



RUAG COMPLETES HEAVY MAINTENANCE CHECK ON 5TH PC-12 FOR DEXTER AIR TAXI SERVICES FLEET

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Dexter Airtaxi Services chooses RUAG Aviation as their maintenance partner for their fleet of Pilatus PC-12 aircraft. The Russian on-demand air services company emphasises reliability and short turnaround times as the principle guidelines for their decision. To date, RUAG Aviation has completed 5 heavy maintenance checks on the fleet which operates nationwide. Completing the checks to full customer satisfaction, RUAG Aviation supports their solid performance with full and indefinite approval certifications for Russian registered civil aircraft.

RUAG Aviation in Geneva has completed heavy maintenance checks on 5 Pilatus PC-12 aircraft for the Russian on-demand air services operator, Dexter Airtaxi Services, since November of last year. Operating a fleet of 10 PC-12 aircraft, it was important for the operator to establish a partnership with a maintenance, repair and overhaul (MRO) specialist whose capabilities and dedication matched their performance expectations while providing maximum project transparency.

Elbrus Salamov, CEO Dexter Airtaxi Services, explains: "We operate in a highly dynamic

environment. Our aircraft need to be available when our customers are and they need to perform reliably for the distances we fly. It is absolutely essential that our maintenance partner fully understand this and operate their services according to these same values. RUAG Aviation proves itself to be a reliable and quality-minded MRO partner. They consistently perform according to the promised, short turnaround times so we are guaranteed aircraft availability, as well as performance, whenever and wherever we need it."

The Pilatus PC-12 Authorised Service Centre at Geneva considers full project transparency as central to their MRO operations; this in complete accordance with RUAG Aviation's overall approach to customer service. The support provider's system of appointing an aircraft project team is intrinsic to this policy. "A dedicated team manages the full scope of each project ensuring the customer's requirements and expectations are met. Most importantly, they engage in a continuous dialogue with our customer, with regular and clear reporting, safeguarding delivery deadlines and ensuring project efficiency. Ultimately, this practice saves our customers time and streamlines costs," confirms David Ricklin, General Manager Site Geneva, RUAG Aviation. "Guaranteed aircraft availability and reliable services are absolute necessities for our customers as well as for our reputation as a leading MRO provider," he concludes.

RUAG Aviation recently received full approvals for the certification of Russian registered civil aircraft. RUAG Aviation is able to perform and certify complete MRO and refurbishment services for Dassault Falcon, Pilatus and Bombardier and Embraer aircraft.

RUAG Aviation provides one-stop shop solutions, performing all required services within one single downtime, adapted to suit individual schedules. RUAG one-stop shop solutions include MRO, cabin interiors, aircraft painting, system upgrades, FBO, and support and consulting.

06 SEPTEMBER 2016

ARTICLE LINK:

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