

# Challenger 3500

**BOMBARDIER**

# We've spent over 50 years re-imagining private flight

A History  
of Ingenuity.

Forever  
Visionary.

Our 50 years of innovation have led us to see opportunities where others see limits. A rich history of ingenuity inspires us to relentlessly reinvent and refine every detail of our private aircraft. It's just who we are.



# Challenger 3500

## Innovation that inspires. Performance that delivers, 365 days a year.

The Challenger 3500 aircraft pushes the industry forward, setting the course to what private jet travel should be. Featuring the most technologically advanced cabin in its class, it introduces productivity enhancing features such as the industry's first voice-controlled cabin and the revolutionary Nuage seat. The Challenger 3500 aircraft provides the ultimate combination of sustainability, performance and reliability you can count on 365 days a year.



**The ultimate cabin experience** Design and technology converge to heighten passenger productivity and comfort. It features industry-first cabin technology, revolutionary seating and a striking interior.



**Revolutionary seating** Redefining comfort with its unique zero-gravity position, the patented Nuage seat is the first new seat architecture in business aviation in over 30 years.



**Sustainable innovation** The Challenger 3500 aircraft is the most sustainably designed business jet in its class—offering innovative, eco-friendly solutions and features to lower its environmental impact.



**Highest reliability, lowest operating costs** With an industry-leading dispatch reliability of over 99.8% and the lowest direct operating costs in its class, the Challenger 3500 aircraft offers peace of mind at an unbeatable value 365 days a year.



**Performance that delivers** The latest addition to the iconic Challenger platform—the aircraft of choice among top corporate flight departments and charter operators worldwide—the Challenger 3500 aircraft provides the ultimate combination of range, speed, field performance and reliability.



**Smooth ride** An advanced wing design, refined aerodynamics and a pilot-centric avionics suite deliver an exceptionally smooth ride from takeoff to touchdown.









# The ultimate cabin experience

The Challenger 3500 aircraft has been designed as an extension of your home and office to maximize productivity and comfort. It features industry-first technology, the revolutionary Nuage seat and a striking interior to deliver the ultimate cabin experience.





# A seat for life above the clouds

The Nuage seat, a masterpiece of innovation and craftsmanship, represents the first meaningful change in the operation and design of a business aircraft seat in over 30 years. The Nuage seat delivers class-defining comfort—including the industry's first zero-gravity position—for life above the clouds.

## **Tilt link system for a zero-gravity position**

The Nuage seat features a patented tilt link system for a zero-gravity position, which provides a neutral body posture to reduce pressure on the lower back while providing even-weight distribution for effortless comfort and improved circulation.

## **Unique swept back design for more leg room**

When in the upright position, the Nuage seat's leg rest features a swept back design allowing you to tuck your feet behind your knees for a more natural and comfortable seated position.

## **Floating base for fluid movement**

Engineered to move as you do, the Nuage seat features a unique floating base with a trackless footprint and permanently centered swivel axis for simple and intuitive positioning.

## **Industry-exclusive tilting headrest**

Designed with intent for ergonomic perfection, the Nuage seat features an industry-exclusive tilting headrest for optimal neck support and alignment in any position.





VOICE CONTROL



I'm listening  
How can I help you?





# The smartest cabin in the industry

When it comes to purposeful technology, the Challenger 3500 aircraft leads the way. It introduces several industry-first features, including voice-control, unmatched 4K entertainment, first-in-class wireless chargers and a true bring-your-own-device cabin philosophy, making it the smartest and most technologically advanced aircraft in its class.

## **I'm listening. How can I help you?**

Voice control is available in your car and at home - now you can experience it on your business jet. The Challenger 3500 aircraft offers the industry's first voice-controlled cabin. No more navigating menus to control your cabin; say what you want, and it takes care of the rest. Control lighting, temperature, entertainment and access real-time flight information through the aircraft's voice control.

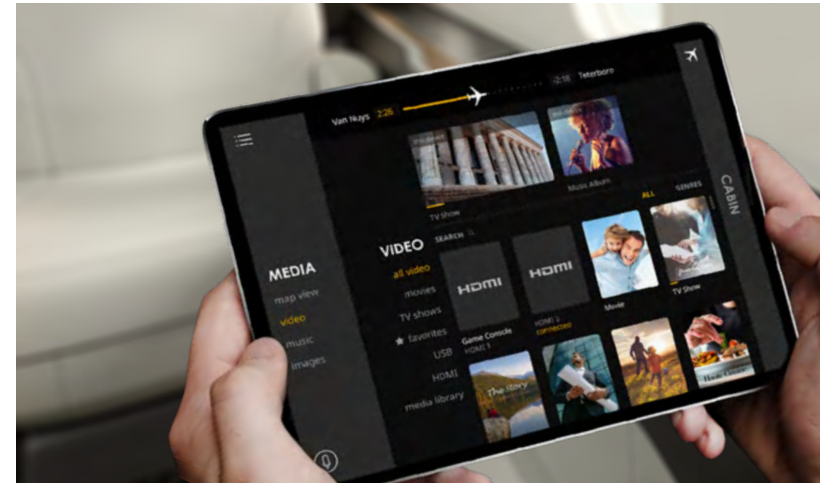
The voice control has been specifically designed to work without an internet connection, delivering a reliable, fast and private solution that is integrated seamlessly into the aircraft's cabin management system.

# Stay connected and entertained



## Sit back, relax and recharge

Forgot your charging cable? No problem. The Challenger 3500 aircraft features first-in-class wireless chargers conveniently located throughout the cabin so you can charge your compatible phone without the fuss of power cables.



## Bring your own device

Create a home-like experience and stay productive in flight by connecting your phone, tablet and other electronic devices to the cabin. Seamlessly stream your favourite audio and video content or mirror business presentations onto the cabin display. In addition, the onboard media bay can accommodate and connect the most popular streaming devices and the latest gaming consoles.



### **Feel advanced technology at your fingertips**

The Challenger 3500 aircraft introduces the first use of haptic touch technology on a business jet. Similar to the tap or quick vibration you feel when interacting with your phone, the elegantly designed cabin control switches vibrate when pressed, enhancing the user experience and providing instant feedback that the command has been successfully activated.



### **Keeping you connected to the world below**

With available high-speed Ka-band<sup>(1)</sup> and 4G ATG<sup>(2)</sup> (air-to-ground) internet, being in the air won't keep you from participating in that important video conference, streaming your favourite entertainment or watching the big game.

# Best-in-class entertainment experience

Catch up on the latest business news or enjoy your favourite entertainment on the only 24 in (61 cm) 4K display in its class. Stunning picture quality and crisp, vivid colours deliver a true-to-life viewing experience while in flight.

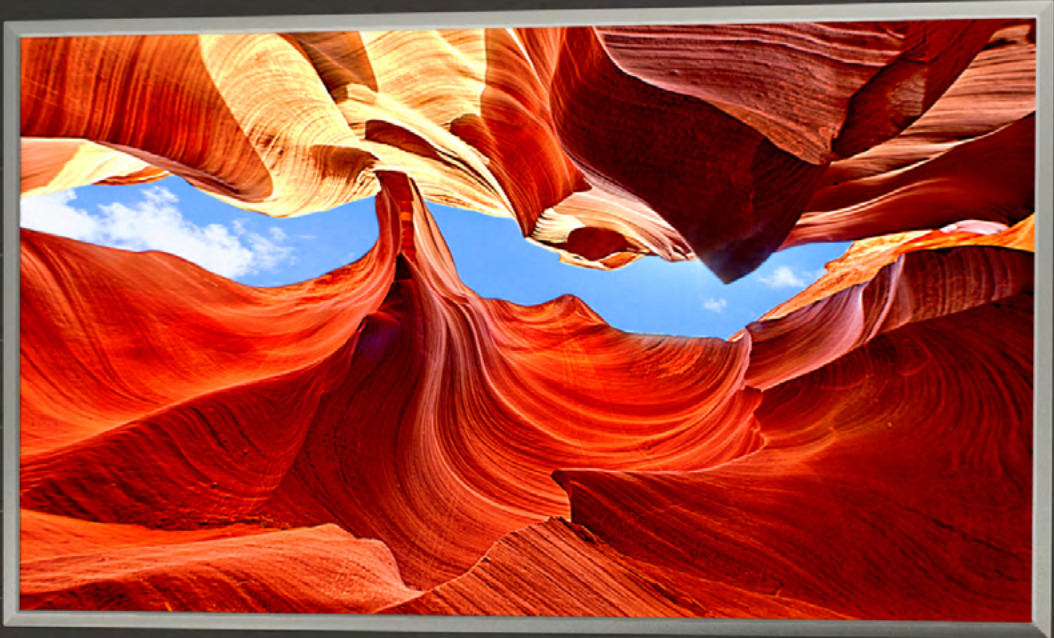
## **Sound that soars**

Take your cabin audio to new heights with the Challenger 3500 business jet. Trim panel speakers (transducers) are mounted behind the sidewalls, turning the entire sidewall panel into one large speaker, so the sound surrounds you and is evenly dispersed throughout the cabin.

The sound experience can be further personalized through an adjustable sweet spot feature that allows passengers to centre the sound to their precise location in the cabin.

The wireless cabin experience design allows passengers to play their favourite audio content throughout the cabin or on their headphones for a more personal listening experience.







### **The widest and quietest cabin**

From the moment you step onboard you will discover a cabin where spaciousness and style converge. The Challenger 3500 aircraft features the widest cabin in its class with a flat floor design that allows for safe and unrestricted movement throughout the cabin. Originally developed for the industry flagship Global 7500 aircraft, the advanced sound insulating design makes the cabin the quietest in its class, minimizing noise to reduce stress while maximizing comfort and productivity.



### **Arrive feeling your best**

A low cabin altitude and fresh cabin air allows you to arrive at your destination feeling refreshed and relaxed. Passengers will benefit from one of the lowest cabin altitudes in its class at 4,850 ft—a reduction of more than 2,000 ft compared to its predecessor, the Challenger 350 aircraft—similar to being at ground level in Denver, Colorado when cruising at 41,000 ft.

The air circulation system onboard is also the fastest fresh air delivery system in its class - rapidly replenishing the cabin with fresh air in less than two minutes.





Symbol	Change	Symbol	Change	Symbol	Change	Symbol	Change	Symbol	Change
▲	+0.01%	▲	+0.04%	▲	+0.02%	▲	+0.04%	▲	+0.06%
▲	+0.01%	▲	+0.04%	▲	+0.02%	▲	+0.04%	▲	+0.03%



### **A clean cabin design**

The cabin design of the Challenger 3500 aircraft features straight side ledges and seamless surfaces in a host of finishes, as well as ample space between the seats and furnishings for effective cleaning and sanitizing.

The pocket door separating the cabin from the entrance keeps interactions between crew and passengers to a minimum and access to the baggage compartment from within the cabin gives you the option of being the only one to handle your personal belongings.



### **Your personal items are always within reach**

The Challenger 3500 aircraft has been designed to maximize storage space so you can bring more onboard. The baggage compartment is accessible at all times, the forward wardrobe provides ample storage space and the cleverly designed divan end cabinet features a two-tiered drawer for additional storage.







# The best in-flight meals start with a tastefully appointed galley



Whether it's a morning coffee, a business lunch or dinner, the Challenger 3500 aircraft features a galley that is both functional and stylish.

#### Key features include:

- A large contemporary countertop with extra pull-out surface
- Ample storage space
- Support for your preferred off-the-shelf coffee/espresso machine
- An optimized ergonomic layout, self-closing drawers and soft-touch latches
- An available two-tiered ice drawer
- A microwave or available high-temperature oven
- An available transparent crystal storage and wine chiller compartment









# Performance that delivers

The Challenger 3500 aircraft is the force to be reckoned with in the business jet industry—delivering unmatched versatility, the lowest direct operating costs in its class and rock-solid reliability day in, day out. It is no surprise that high-frequency, high-utilization operators, such as the world's top corporate flight departments and charter operators with stringent operational needs, have made the iconic Challenger platform the cornerstone of their fleets.



### **Engineered for total performance**

With an impressive range of 3,400 nautical miles, outstanding field performance and steep-approach capabilities, the Challenger 3500 aircraft can operate in and out of some of the most challenging airports around the world such as Aspen, London City or Lugano and can easily connect Los Angeles to Honolulu or London to Dubai with full seats and full fuel, non-stop.

### **Lowest direct operating costs**

The Challenger 3500 aircraft offers the lowest direct operating costs in its class through affordable maintenance programs, low parts cost and longer maintenance intervals than the competition.<sup>(3)</sup> With an expansive support network, operators have access to more trained pilots, more services facilities and greater parts availability facilitating a smoother entry-into-service.



# Performance that goes a long way



## Get in and go

Boasting an impressive 99.8% dispatch reliability<sup>(3)</sup> and ready to fly in under 7 minutes, you can count on the Challenger 3500 aircraft day in, day out, to ensure you arrive at important business meetings and family events on time.



## Fun to fly

The aircraft's high-caliber agility delivers a ride that exhilarates while its steadfast dependability has garnered top accolades and the respect of pilots and flight departments worldwide. It climbs quickly and directly to 43,000 ft (13,106 m) sitting well above commercial air traffic and adverse weather conditions while boasting an impressive top speed of M 0.83.



### **Built to rule the runway**

The Challenger 3500 aircraft boasts exceptional ramp appeal—with its balanced and proportionate design, sleek styling and proud stance, it is built to rule the runway and is one of the most recognizable business jets in the world.



### **Smooth ride**

The Challenger 3500 aircraft's wing, engine and landing gear were developed in concert to ensure an optimally balanced design, providing a smooth ride from takeoff to touchdown.



myMaintenance

Jul 2, 2021 @ 08:45:00  
**32202** NOSE DOOR

Jul 2, 2021 @ 08:39:00  
**32204** → FUEL XFER ON



**SESSION-IN-FLIGHT** LATEST

Time in flight: 0 hours 45 minutes

**BOMBARDIER**

Connected aircraft  
Departure: Jul 2, 08:00 - TIME  
Departure Airport: Montreal Trudeau (CYUL)  
Arrival Airport: Toronto Pearson (CYYZ)

**My Aircraft**  
Challenger 3500  
Latest AHMS transfer: Jul 2, 08:25  
Status: IN-FLIGHT

FDE / CAS	MDC	Code	Fault message	OMS	Fault Timestamp
		32204	STATUS 2		Jul 2, 2021 08:32:00
		32204	→ FUEL XFER ON		Jul 2, 2021 08:39:00
		32203	HYD PUMP		Jul 2, 2021 08:43:00
		<b>32202</b>	<b>NOSE DOOR</b>	2	Jul 2, 2021 08:45:00

Session Data  
Time, UTC

Info Message Status Filtered FDE

Engine on: 07:35:23

Take Off Report

Flight Leg: 00240	Flight Phase: 4
Departure Airport: CYUL	Gross Weight: 0112179
Arrival Airport: CYYZ	Center of Gravity: 290
	Air Speed: -

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Certain design elements, images and views of the product shown are subject to change and may not be an exact representation of the final product.



# Real-time data anytime, anywhere

Stay connected to your aircraft while in-flight with Smart Link Plus. Transmitting aircraft data in real time, Smart Link Plus automatically sends takeoff, landing and crucial in-flight fault notifications to maintenance crews allowing them to make better and faster data-driven decisions. Accessible through the myMaintenance App, crews can prioritize and troubleshoot fault notifications while the aircraft is in-flight in order to save crucial time and improve aircraft availability.<sup>(4)</sup>

## **Provides actionable insights**

Aircraft data is converted into actionable insights for maintenance crews, allowing them to make better and faster data-driven maintenance decisions in real-time.

## **Remote troubleshooting**

Crews can prioritize and troubleshoot crucial flight notifications (cautions and warnings), proactively dispatch parts and technicians while the aircraft is in-flight in order to minimize downtime and increase dispatch reliability.

## **Increases operational and fleet efficiencies**

Smart Link Plus improves aircraft reliability and operational efficiencies by identifying issues and trends to develop preventative maintenance tasks by leveraging fleet-wide data.

## **Intuitive and user-friendly**

Aircraft data is displayed in an intuitive, user-friendly data visualization tool on Bombardier's myMaintenance App and is available anytime, anywhere on any personal electronic device.

## **24/7 Customer Support**

Bombardier's 24/7 Customer Response Centre (CRC) and dedicated team of experts and specialists can further support troubleshooting efforts through remote access to your aircraft data.





# Committed to a more sustainable future

Bombardier is leading the industry in sustainability by taking concrete actions to drive real change. A testament to this pledge is the Challenger 3500 aircraft - the most sustainably designed business jet in its class. It is the first super mid-size jet with an Environmental Product Declaration and the first business jet to achieve a carbon neutral flight test program. It also offers high-quality, sustainable cabin material options and introduces technology in the cockpit to help operators fly more efficiently and reduce CO<sub>2</sub> emissions.

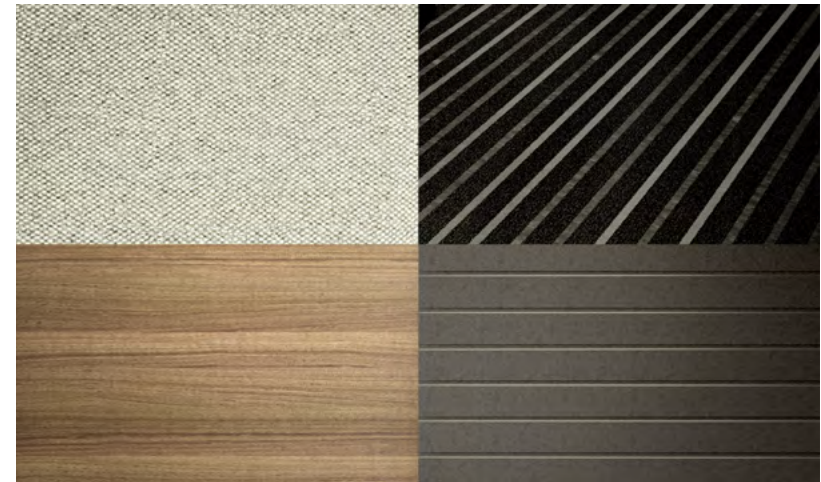
# Concrete actions to drive real change



## **Environmental transparency**

The Challenger 3500 business jet is the first super mid-size aircraft with an Environmental Product Declaration. Developed in accordance with International Standards ISO 14021 and 14044, the Environmental Product Declaration communicates, quantifies and provides transparency on the environmental impact of the product throughout its lifecycle.

The Challenger 3500 aircraft's flight test program was the first in business aviation to be completely carbon neutral.



## **Exceptional comfort, lower environmental footprint**

Design your cabin interior from a selection of innovative, high-quality and sustainable materials without compromising style or comfort. The Challenger 3500 aircraft offers customers the option to choose from a host of environmentally friendly interior options—including upcycled fabrics, alternative wood options and natural fiber-based materials—to create their own eco-friendly masterpiece.





### **Fueling the future. Leading the industry.**

Bombardier's leadership role in the promotion, adoption and scalability of Sustainable Aviation Fuel—a blend of conventional jet fuel and synthesized blended agents derived from seven approved sources, such as cooking oils, plant oils and wood waste—is helping chart a course toward a greener future.

All Bombardier business jets, including the Challenger 3500 aircraft, can safely operate at their highest performance using Sustainable Aviation Fuel.



### **Sustainable manufacturing**

Bombardier's Canadian manufacturing facilities are largely powered by hydroelectricity - a renewable energy source that harnesses the power of moving water to produce electricity, thereby reducing the amount of CO<sub>2</sub> emissions. Furthermore, Bombardier relentlessly seeks new opportunities to reduce its environmental impact by using new technologies, such as in our paint shop where Volatile Organic Compound (VOC) emissions have been cut by more than 92%.



CHALLENGER  
3500

BOMBARDIER



# Optimized flight efficiency = Lower CO<sub>2</sub> emissions

Another testament to Bombardier's commitment to sustainability and a first in the business aviation industry is the introduction of the eco app (eWAS Pilot with OptiFlight® from SITA). The eco app allows crews to optimize their flight profiles-maximizing fuel efficiency, lowering CO<sub>2</sub> emissions and improving situational awareness for a safer, more efficient and comfortable flight.

Taking a step beyond what current flight planning and weather awareness tools provide, the eco app uses advanced machine learning algorithms to continuously improve flight optimization models tailored to each operator's specific aircraft characteristics and utilization.

The eco app also offers real-time, graphically enhanced views of weather sources and forecasts to help crews fly optimized trajectories and adjust flight plans dynamically to rapidly changing weather conditions.



## Key benefits:

- Optimizes flight profiles to maximize operational efficiencies during the climb and cruise phases to maximize fuel efficiency and lower CO<sub>2</sub> emissions
- Offers both fuel burn and time to destination optimization solutions to adapt to mission needs
- Provides a clearer view of current and future weather hazards along flight path, empowering pilots to take proactive decisions to avoid severe weather events





# Best-equipped cockpit in its class

The Challenger 3500 aircraft features the best-equipped cockpit in its class with more baseline equipment than the competition, superior aesthetics and is equipped to meet current and upcoming navigational requirements.<sup>(5)</sup>



## Key features include:

- A standard autothrottle system
- Available Head-up Display (HUD) with Enhanced Vision System (EVS)
- Synthetic Vision System (SVS)
- Advanced avionics suite with four large displays
- MultiScan™ weather radar
- Dual Inertial Reference System (IRS)
- Dual SBAS/WAAS GPS





# Challenger 3500

## The ultimate cabin experience

Design and technology converge to heighten passenger productivity and comfort. It features industry-first cabin technology, revolutionary seating and a striking interior.

## Revolutionary seating

Redefining comfort with its unique zero-gravity position, the patented Nuage seat is the first new seat architecture in business aviation in over 30 years.

## Highest reliability, lowest operating costs

With an industry-leading dispatch reliability of over 99.8% and the lowest direct operating costs in its class, the Challenger 3500 aircraft offers peace of mind at an unbeatable value 365 days a year.

## Performance that delivers

The latest addition to the iconic Challenger platform—the aircraft of choice among top corporate flight departments and charter operators worldwide—the Challenger 3500 aircraft provides the ultimate combination of range, speed, field performance and reliability.

## Sustainable innovation

The Challenger 3500 aircraft is the most sustainably designed business jet in its class—offering innovative, eco-friendly solutions and features to lower its environmental impact.

## Smooth ride

An advanced wing design, refined aerodynamics and a pilot-centric avionics suite deliver an exceptionally smooth ride from takeoff to touchdown.



# Technical specifications

## GENERAL

### CAPACITY

Passengers: Up to 10

### ENGINES

Honeywell HTF7350 turbofans

Thrust: 7,323 lbf (33 kN)

Flat rated to ISA + 15°C

### CABIN TECHNOLOGY

- Industry's first voice-controlled cabin
- Largest 4K display in its class
- Wireless phone chargers
- Ka-band and 4G ATG internet available

### AVIONICS

- Autothrottle system
- Available Head-up Display (HUD) with Enhanced Vision System (EVS)
- Advanced avionics suite with four large displays
- Dual Flight Management System with LPV and RNP approach capabilities
- Synthetic Vision System (SVS)
- MultiScan™ weather radar
- Dual Inertial Reference System (IRS)
- Dual SBAS/WAAS GPS

## PERFORMANCE

### RANGE

Maximum range\* 3,400 nm 6,297 km

### SPEED

Top speed 0.83  
 High speed cruise 0.82  
 Typical cruise speed 0.80

### AIRFIELD PERFORMANCE

Takeoff distance (SL, ISA, MTOW) 4,835 ft 1,474 m  
 Landing distance (SL, ISA, typical) 2,364 ft 721 m

### OPERATING ALTITUDE

Maximum operating altitude 45,000 ft 13,716 m  
 Initial cruise altitude (MTOW) 43,000 ft 13,106 m

## DIMENSIONS

### INTERIOR

Cabin height 6 ft 0 in 1.83 m  
 Cabin width 7 ft 2 in 2.19 m  
 Cabin length\*\* 25 ft 2 in 7.68 m

### EXTERIOR

Length 68 ft 8 in 20.9 m  
 Wingspan 69 ft 0 in 21.0 m  
 Wing area 523 ft² 48.5 m²  
 Height 20 ft 0 in 6.1 m



New York



Sao Paulo



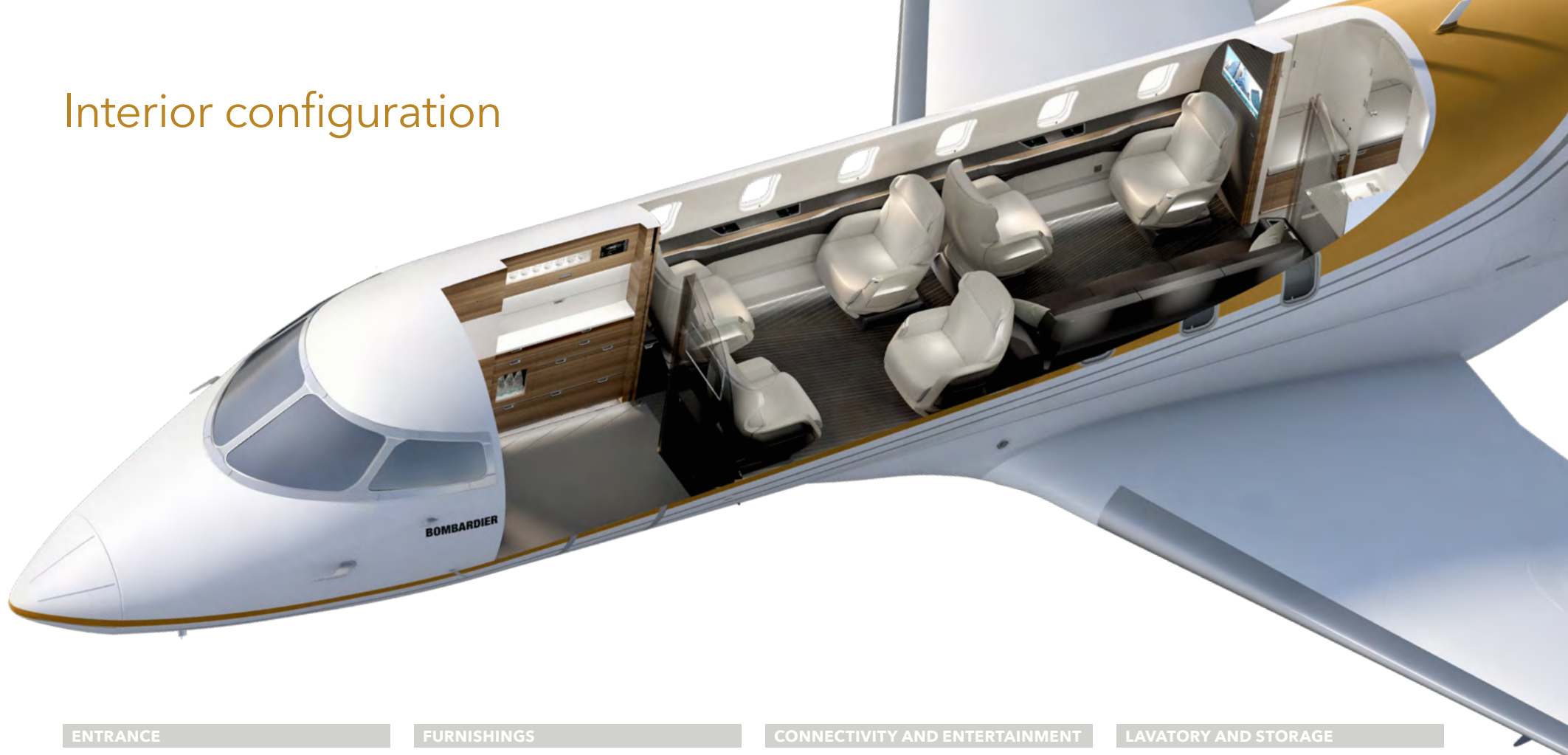
London

\*Theoretical range with NBAA IFR Reserves, ISA, M 0.77, 4 pax/2 crew. Actual range will be affected by speed, weather, selected options and other factors.

\*\*From cockpit divider to aft most cabin without baggage compartment.



# Interior configuration



## ENTRANCE

- Spacious galley with an available two-tiered ice drawer, transparent crystal storage and wine chiller compartment
- Support for your preferred off-the-shelf coffee/espresso machine
- Microwave or available high-temperature oven
- Wardrobe for passengers' and crew members' personal items
- Sound-insulating entry door and cockpit closeout curtains
- Sound-insulating sliding door separating entrance from main cabin

## FURNISHINGS

- Patented Nuage seats with zero-gravity comfort
- Flexible seating arrangements for up to 10 passengers
- Executive seating in club configuration
- 3-place divan with berthing capability available
- Concealable side-tables
- Quick access seat storage compartments

## CONNECTIVITY AND ENTERTAINMENT

- Industry's first voice-controlled cabin
- Largest 24 in (61 cm) and only 4K display in its class
- Immersive sound experience with adjustable sweet spot audio feature
- First-in-class wireless chargers
- Industry first haptic touch cabin control switches
- Ka-band and 4G ATG internet available

## LAVATORY AND STORAGE

- Elegantly designed with easy to clean surfaces
- Large backlit mirror and vanity, sink and faucet
- Unrestricted and safe access to a 106 ft<sup>3</sup> (3 m<sup>3</sup>) baggage compartment

# Customer Experience

World-class aircraft deserve world-class support. Fly confidently knowing that no matter where your travels take you, Bombardier's services and support network has you covered.



## Wider mobile response coverage than its leading competitor

With access to a network of aircraft, Bombardier's Mobile Response Team can reach its installed base worldwide, day or night. With more than twice as many mobile response vehicles than our leading competitor, customers can rest assured that support is always within reach.



## More service facilities than its leading competitor

With 33% more service facilities worldwide than its leading competitor, Bombardier's service centres, authorized service facility network and line maintenance stations are strategically located around the world to better serve its customers' needs.



## More field support representatives than its leading competitor

With more technical, operational and customer care experts in the field, customers can be confident that they will receive the support they need toward operational readiness and efficiencies, in addition to technical aircraft assistance when required.



## Worldwide parts distribution coverage

The parts you need, when and where you need them. With over \$1 billion in parts inventory and a global network of 16 parts distribution sites that move nearly 70,000 aircraft parts monthly, Bombardier ensures your complete peace of mind.



## Leading maintenance intervals

Bombardier's aircraft maintenance cycle features longer intervals between inspections. Longer intervals reduce the number of maintenance inspections required and may ultimately result in lower operating costs and reduced aircraft downtime.





**BOMBARDIER**

**BOMBARDIER**

# We save you time and money



## Leading maintenance intervals

Bombardier's maintenance cycle features longer intervals between inspections. Reducing the number of maintenance inspections required may significantly contribute to lowering your operating costs and reducing your aircraft's downtime.



## Smart Services - Cost protection programs tailored to you

The Bombardier Smart Services cost-per-flight-hour programs provide customers with peace of mind through budget predictability for aircraft parts and maintenance costs. These programs offer the flexibility to tailor the cost-per-flight-hour coverage to better suit operational needs. With simple monthly billing, customers can focus on what matters the most - keeping their aircraft flying.



## We give you more in warranty

Bombardier provides complementary mechanical and aesthetic adjustments to rectify the natural settling of on-board equipment within the first year of flight. Some other aircraft manufacturers consider these adjustments standard maintenance and consequently charge their customers accordingly. In addition, should an AOG (Aircraft-on-Ground) event occur in the first 5 years of owning an aircraft, Bombardier will dispatch a mobile response truck free of charge to its customers anywhere in the continental USA.\*

\*Dependent on availability. Certain conditions apply, contact a Bombardier customer support account manager or field support representative for details.





Bombardier's maintenance cycle features longer intervals between inspections.



# Leading AOG support



## **24/7 Customer Response Centre**

Bombardier's Customer Response Centre offers ultimate convenience with only one number to call for an AOG event in your part of the world. From aircraft systems and avionics support to structural repair, each call to the Bombardier Customer Response Centre connects you to experts who will create a tailored plan to get you flying again quickly and efficiently.



## **Wider mobile response coverage than its leading competitor worldwide**

Bombardier's Mobile Response Team offers more worldwide coverage than its leading competitor, using a vast network of aircraft to dispatch the parts you need in the event of an AOG. No matter where you are around the world, rest assured that our Mobile Response Team is right there with you.





## Worldwide AOG coverage

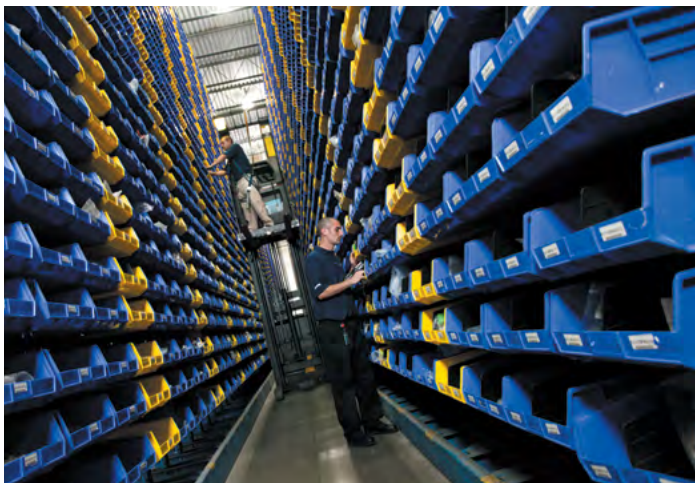
A network of aircraft ready to support in the event of an AOG

# Leading AOG support



## **More mobile response vehicles than its leading competitor**

With more than twice as many Mobile Response Team vehicles than its leading competitor, Bombardier is ready to dispatch its 30 trucks and highly skilled technicians at a moment's notice anywhere in the US and Europe.



## **Worldwide parts distribution coverage**

With over \$1 billion in parts inventory and a global network of 16 parts distribution sites that move nearly 70,000 aircraft parts monthly, Bombardier ensures its customers have the parts they need, when and where they need them. Customers also benefit from the peace of mind provided by price matching and 2-year warranty on all aircraft parts.





## Bombardier's Mobile Response Team

30 Trucks | 100+ Technicians



# Leading day-to-day support



## Investing in its workforce

The strength of its network is in the numbers. Bombardier continues to invest in its worldwide workforce by increasing the number of project managers and technicians across its service network to ensure customer aircraft are swiftly returned to service. In the last few years Bombardier has increased the number of its technicians by 20%, bringing the total number of specialized technicians to over 1,190.



## Investing in its footprint

Bombardier continues to expand its worldwide network in order to meet present and future customer demand by investing in the opening and expansion of service centres and line maintenance stations worldwide. Recent openings and current expansions include:

- 10 new line maintenance station openings
- Tianjin Service Centre opening
- Biggin Hill Service Centre opening & Biggin Hill Service Centre expansion (2022)\*
- Singapore Service Centre expansion (2021)\*
- Miami-Dade County Opa Locka Service Centre opening (2022)\*
- Melbourne Service Centre opening (2022)\*

\*Projected dates as of September 2020.





### **Award-winning service centres**

Every North American Bombardier service centre has received the FAA Diamond Award of Excellence, a yearly award highlighting an aircraft manufacturer's commitment to providing regulatory, airworthiness and safety awareness training to its service centre technicians. Bombardier proudly boasts 65 awards to date.



### **More service facilities than its leading competitor**

With 33% more service facilities worldwide than its leading competitor, Bombardier's service centres, authorized service facility network and line maintenance stations are strategically located around the world to better serve its customers' needs.



### **More field support representatives than its leading competitor**

Customers can rest assured that they will receive the support they need toward operational readiness and efficiencies, in addition to technical aircraft assistance when required thanks to more technical, operational and customer care experts in the field.

# Bombardier's growing worldwide presence

## ● SERVICE CENTRES

### Americas

Dallas, Texas  
 Fort Lauderdale, Florida  
 Hartford, Connecticut  
 Tucson, Arizona  
 Wichita, Kansas

### Asia Pacific

Singapore, Singapore  
 Tianjin, China

### Europe

Berlin, Germany  
 Biggin Hill, United Kingdom

## ▲ LINE MAINTENANCE STATIONS

### Americas

Teterboro, New Jersey  
 Van Nuys, California

### Asia Pacific

Tianjin, China

### Europe

Linz, Austria  
 Luton, United Kingdom  
 Milan, Italy  
 Olbia, Italy  
 Nice, France  
 Paris, France

## ☆ CUSTOMER RESPONSE CENTRE

### Americas

Montreal, Quebec

## ★ REGIONAL SUPPORT OFFICES

### Americas

Dallas, Texas  
 Fort Lauderdale, Florida  
 Hartford, Connecticut  
 Toluca, Mexico

### Asia Pacific

Beijing, China  
 Hong Kong, China  
 Mumbai, India  
 Singapore, Singapore  
 Melbourne, Australia

### Europe

Biggin Hill, United Kingdom  
 Munich, Germany

### Middle East / Africa

Dubai, United Arab Emirates  
 Johannesburg, South Africa

## ◆ PARTS AND COMPONENT REPAIR & OVERHAUL FACILITIES

### Americas

Chicago, Illinois  
 San Luis Obispo, California  
 Wichita, Kansas

### Asia Pacific

Hong Kong, China  
 Singapore, Singapore  
 Sydney, Australia

### Europe

Frankfurt, Germany

### Middle East / Africa

Dubai, United Arab Emirates

## ◇ AUTHORIZED TRAINING PROVIDERS

### Americas

Dallas, Texas  
 Montreal, Quebec  
 Morristown, New Jersey

### Europe

Amsterdam, Netherlands  
 Burgess Hill, United Kingdom

### Middle East / Africa

Dubai, United Arab Emirates

## ○ AUTHORIZED SERVICE FACILITIES

## + EXTENSIVE CR&O CAPABILITIES NETWORK AROUND THE WORLD





BOMBARDIER

CHALLENGER  
3500

## **Bombardier Business Aircraft**

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Dorval, Québec, Canada H4S 1Y9

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Printed in Canada 08/2021

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