “Home Aboard”



AVIONICS

Navigation, Mandates, Upgrades that increase the Aircraft Value



INTERIOR

Improvements that provide Increased Levels of Comfort



PERFORMANCE

Increased Weights and Range, more thrust





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