

 PILATUS



The Super Versatile Jet  
CrystalCare Program

**PC-24**

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# Fly with Complete Peace of Mind

After listening carefully to the needs of our customers, we've created CrystalCare: an available option to enjoy the most comprehensive service and support program in the industry, exclusively for Pilatus operators. While offering unparalleled peace of mind by eliminating the uncertainty of maintenance cost variations, CrystalCare even includes Mobile Recovery Service when away from home. CrystalCare ensures your aircraft is always ready for action, without unexpected costs. Experience a step above first class – the Crystal Class.

## 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>Engine</b> 5 years or maximum 2,000 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 Avionics and Mechanical</b> 3 years <b>Maintenance Service Plan</b> 2 years (Deselectable by module)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Cabin systems</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>Factory options</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>Troubleshooting labor</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Unscheduled labor</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Unscheduled spare parts</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Unscheduled overhauls and repairs</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Maintenance tracking by CAMP</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Performance and mass and balance calculator</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Williams Int. Total Assurance Program – TAP Blue*</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"/>
<b>Freight costs</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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

- Warranty Coverage
- Full CrystalCare Coverage

# Why CrystalCare?

## Should I enroll in CrystalCare while my PC-24 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 labour for scheduled and unscheduled maintenance, troubleshooting labour, normal wear items such as tyres, brakes and batteries, shipping and freight as well as mobile recovery service.

Enrolling while your PC-24 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 pre-owned PC-24 flying a minimum of 150 flight hours per year.

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

Yes. The main CrystalCare contract – if selected accordingly – contains matching addendums from CAMP, Honeywell and/or Williams International and 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-24 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-24 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-24 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-24 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-24 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 does the Honeywell Maintenance Service Plan\* for avionics and mechanical components provide?

It provides extended warranty coverage for the PC-24's avionics as well as the system warranty for the cabin pressurisation equipment.

## Why do I have to pay for Honeywell's Maintenance Service Plan\* in the first three years when still covered under warranty?

The cost for years four and five is reduced by an additional twelve percent and is spread evenly over the initial five years coverage for a stable and predictable operating budget from year to year.

## What coverage does the Williams International Total Assurance Program – TAP Blue\* 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 all mandatory, recommended, and optional Service Bulletins. It even covers foreign object damage and corrosion.



\* Please refer to partner's brochures

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