Proven solutions for over 50 aircraft types

Coming from a long heritage of navigation systems built specifically for business aviation, Universal Avionics FMS is the professional pilot’s preferred FMS. Offering a complete NextGen and PBN solution, including ADS-B, LPV, CPDLC, DCL, and ATN B1 Data Comm, this is one classy chassis.

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About

The Universal Flyer is a quarterly print publication featuring product and program announcements, company milestones, spotlights, and more.

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Hello, 2019! I want to start by wishing our readers a Happy New Year. I certainly hope you were able to spend some quality time relaxing at home with your loved ones during the holidays. Now, back to work we go – it’s going to be an exciting year.

Late last year, we had the opportunity to meet colleagues from Elbit Systems Headquarters to formulate our strategic plans for 2019 and the years ahead. We talked a lot about new product offerings, but we also spent some time discussing a topic we pride ourselves on: delivering an outstanding experience to all of our customers. All of the above are highlighted in this issue.

I’d like to send a big thank you to W. Ashley Smith Jr., President and Director of Operations with Jet Logistics Inc. and Jet Logistics Technical Services, LLC. for having a very powerful discussion about the important role aviation has in making organ donation successful. I hope you find “Aviation Is Saving Lives” as eye-opening as I did. I’d love to hear your thoughts – you can email me at universalflyer@uasc.com.

Here’s to a rewarding year for all!

Stacy Honda
Managing Editor

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Looking Forward

UA CEO Paul DeHerrera shares his thoughts on the upcoming year.

Aviation Is Saving Lives

Aviation is the crucial link between donors and patients waiting for organ transplants.

Going the Extra Mile

UA employees answer the question, “what does delivering an outstanding customer experience mean?”
It's a new year and there is so much to talk about as we look ahead. 2018 marked some huge changes for UA, a change of ownership, followed by us becoming familiar with the new and exciting products Elbit Systems has to offer, such as their Head-Up Display, Enhanced Flight Vision Systems, and the revolutionary SkyLens™ Head Wearable Display.

At the same time, thanks to you (our customers and partners), we had a record year in FMS sales as you prepare for Automatic Dependent Surveillance-Broadcast (ADS-B) Out. A great number of you also took the opportunity to upgrade to Future Air Navigation System (FANS) 1/A+ at the same time.

In the past, I have spoken about our “roadmap” as we worked to help simplify and explain the logical path for ADS-B, FANS 1/A+, and Performance-Based Navigation (PBN). Looking forward, I would be remiss to not talk more about PBN. The first step you took or are about to take with ADS-B is integral to PBN by providing precise, predictable, and repeatable navigation as set forth in the FAA’s goals for PBN. PBN is truly a game changing path for aviation for all phases of flight. It provides curved path approaches, more arrivals and departures to major airports, and the freedom from ground-based paths; allowing optimized routes with favorable winds that are more direct, saving time and fuel.

At UA, we are pleased to be launching into another exciting year with a new list of product offerings for the retrofit and aircraft OEM markets; products that will take you each step of the way through the “roadmap,” preparing you for upcoming mandates and all the benefits PBN brings.
People’s lives rest on the ability to not only move transplant organs, but to move them in a timely manner. In the United States, donor hearts are considered usable only if the transit time is less than four hours. Out of the 10,000 hearts donated each year, nearly 3,500 or 35% of them are not used, solely because they can’t get to the recipient within the recommended window of time. That’s 3,500 lives impacted by transportation time. The aviation community is pulling together to change that.

Aviation, the Vital Link

Aviation is the crucial link between donors and patients awaiting organ transplants. Successful organ transplantations would be impossible without aircraft to ensure the fast and safe transportation of the organs. An increasing amount of this transport service is being offered by the business aviation community, which are partnering with local hospitals.

Jet Logistics: Air Medical Transport Specialists

Jet Logistics Inc. (JLI) was founded in 2002 with the mission to serve the air medical transport industry, as well as the US Government, with safe, reliable transportation at the highest quality standard. As of today, Jet Logistics (wholly owned by LG Holdings Group, Inc.) holds a Part 135 Air Carrier and Operator Certificate, operating aircraft focused on air medical and donor organ transportation. In 2018, JLI flew an average of 55-60 missions/month per aircraft, most of which were to transport patients and lifesaving donor organs for transplant. Assuming every flight saves one life (and many save more, sometimes up to five), JLI plays a part in saving upwards of 120 lives every month by moving donated organs within the required time.

UA-Equipped Organ Transplant Aircraft

JLI operates UA Flight Management Systems (FMS) in their organ and patient transport aircraft, which include a Learjet 35A, two Learjet 36A, and a Hawker 800A. The FMSs offer pilots greater operational efficiency – less time interpreting displays, less time entering data, more time dedicated to situational awareness – all increasing the safety of flight while ensuring a quick, successful delivery.
Several software updates are scheduled for the UniLink UL-800/801 Communications Management Unit. The next software update to the UL-800/801 is Software Control Number (SCN) 31.3. This minor software change adds support for CPDLC Route Clearance Loading with FMS SCN 1002.1. The release also adds the ability to utilize CPDLC without a UA FMS, and a Honeywell MC-850 Multi-function Control Display Unit (MCDU) interface. It is scheduled to release January 2019.

As the newest flight deck offered by UA, development of the InSight product line will be an area of focus throughout 2019. There are several planned releases of the main EFIS software itself to improve performance and add interfaces. The touchscreen version of InSight’s EFIS Control Display Unit (ECDU) was TSO’d in late 2018, with the STC expected in the 1st Quarter of 2019. With the release of the Touch ECDU, operators with the InSight flight deck can choose a touchscreen ECDU or non-touchscreen ECDU for user input and control.

Users of the Data Download Tool (DDT) and External Configuration Editor (ECE) will continue to see periodic improvements to its software and online user interface.

In order to ensure the viability of our FMS product line, we continue to develop solutions for component obsolescence. We expect to release an LCD replacement in the 2nd Quarter of 2019 that offers great improvement in color visibility and user experience. The next minor software point change is expected to be SCN 1002.1, which will provide additional capability for operators of FANS and DCL functionality.

Sales and support of Elbit’s ClearVision product line, including multiple EVS camera/sensors and the very exciting SkyLens Head-Wearable Display will be integrated into UA throughout 2019. Be sure to check out our website or visit us at an upcoming trade show to see it in person.

Each year, Universal Avionics recognizes top-performing dealers out of several hundred in its Authorized Dealer Network who have achieved outstanding sales performance for the year. Both of our Top Dealers for 2018 have demonstrated top-notch expertise and strategic commitment to pursuing flight deck upgrades that proved to be instrumental in their successful performance.

Global Aviation Technologies has always been a strong promoter of UA products, even before officially joining as an Authorized Dealer in 2015. Their knowledge and background on the product line is extensive and was vital in being awarded top modification programs this year that catapulted them into the Top Dealer spot for 2018. UA appreciates the great relationship with Woody and Candace Cottner and their skilled employees.

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Scandinavian Avionics A/S has a solid reputation for being one of UA’s top Authorized Dealers with multiple awards to show for it. Their hard work and dedication to UA products is reflected in their exceptional sales for 2018. Key factors to Scandinavian Avionics’ success this past year were the LET-410 forward fit and SAAB-340 upgrade programs. Additional ADS-B Out upgrades and CVR-120 installations also contributed as new European mandates approach. UA is grateful for our continued strong relationship with Hardy and Michael Truelsen, and the rest of the Scandinavian Avionics team.

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In our industry, supporting customers means answering the phone and emails all day and night, AOG service calls, and intense troubleshooting. It’s a thankless job. But at UA, it is and always has been extremely important to deliver outstanding support of our products. We asked our stars from various customer-facing departments what ‘outstanding customer experience’ means to them. Read their thoughts here.

**What does delivering an outstanding customer experience mean?**

“It means educating our customer so they may select the right product that meets their specific needs, delivering quality products at a fair price, and showing gratitude to the customer for selecting our products. It also means monitoring and assisting our Authorized Dealers / Integrators performing the installation to ensure an on-time delivery with the goal of zero defects. Then, going the extra step to train pilots and maintenance personnel on the purchased products, and following up with them after delivery of their aircraft to ensure product satisfaction.”

– Robert Randall, U.S. Senior Sales Manager

“A quick response is essential. Customers usually contact me when they are under pressure and running out of time. I take the time to listen, identify their unique needs, and then advocate for them from within. I want them to know that even if things aren’t going perfectly, we will fix it and that they matter. After the rush, I like to follow-up and make sure everything was resolved and to see if they need anything more. I enjoy connecting with our customers and appreciate when they feel comfortable enough to come back and ask questions: time and time again.”

– Amanda Grizzard, Field Service Engineer

“Outstanding customer service does not stop once our products are sold and delivered to the customer. In the Repair Station, I along with my team must offer world class AOG support; providing loaners, rentals, and exchange units – all available to ship at a moment’s notice. Our industry-leading quick 7-day turns on units sent in for repair is something we take pride in. We ensure that each order is processed and shipped in an expedient manner so the customer’s aircraft is back in operation as soon as possible. We are sure to follow-up with the customer, providing cost quotes and tracking information upon shipment.”

– Robert Nierenhausen, Customer Service & Warranty Manager

“It’s as easy as putting myself in the customer’s seat – how would I like to be treated? – and then treating them accordingly. With years of experience in supporting our Navigation Databases, I try to anticipate and answer the questions the customer didn’t even know to ask. I can anticipate what might be needed, there is no reason to wait to take care of it until specifically asked. If I don’t know the answer or am not the right one to help, I will admit that to the customer and connect them to the right contact – aviation safety is too important for a best guess.”

– Frankie Holbrook, Senior Sales Administrator

“Going the extra mile is an absolute must! I always try to answer the phone as quickly and as friendly as possible, no matter the situation. I believe having a proper knowledge of the products and software is very helpful to better understand the customer’s needs and to get them the answers they are looking for as quick as possible. These are, of course, all on top of my normal priority of getting AOG units as soon as possible. Even if that means staying late at night to get a unit, or units, out for the customer.”

– Nick Tremblay, Lead Electronic Technician II

“When a customer comes to me with a problem I look at the situation as an opportunity. Human nature tells us that customers like to do business with people and companies that are easy to work with. Therefore, take great pride in being responsive in a timely manner. One of the many things I enjoy about being a sales representative in the aviation industry is developing relationships and friendships with customers. Customers appreciate when they know you consider them a ‘business partner’ and you are working to help them out of a situation or in finding the best solution for them.”

– Mike Marie, Central Regional Sales Manager

*Universal Flyers*