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Director, Maintenance & FAR 145 Maintenance

August 28, 2007

RE: Experience with International Vibrations Technology, LLC.

In 1998 PHI was experiencing a tremendous amount of down time on their fleet of Bell 412 aircraft. For a period of 6 to 9 months we were averaging the equivalent of having an aircraft a day grounded for working rotor vibration problems. At the same time the OEM was addressing issues and making changes to the rotor system. Their changes significantly improved the reliability of the rotor system over the following years but did not fully address or rectify the difficulty of getting the aircraft to fly smooth. It was not unusual to take up to 3 weeks to get a rotor system smooth with a tremendous amount of parts swapping and/or changing.

In 1999 we were offered the services of Vibe-Tech Solutions, Inc which Mr. Norman Serrano was a key employee of the company at the time. Mr. Serrano quickly developed a program tailored to the Bell 412 aircraft using existing tracking and balance equipment which eliminated the expense to purchase special or different diagnostic tracking and balancing equipment.

His program could not only analyze any configured 412, (internal or external aux fuel tanks, floats gear installed) but also could identify other issues with the aircraft that would affect the track and balance. For instance, worn main transmission mounts that are difficult to inspect and determine serviceability without removing them from the aircraft could be analyzed to determine serviceability with his program.

We were so impressed with this program that we entered into a contract to utilize his services on 10 specific 412 aircraft and the rest of our 412's on an as needed basis that year. We are now contracted with International Vibrations Technology, LLC. to assist with vibration analysis and solutions on our entire fleet of aircraft. We have been using Mr. Serrano's services for the past 8 years and find this to be invaluable to our needs. The reduced time out of service, maintenance man hours saved, reduction in parts used/purchased and reduced wear on the aircraft due to vibrations has literally saved us hundreds of thousands of dollars. I would recommend his services to any operator that wish's to reduce their operation costs, time out of service and reduce wear and tear on their aircraft.

Sincerely



Glen Cornett
Director of Maintenance, PHI, Inc.