

**PILATUS**



The Most Advanced Single  
CrystalCare Program

**PC-12** **PRO**

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01 Overview 4

---

02 Service Explained 6

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03 Frequently Asked Questions 8

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# Fly with Complete Peace of Mind

Our CrystalCare program offers unparalleled comprehensive coverage and peace of mind, by completely eliminating the uncertainty of maintenance cost variations. It even includes Mobile Recovery Service when away from home.

Once enrolled, Authorized Pilatus Service Centers around the world invoice Pilatus directly for all maintenance actions covered by the CrystalCare program so operators can simply fly away without worry or delays.

## CrystalCare provides

The most comprehensive coverage for scheduled and unscheduled maintenance

Complete predictability for all aircraft maintenance costs based on your operation

Options to tailor the program to individual needs

Support by the most experienced, top-rated, global network of Authorized Pilatus Service Centers

Increased re-sale value



Example Price Calculations

Website →



# Service Explained

	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Paint</b> 2 years or maximum 2,000 flight hours	<input type="radio"/>	<input type="radio"/>	not covered		
<b>Interior</b> 2 years or maximum 2,000 flight hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Mandatory Service Bulletins</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Propeller</b> 6 years or maximum 4,000 flight hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Engine</b> 5 years or maximum 2,500 flight hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Garmin Avionics</b> 5 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Honeywell Mechanical</b> 3 years <b>Maintenance Service Plan Mechanical</b> 2 years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Cabin systems</b> 3 years or maximum 3,000 flight hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Factory options</b> 3 years or maximum 3,000 flight hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Troubleshooting labor</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Unscheduled labor</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Unscheduled spare parts</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Unscheduled overhauls and repairs</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Maintenance tracking by CAMP</b>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Propeller coverage for scheduled labor, parts and overhaul</b>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Pratt &amp; Whitney Canada PT6E-67XP ESP Platinum*</b> <small>* Deselectable by module</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Aircraft on Ground (AOG) recovery service</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Warranty Coverage
- Full CrystalCare Coverage



	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Freight costs</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Consumables (o-rings, bulbs, oils and greases, etc.)</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Expendables (parts with no repair procedures)</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Recommended Service Bulletins</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Scheduled labor</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Scheduled spare parts</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Scheduled overhauls and repairs</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Normal wear items (tires, brakes, batteries, etc.)</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

# Why CrystalCare?

## Should I enroll in CrystalCare while my PC-12 PRO is still under system or airframe warranty?

Yes. The standard warranty covers defects in design, material, workmanship, and manufacturing process, while CrystalCare complements the airframe warranty by covering parts and labor for scheduled and unscheduled maintenance, troubleshooting labor, normal wear items such as tires, brakes and batteries, shipping and freight as well as mobile recovery service.

Enrolling while your PC-12 PRO is still covered by the standard airframe warranty period ensures a seamless and predictable transition of maintenance costs before major service events are incurred.

## Who can enroll in CrystalCare?

CrystalCare is available to customers of new or preowned PC-12 PRO with no minimum annual flight hour requirement.

## Does CrystalCare bill with a single invoice from Pilatus?

Yes. The main CrystalCare contract – if selected accordingly – contains matching addendums from CAMP, Garmin and/or Pratt & Whitney Canada which are consolidated in one monthly invoice from Pilatus.

## What if I fly more hours than originally projected?

On the anniversary date of the contract, Pilatus will compare the actual flight hours and cycles flown against what was projected for the same period and apply a reconciliation invoice or credit as necessary. Based on past experience, the fixed monthly and the flight hour rates for the following year may be adjusted accordingly.

## Do I still need to buy insurance for the PC-12 PRO when enrolled in CrystalCare?

Yes. CrystalCare does not cover loss or damage to the aircraft related to misuse, accident, theft, ingestion of foreign object or any other defect or cause outside of Pilatus' or a Pilatus affiliate's control.

## Why isn't CrystalCare pricing lower in the early years when most of the PC-12 PRO is still under warranty?

The hourly CrystalCare cost is calculated as a flat rate over the initial five years coverage enabling a stable and predictable operating budget from year to year.

## Will CrystalCare be transferred if the PC-12 PRO is sold?

Yes. CrystalCare is transferred to the subsequent owner, provided that all contractual obligations have been fulfilled by the original owner and the subsequent owner agrees to accept the contract.

## Can CrystalCare be terminated prior to the end of the contract duration?

Yes. CrystalCare may be terminated at any time with 90 days advance written notice and payment of early termination charges. Customers wishing to cancel must also have accomplished their entire contractual obligations up to date.

## Where can customers take their PC-12 PRO for service and maintenance while enrolled in CrystalCare?

All scheduled and unscheduled maintenance must be performed within the Authorized Pilatus Service Center network.

## What is the Mobile Recovery Service?

Should the PC-12 PRO encounter an Aircraft on Ground (AOG) situation away from the Authorized Pilatus Service Center network, a team of technicians will be deployed, at Pilatus' sole discretion, along with parts to restore the aircraft to operational status or allow a ferry flight to the nearest Authorized Pilatus Service Center. If you are a CrystalCare subscriber, all costs, including technicians travel and accommodation expenses, will be covered.

## What coverage does the Pratt & Whitney Canada Eagle Service Plan – ESP Platinum\* provide?

It was developed to simplify ownership, eliminate risk, save money, and preserve the value of your engines. Next to the coverage for routine periodic inspections, major periodic inspections, unscheduled maintenance and loaner engine services for continued operations, it also provides coverage for Service Bulletins (Categories 1-6). It even covers foreign object damage and corrosion.

\* Please refer to partner's brochures



# Simply Fly Away Without Worry or Delays

pc-12support@pilatus-aircraft.com



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