



MEGHAS®

Avionics suite services



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 MEGHAS[®] equipment.

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

Aviation Global Services

- Leading-edge technologies
- Color AMLCD glass cockpit
- Open, scalable architecture
- Supports all missions
- Reduces pilot workload

- H120/EC120
- H125/AS350 B2, B3 & B3e
- H130/EC130 B4 & T2
- H135/EC135
- H145/EC145/BK117-C2
- H155/EC155
- AS355 NP, AS365 K2,
AS565 MBe, AS555 AP

helicopter cockpits
equipped with MEGHAS®



- Original
- Option

Multifunction Display	VEMD	●	●	●	●	●	●	●	●	●	●
	CAD				●	●	●				
	SMD45				●	●	●				
	SMD68				○	○	○				
Modules	FCDM				●	●	●				
	RACK				●	●	●				
Control Panels	ICP				●	●	●				
	RCU				●	●	●				
Sensors	ADU3000				●	●	●		●	●	●
	ADU3200				●	●	●		●	●	●
	TTPU				●	●	●		●	●	●

//////	VEMD	Vehicle and Engine Management Display
//////	CAD	Caution and Advisory Display
//////	SMD45	Smart Multifunction Display
//////	SMD68	Smart Multifunction Display
//////	FCDM	Flight Control Display Module
//////	ICP	Instrument Control Panel
//////	RCU	Reconfiguration Control Unit
//////	ADU3000	Air Data Unit
//////	ADU3200	Air Data Unit
//////	TTPU	Temperature Probe



Support & Services

With our comprehensive portfolio of aviation services, we've got you covered:

Technical assistance

You can rely on our technical support team to answer your questions regarding the operation and maintenance of your MEGHAS® avionics suite, along with possible upgrades and modifications.

Logistics front office

Contact our Thales front office staff for questions concerning logistics, warranty administration and support services.

Spare parts distribution

Thales can help you evaluate your spares procurement needs, in light of your fleet requirements. In addition to providing new equipment, Thales also offers pre-owned equipment.

Maintenance and Repair

Thales offers maintenance and repair services, with 20 days turnaround times for MEGHAS® equipment, anywhere in the world. We can also provide reduced turnaround times and extended warranty services to help you reduce cost and improve maintenance operations. Our repairs are provided by highly skilled and trained technicians, using OEM-approved parts. Thales repair facilities are Part 145 certified (FAA, EASA, TCCA and CAAC).

Advanced standard exchanges

With our advanced standard exchange service, you are assured to get quick availability of serviceable equipment whenever you need.

Thanks to our 24/7 AOG service, we are able to provide worldwide delivery from our three main storage facilities, in Orlando, Châtelleraut and Singapore.

All customer requests are acknowledged within 4 hours, and parts are shipped within 24 hours.

Check out for parts availability and order your serviceable exchange unit online through our digital platform, PartEgde.

Retrofit and Upgrade

Thales offers retrofit and upgrade services on MEGHAS® avionics equipment such as SMD45 WAAS/SBAS, VEMD Power and more.

Training

Our MEGHAS® training programs cover in-depth equipment presentation and onboard maintenance. Please contact your Thales Sales Representative to organize training sessions for your personnel.

Technical documentation

Service Bulletins, Service Information Letters and all other documents needed for operations, maintenance and support of your MEGHAS® equipment are available online in myTechPubs. Request your customized access.

Support & Services

Obsolescence Services

With obsolescence increasingly affecting electronic equipment, Thales offers support solutions designed to ensure the longevity of your MEGHAS® products and customized to your fleet:

- obsolescence mapping and alerts
- obsolescence monitoring and treatment, whether punctually or defined over a longer period.

Customized support contracts

Thales has a wealth of experience in offering long-term component maintenance and spare parts availability programs. Our “Power-By-The-Hour” (PBH) programs provide valuable benefits to customers including immediate availability of spare parts, anytime, anywhere, thru advanced standard exchanges, at predictable cost. In addition to PBH support, we can offer dedicated consignment stock. Our programs are tailored to the specific operational and budgetary requirements of each customer. For more information, contact your dedicated regional sales representative.

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](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>



Other Thales equipment onboard Airbus Helicopters platforms:

Conventional and back up Instruments (altimeters, indicators, gyroscopic horizons, probes, transmitters ...)

- Electronic Engine Control Units (EECU) for Safran FADEC
- Electrical power generation and Power conversion systems
- Contact us to get more information on the services available for these products.

Your contacts

AOG and Standard Exchanges

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/

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

Anne-Sophie Aubert

- anne-sophie.aubert@fr.thalesgroup.com
- +33 (0)7 88 00 75 22

Technical line

- technicaline.hel@fr.thalesgroup.com

• Sales & services

Europe, Northern Africa, Middle East

Martin Capel

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

Emma Martin

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

Sébastien Marquine

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

Italia

Maxime Gindre

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

Retrofits & Upgrades

Emmanuelle Mondher

- technicaline.hel@fr.thalesgroup.com

Europe
Middle East
Africa



Your contacts

AOG and Standard Exchanges

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- +1 (407) 550 8585
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Repairs and Standard Exchanges

Thales Avionics Inc

- 7415 Emerald Dunes Dr, Suite 2000,
- ORLANDO, FL 32822
- To the attention of **Lester Foldi**:
- lester.foldi@us.thalesgroup.com
- Phone: (+1) 732 242 6746

Customer support

Kenneth Hart

- ken.hart@us.thalesgroup.com
- (+1) 206 375 7671

Sales & services

Todd Farrington

- todd.farrington@us.thalesgroup.com
- (+1) 206 697 4584

Technical Support

*Eastern United States, Canada,
Central, and South America*

Santiago Jimenez

- santiago.jimenez@us.thalesgroup.com
- (+1) 848 459 6429

Western United States

Kenneth Hart

- ken.hart@us.thalesgroup.com
- (+1) 206 375 7671

Retrofits & Upgrades

- technicaline.hel@fr.thalesgroup.com

North
& South
Americas

Orlando



Your contacts

AOG and Standard Exchanges

Thales AOG Desk 24/7/365
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- +1 (407) 550 8585
- AOGThales@us.thalesgroup.com

PartEdge (24/7 digital platform)

- 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

Technical Support

- helisupport@asia.thalesgroup.com

Customer Service

- SGP-AVI-CS-ASIA-PACIFIC@asia.thalesgroup.com

ASIA
PACIFIC



Singapore



AVS FRANCE SAS - 105 av. Général Eisenhower
31000 Toulouse
marketing.ssh@fr.thalesgroup.com

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

