

Onward & UPWARD

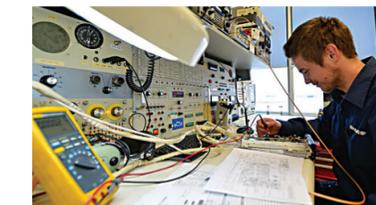
WITH A NEW NAME THAT REFLECTS ITS GROWING DIVERSITY, LEVAERO REMAINS COMMITTED TO CORE PRINCIPLES THAT HAVE GUIDED IT FROM THE VERY BEGINNING.

BY BEN FORREST | PHOTOS COURTESY OF LEVAERO AVIATION

Levaero Aviation Group has been the exclusive Pilatus dealer in Canada for years, selling, distributing and maintaining the rugged PC-12 turboprop and now offering those services for the new, one-of-a-kind PC-24 "super versatile" jet. The company's commitment to Pilatus products hasn't changed, but Levaero also recognized a

need in the marketplace to provide more services for a broader range of aircraft, prompting it to re-brand and dramatically expand its operation. In the last four years, the company has gone from about six full-time maintenance employees to about 40, and expanded its business hours to provide 24-hour service, seven days a week, 365 days a year.

Clients fly in from all over North America for maintenance, knowing they'll be turned around quickly. And Levaero also helps customers acquire and sell aircraft of all types all over the world. But the core values that have guided the company since its inception have not changed: Quality, safety, integrity and a commitment to client service.



factory-approved shop in the world that offers PC-12 life extensions.

The original design life of the PC-12 is 20,000 hours or 27,000 landings, said Steve Davey, Levaero executive vice president and COO-DOM. When it reaches that point, it can enter a process of disassembly, cleaning, inspection and parts replacement that more than doubles the life of the aircraft to 50,000 hours or 60,000 landings.

"Any wear and tear that was in the airplane for the first 20,000 hours is all cleaned up, tightened up," Davey said. "And essentially these airplanes, when they come out of the life extension, they really do fly and perform like a new PC-12."

Levaero also does a great deal of avionics work and has developed many supplemental type certificates (STCs), many revolving around aeromedical installations and others revolving around safety. It also recently developed an enhanced vision system (EVS) for the PC-12 that increases a pilot's situational awareness and

"I believe that we need to treat all of our clients the way we want to be treated," said Levaero president and CEO Robert Arnone. "We want our client experience to be satisfying, and we believe that the better experience our clients have with us, whether it is an acquisition, whether it is in maintenance, whether it is divisionally through charter, whatever it may happen to be, that in itself is the best advertising you can get. "That keeps people coming back and that attracts new clients."

The PC-24 builds on the success of the PC-12 and its capabilities will be far-reaching, Kuliavas said. It has potential applications as an aeromedical platform, a cargo hauler, an executive transport or some combination thereof, all on the same day, by the same operator. "Not only will it be a comfortable executive transport, but it will also be able to access those rugged, remote strips and short strips, like a PC-12—something that no other jet can do," Kuliavas said. Levaero prides itself in developing relationships

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— Robert Arnone, Levaero president and CEO

Levaero remains the exclusive Canadian sales and service center for the PC-12 and PC-24 aircraft, both of which are well-suited to Canada's geography and operating environment. The PC-12 is an "extremely rugged, all-weather, pressurized aircraft that's as capable and as comfortable going into major runways such as Vancouver or Toronto as it is into remote mining strips in the North," said Stan Kuliavas, Levaero vice president of sales and business development. "It's a capable executive aircraft. It's an extremely popular and functional aeromedical platform. It's very popular as well in law enforcement or as an extension of a company's boardroom or a family's living room."

with customers and putting them in the best, most appropriate aircraft for their needs. But post-purchase support is also extremely important to the company. "We aren't that shop that sells you something and shakes your hand, says 'thanks' and you don't hear from us for another four, five years," Kuliavas said. "We truly try and stay involved to the extent that you'd like us to be in your operation or use of the aircraft and try to help you become a better and safer operator throughout your ownership of the aircraft." Levaero is responsible to support all PC-12s in Canada, providing hands-on line maintenance and heavy maintenance. But it's also the only

contributes to overall safer operation of the aircraft. Another member of the Levaero group of companies is Private Air, a unique and class-leading charter and management division that manages turboprops, jets and special mission cargo hauler aircraft. As for the future of Levaero, Arnone predicted both its maintenance and avionics divisions will continue to experience growth and he also sees its used airplane sales expanding beyond the Pilatus brand, creating greater diversification. "We're going to continue our philosophy," Arnone said. "We have great people in our organization that are client service-motivated and driven. And we're excited of our future."



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