



INFORMATION LETTER

GEN-15-132

1 May 2015

**TO: All Owners/Operators of Bell helicopters**

**SUBJECT: NEW TECHNICAL PUBLICATIONS PAY-FOR-PAPER POLICY**

Bell Helicopter has always endeavored to be a leader in customer support, in large part because of the quality of its technical publications. The technical publications website, [www.bellhelicopter.net](http://www.bellhelicopter.net), is relied upon by customers worldwide for up-to-date technical information for Bell helicopters. Over time, many improvements have been made to the website, including the ability to keep an offline copy of the most current publications on a local computer using the offline "Techpubs Companion" feature.

The next step in our improvements is to drive safety, reduce paper waste and further increase our efficiency for delivering information. As such, Bell Helicopter has decided to modernize its delivery method for all technical publications.

***New Policy:***

- Flight documents (Flight Manual, Flight Manual Supplements, Manufacturer's Data, and Integrated Avionics Manuals, as applicable) will continue to be provided on paper to all Owners/Operators at no charge (one copy per helicopter). Customers that are not Owners/Operators will be charged a subscription and/or revision fee.
- Owners/Operators of Bell helicopters will continue to be entitled to free access to online technical publications (ePubs) as long as they own or operate the helicopter.
- Maintenance facilities that do not own or operate a helicopter (including contracting individuals) will be allowed access to ePubs, but will be charged a fee. As well, they will be eligible to purchase a subscription for paper publications.
- Authorized Bell Helicopter Customer Service Facilities (CSFs) will receive free access to ePubs for all models on their capability list, but will be charged for paper publications. CSF paper subscriptions will be discontinued as of May 1, 2015 or expiration date of current paid subscription contract.
- Requests for exceptions to this policy will be evaluated. A bias toward online publications will be maintained.

Customers and CSFs who have converted to ePubs and want to discontinue their regular shipment of paper updates should contact Bell Helicopter. Those that are interested in continuing their paper subscriptions may request a quote. The paper publications have been bundled for efficiency and cost savings but individual manuals may be purchased. Customers interested in individual manuals should inquire about the availability and cost.

All Owners/Operators that have a current paper subscription, as of May 1, 2015, will continue to receive uninterrupted revision service through March 31, 2017; at which time there will be a charge for subscription renewal.

There is no immediate requirement for action on your part unless you want to discontinue or modify your paper subscription.

If you currently do not have access to our ePubs service, please visit [www.bellhelicopter.net](http://www.bellhelicopter.net) and submit a request by completing the online "New User" form. Be sure to include your valid helicopter serial number.

By March 31, 2017 Bell will update and align all existing Service Contract subscriptions in accordance with this new policy.

We are confident the majority of our customers will welcome the change. The website allows all the functions needed to carry out safe maintenance and operation of the helicopter, and we believe this process will not only reduce our environmental impact, but quickly and efficiently deliver technical publications to our operators and stakeholders.

For all inquiries, please contact Bell Helicopter Technical Publications:

[publications@bh.com](mailto:publications@bh.com)

817-280-2584