

Leaders in Product Support

Customer service demands customer focus; that is Bell's commitment to you. Focus on your missions, your needs and your support requirements. When it comes to field support, Bell's worldwide CSF network is unparalleled.

The Bell Helicopter Customer Service Facility (CSF) network provides best-in-class service and support.



**Authorized
Customer Service
Facility Network**

Bell Helicopter
A Textron Company

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Guaranteed Mission Ready

At Bell Helicopter we know the importance of maintaining the readiness of your aircraft. That is why we are committed to bringing you the helicopter industry's largest global customer support network. With more than 120 customer service facilities in 32 countries, the award-winning Bell Helicopter Customer Support Facility (CSF) network is there to ensure your aircraft is mission ready – whenever duty calls.

Quality Assured and OEM Approved

Bell CSFs are "Bell-Approved." This means that each has made significant investments in facilities, inventory, tooling, training and insurance, creating the foundation for delivering superior levels of service quality, technical support and safety.

Bell ensures that each CSF has:

- Factory-trained maintenance technicians
- Guaranteed parts inventory on hand to service aircraft
- The training and expertise to process Bell warranty claims
- Insurance to cover customer aircraft while at their facility
- The latest technical and safety information on-hand
- High standards of quality, professionalism and safety

With unmatched service and support, the Bell CSF network is a true differentiator in the maintenance and overhaul provider market.

The Bell Helicopter CSF network, more than 120 customer service facilities in 32 countries, committed to bringing operators unmatched levels of service and support.

Verified Mission Support

Each year, Bell's Customer Service Facilities undergo a strict audit process using the Bell Achievement Ranking System (BARS) to confirm their focus on supporting your mission requirements. BARS measures CSF performance on key areas impacting the overall customer service experience. The BARS criteria measured includes:

- Inventory management
- Third party maintenance focus
- Business practices
- Service comprehensiveness
- Technical competence
- Facility quality

