



PIAGGIO AEROSPACE UNVEILS NEW SERVICES TO ITS CUSTOMERS

News / Business aviation, Events / Festivals, Manufacturer



Partnership with Lowcountry Aviation to develop a Supplemental Type Certificate for the upgrade of the Avanti I to the next-generation landing gear technology. ADS-B Out retrofit can be now installed on the Avanti II.

New Customer Web Portal is launched. New offers are aimed at aligning the P.180 fleet to the highest Avanti EVO standards and at expanding services wherever Clients are, anytime.

At EBACE, the premier business aviation event in Europe, today Piaggio Aerospace has unveiled a suite of new customer service solutions for its P.180 Avanti aircraft fleet.

“Customer service is of paramount importance to Piaggio Aerospace, and in line with our long-term growth plans, our primary goal is continuing to put our global existing and future customers first”, said Renato Vaghi, Chief Executive Officer of Piaggio Aerospace, “With super-fast changing standard of excellence, we offer to our clients an ever-increasing level of support throughout the in-service life of their P.180 Avanti, completing the benefits of owning one of the top aircraft on the market”.

Magnaghi landing gear retrofit installation for P.180 Avanti I and sales update for Avanti II

- For private, commercial and government operators of the Avanti I that wish to upgrade their aircraft to the next-generation landing gear technology offered as a retrofit on the Avanti II and in baseline on factory-new EVO, Piaggio Aerospace has partnered with Lowcountry Aviation Company, of Walterboro, SC (USA), for the development of a Supplemental Type Certificate (STC). The new Magnaghi Aeronautica main and nose landing gears feature a state-of-the-art digital steering system with an enhanced rack and pinion actuation mechanism and provide improved reliability, extended TBO up to 15 years or 15.000 landings and lower overhaul costs compared to the current gear arrangement.

"We are thrilled to do our part to provide Avanti customers with a next-generation landing gear system at a competitive price. The new Magnaghi landing gear system complements the Avanti's superior flight performance in the market place and ensures that Avanti assets worldwide can continue to add value for customers for years to come", said **Marco Cavazzoni, Lowcountry Aviation.**

The STC, planned for year's end, will approve the installation of the new Magnaghi landing gear under the authority of the FAA first and then EASA and government agencies. Lowcountry Aviation Company, a one-stop service provider having access to skilled and experienced engineering resources, provides FAA-regulated Part 145 maintenance, Part 135 charters and aircraft manufacturing. The company also has an established relationship with Magnaghi Aeronautica.

- Carrying on Piaggio Aerospace's strategy of enhancement of the legacy models, the retrofit program on the Avanti II of the new Magnaghi Aeronautica landing gear, often referred to as the "EVO landing gear", announced a year ago, has already generated eight sales of the retrofit packages. With these come a state-of-the-art digitally controlled steering system, extended life components, and the capability to install LED taxi and landing lights, as well as the optional Anti-skid braking system. Additional sales and installations are expected this year, as the fleet gradually reaches the mandatory overhaul interval of the current gear.

ADS-B Out retrofit installation for P.180 Avanti II

- A factory option for the retrofit of the ADS-B Out capability to the Avanti II aircraft, integrated within the Proline 21 avionics suite, is now available from Piaggio Aerospace. A Service Bulletin was recently issued, allowing the customers to take advantage of the installation, standard in the Avanti EVO of new production. For those aircraft in service still not so equipped, the ADS-B Out capability can be installed together with the upgrade of the navigation system for GPS WAAS accuracy and LPV precision approaches.

Enhanced online Customer Portal launch

- To best manage clients' requests and services, Piaggio Aerospace has also launched its new Customer **Web Portal** integrated within the company Customer Relationship

Management software (**CRM**). The ongoing program is part of an overall quality improvement process and allows close tracking of all customer requests for technical support or services, and consequently a faster response. With the assigned credentials, all customers, worldwide, will have easy access to Piaggio Aerospace's support team and will be able to monitor the status of their requests. The CRM has already been tested and is used at internal level and a Beta Release of the portal (<https://myaircraft.piaggioaerospace.it/>) will be accessible to a selection of clients this month before implementation worldwide during the course of the year.

Renewal of Service Center Agreement with Banyan Air Service for the P.180 fleet maintenance in the US

- Continuing a successful relationship, Piaggio Aerospace has renewed the Service Center Agreement for the maintenance of the Avanti, Avanti II and Avanti Evo with Banyan Air Service. Located at the Ft Lauderdale Executive airport, Banyan hosts the Piaggio America South Florida Customer Support Unit, where a spare part warehouse is operated by a team of logistic specialists, serving the North and South American operators of the P.180. The Banyan facilities feature in the field a well-known FBO, a pilot shop, a restaurant, a repair station capable of aircraft completions and avionics upgrades, and rents out offices and hangars to local flight schools, private and charter operators and other repair stations. Banyan is also active in new and pre-owned aircraft sales.

Piaggio Aerospace is present at the Indoor Display (booth **T123**) and exhibits its Avanti EVO at the Static Display (**SD_10**).

Visit Piaggio Aerospace dedicated EBACE web page: www.events.piaggioaerospace.it

30 MAY 2018

ARTICLE LINK:

<https://50skyshades.com/news/manufacturer/piaggio-aerospace-unveils-new-services-to-its-customers>