



# EECU for Safran FADEC

Support Services

ARRIEL 2, ARRIEL 2+,  
ARRIUS 2R, ANETO 1K



GIVING HELICOPTER  
OPERATORS A LEADING EDGE

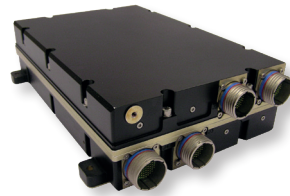
As a Thales customer, you benefit from the most efficient and responsive services, delivered through our global network of service centers. Our aftermarket support services are designed to help you operate your helicopter in the most cost effective and secure way possible, every day, everywhere.

This handbook will provide you with information about our services and useful contact details, to help you get the most out of your FADEC equipment.

Our teams are committed to assisting you as needed and ensuring that we meet your expectations in any situation.

### **Aviation Global Services**

# Support & Services



## Advanced Standard Exchanges

With our advanced standard exchange service, our customers are assured to get quick availability of serviceable EECU equipment whenever you need with worldwide delivery from our three main storage facilities, in Orlando (USA), Châtelleraut (France) and Singapore.

Our AOG Desk is available 24/7 to support your urgent needs. All customer requests are acknowledged within 4 hours, and parts are shipped within 24 hours.

Additionally, our customers can easily and securely check parts availability and order serviceable exchange units online, by going on our digital platform, **PartEdge**.

## Repair services

Thales offers EECU (Electronic Engine Control Unit) maintenance and repair services with a 30 days turnaround time anywhere in the world. Our repair services are performed by qualified technicians, using OEM-approved parts and our repair centers are all Part 145 certified (FAA, EASA, TCCA and CAAC).

## Spares procurement

Thales can help you assess your spare parts procurement needs which will be delivered to you within 90 days for standard orders.

## Online Services



Thales customer online web portal provides up-to-date information and customized services to facilitate your day-to-day work:

- Digital training offer
- myTechPubs
- Online requests
- PartEdge

and more e-services.

**To request your private customer account:**

<https://www.thalesgroup.com/en/customer-online>

## PartEdge

With PartEdge, our secured digital platform dedicated to providing 24/7/365 access to our avionics support services, our customers can easily connect to Thales, anytime, anywhere in the world to:

- Order Advanced Standard Exchanges,
- Accept repair quotes,
- Track the status of repair orders

and more to come as we continue to develop the services that matter to you.

**Request your free PartEdge account:**

<https://www.partedge.thalesdigital.io/home>

	Equipment	Safran Helicopter Engines Part Number	Thales Part Number
FADEC B	<b>ARRIEL 2 ECU Double Channel</b>	70BMD010xx	C12380Bxxx
		70BMF010xx	C12380Kxxx
		70BMH010xx	C12380Pxxx
		70BMJ010xx	C12380Rxxx
		70BMK010xx	C12380Sxxx
		70BML010xx	C12380Nxxx
FADEC B	<b>ARRIEL 2 ECU Simple Channel</b>	70BMA01xxx	C12380Cxxx
		70BMB010xx	C12380Gxxx
		70BMC010xx	C12380Fxxx
FADEC D	<b>ARRIEL 2D EECU</b>	70BMN010xx	C13219Axxx
	<b>ARRIEL 2E EECU</b>	70BMP010xx	C13219Cxxx
	<b>ARRIEL 2N EECU</b>	70BMQ010xx	C13219Kxxx
<b>FADEC D</b>	<b>ARRIUS 2R EECU</b>	70EMS010xx	C13219Jxxx
<b>FADEC DE</b>	<b>ANETO 1K</b>	70RMA010xx	C49086Axxxx



>8,000  
ECU/EECU

Delivered on helicopters from various manufacturers such as Airbus Helicopters, Bell Helicopter, Leonardo and Sikorsky.





# Your contacts

## Thales AOG Desk 24/7/365

(For Standard Exchange requests)

- +1 (407) 550 8585
- AOGThales@us.thalesgroup.com

## PartEdge (24/7 digital platform)

- [www.partedge.thalesdigital.io/](http://www.partedge.thalesdigital.io/)

## Repairs and Standard Exchanges

### Thales AVS France SAS

- CSC-France
- 5 rue Marcel Dassault
- 86101 Châtelleraut,
- France

## Customer Front Office

- FR-AVS-AGS-EU-COR@fr.thalesgroup.com

## Technical Support

Please refer to your Technical Support Representative at Safran Helicopter Engines.

## Sales & services

*Europe, Northern Africa, Middle East*

### Martin Capel

- [martin.capel@fr.thalesgroup.com](mailto:martin.capel@fr.thalesgroup.com)
- +33 (0)6 07 66 22 47

### Emma Martin

- [emma.martin@fr.thalesgroup.com](mailto:emma.martin@fr.thalesgroup.com)
- +33 (0)6 81 74 78 80

### Sébastien Marquine

- [sebastien.marquine@fr.thalesgroup.com](mailto:sebastien.marquine@fr.thalesgroup.com)
- +33 (0)6 43 85 01 62

### *Italia*

### Maxime Gindre

- [maxime.gindre@thalesgroup.com](mailto:maxime.gindre@thalesgroup.com)
- +33 (0)6 42 43 55 36

Europe  
Middle East  
Africa

Châtelleraut

Milan



# Your contacts

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(For Standard Exchange requests)

- +1 (407) 550 8585
- AOGThales@us.thalesgroup.com

## PartEdge

(24/7 digital platform)

- [www.partedge.thalesdigital.io/](http://www.partedge.thalesdigital.io/)

## Repairs and Standard Exchanges

### Thales Avionics Inc

- 7415 Emerald Dunes Dr, Suite 2000,
- ORLANDO, FL 32822

## Customer service

### Lester Foldi:

- [lester.foldi@us.thalesgroup.com](mailto:lester.foldi@us.thalesgroup.com)
- Phone: (+1) 732 242 6746

## Customer support

### Kenneth Hart

- [ken.hart@us.thalesgroup.com](mailto:ken.hart@us.thalesgroup.com)
- (+1) 206 375 7671

## Sales & services

### Todd Farrington

- [todd.farrington@us.thalesgroup.com](mailto:todd.farrington@us.thalesgroup.com)
- (+1) 206 697 4584

## Technical Support

Please refer to your Technical Support Representative at Safran Helicopter Engines.

North  
& South  
Americas

Orlando

# Your contacts

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## Thales AOG Desk 24/7/365

(For Standard Exchange requests)

- +1 (407) 550 8585
- AOGThales@us.thalesgroup.com

## PartEdge (24/7 digital platform)

- [www.partedge.thalesdigital.io/](http://www.partedge.thalesdigital.io/)

## Repairs and Standard Exchanges

**Thales Solutions Asia Pte Ltd**

- 28 Changi North Rise
- Singapore 498755
- Phone: (+65) 6424 7100
- Fax: (+65) 6424 7101

## Exchange Support

- [Contract.Exchange@asia.thalesgroup.com](mailto:Contract.Exchange@asia.thalesgroup.com)

## Customer Service

- [SGP-AVI-CS-ASIA-PACIFIC@asia.thalesgroup.com](mailto:SGP-AVI-CS-ASIA-PACIFIC@asia.thalesgroup.com)

## Technical Support

Please refer to your Technical Support Representative at Safran Helicopter Engines.

ASIA  
PACIFIC



Singapore



AVS FRANCE SAS - 105 av. Général Eisenhower  
31000 Toulouse  
[marketing.ssh@fr.thalesgroup.com](mailto:marketing.ssh@fr.thalesgroup.com)

[thalesgroup.com](https://www.thalesgroup.com)

