

HondaJet
Customer Service



Joining the Honda Family

Welcome

Our integrated HondaJet dealer network operates with the Honda Aircraft Company customer service team to serve as the infrastructure that will keep you and your HondaJet flight ready. Engaged from the moment your purchase agreement is executed, the team is available throughout the purchase and delivery of your aircraft to assist you and provide guidance on key ownership topics.

- Aircraft options
- Flight Ready service plans
- Aircraft warranty
- Pilot and maintenance training provided by FlightSafety® International
- Delivery support and coordination
- Ferry services



HondaJet Dealer Network

Once you have taken delivery of your HondaJet and begun to truly experience the joys and freedom of owning your aircraft, your local dealer will be able to provide the certified maintenance support you need. Each HondaJet dealer will have a full complement of thoroughly trained and licensed technicians utilizing the latest tools and technology to ensure that your HondaJet is maintained to exacting Honda Aircraft Company specifications. Honda Aircraft Company customer service centers are certified to provide maintenance services meeting all regulatory standards for a full range of maintenance needs. You will also enjoy simple, convenient, Web-based access to a host of additional support services for your HondaJet.

- Maintenance compliance tracking
- Parts quotes and ordering
- Scheduled maintenance service
- Unscheduled maintenance service
- Major repairs
- Nondestructive inspection
- Flight Ready service plan support
- Warranty claims processing
- Technical publications
- Technical appraisals
- Export inspections

Honda Aircraft Company Customer Service

Technical Support Center

Regardless of your location or the time of day, the Honda Aircraft Company technical support team is ready to provide prompt and accurate support of technical inquiries from around the globe.

Honda Aircraft Company technical specialists are a dedicated team of aviation professionals who have unparalleled knowledge of HondaJet operating systems, who will take immediate and personal ownership of each inquiry, and who will provide prompt resolution and follow-up to ensure that your HondaJet is always flight ready.

- 24/7 support
- Maintainability review
- Maintenance program analysis
- Data and fault analysis
- Troubleshooting assistance
- Service engineering
- Service Bulletins
- Reliability and corrective action



Service Parts

Optimal use of your HondaJet is our priority, and the availability of genuine Honda Aircraft Company service parts is key to aircraft readiness. We ensure that critical global support and inventory will be available from the HondaJet dealer network, as well as from Honda Aircraft Company service parts distribution location.

The Honda Aircraft Company service parts team consists of dedicated individuals with exceptional experience predicting demand and usage patterns of genuine Honda Aircraft Company parts. The team has established key relationships with expert logistics partners to ensure timely delivery.

- 24/7 availability
- Web-based parts ordering
- New, exchange and repair
- Service parts stocked at HondaJet dealers
- Key logistics partnerships



Extended Support

Field Service and Mobile Repair Teams

HondaJet enhances your mobility to meet your business or personal needs. On occasion you may need service or support away from your home location or HondaJet dealer facility. Honda Aircraft Company and the HondaJet dealer network will be there to support you. Should the need arise, mobile repair teams can be dispatched from any HondaJet dealer or from Honda Aircraft Company in Greensboro, NC. As part of our commitment to an exceptional customer ownership experience, Honda field service representatives are available to provide on-site support. They serve as technical support liaisons to both customers and dealers and will actively participate in customer visits, warranty support, reliability reporting, resolution of issues and overall care of our customers.

- 24/7 support
- Mobile repair teams
- Field service representatives
- Parts and logistics support
- AOG support anywhere, anytime



For more information, contact your HondaJet dealer or:

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