



CAE AFTERMARKET SERVICES

Catalogue and price list 2025



CAE Aftermarket Services

Catalogue and price list 2025

The purpose of this catalogue is to provide our customers an overview of the most valuable services offered by CAE. An electronic version of the catalogue is available on our online store. Please connect to [SimHub Store](#). This catalogue is not a complete list of services, so if you need something specific that you cannot find in this catalogue, we invite you to contact your Customer Experience Lead (CEL), CAE Aftermarket Services or Sales Representative.

Revision Level	01	Revision Date	2016-02-01	Revision History	2016 catalogue
.....	02	2017-05-01	2017 catalogue
.....	03	2018-03-01	2018 catalogue
.....	04	2018-03-01	2019 catalogue
.....	05	2020-01-05	2020-21 catalogue
.....	06	2022-04-26	2021-22 catalogue
.....	07	2023-05-24	2022-23 catalogue
.....	08	2023-10-06	2022-24 catalogue
.....	09	2023-03-01	2024 catalogue
.....	10	2025-04-21	2025 catalogue

Copyright © 2008-2025, CAE Inc.

All rights reserved. Printed in Canada. Under copyright laws, no part of this manual may be reproduced, transmitted, stored in a retrieval system, or translated without the prior written consent of CAE Inc.

All products are trademarks of their respective companies.

CAE Inc.
8585 Côte-de-Liesse
St-Laurent, Québec
Canada H4T 1G6
Phone 514-341-6780

[cae.com](#)



Table of content

05 About CAE Aftermarket Services and Customer Support

06 Customer Support

07 CAE Customer Portal

08 SimHub Store

09 CAE Aftermarket Services

10 SimEssentials Service Program **NEW**

11 Update Services

12 Simulator Mid-Life Update **NEW**

13 Motion Refurbishment Programs **NEW**

14 Do It Yourself Updates (DiY)

14 Simulator Resale and Remanufacturing Services

15 Sale or Disposal of a Flight Simulator

16 Simulator Relocation

17 Technical Support Services

19 Life-Cycle Support Services

20 Obsolescence Management Service (OMS)

21 Spare Parts and Repair Service

22 Parts Distribution Network

22 AdvEx - Simulator HW Pool For Reduced Risk **NEW**

23 Field Service Representative

24 Requalification Support

24 Training Center Operation Services

25 Technical Training for Simulator Technicians

26 Building Facilities Design & Consulting Services

27 Digital Services

28 Visual Database Services – True Airport

30 QTGx **NEW**

31 Training Center Management System (TCMS)

32 Contact us

WHAT'S NEW

Discover what's new in our updated Aftermarket Services catalogue!

We've expanded our offerings to include cutting-edge upgrade packages, enhanced support solutions, and flexible maintenance options—designed to maximize simulator performance, extend lifecycle value, and reduce downtime.

Discover how our newest services can keep your training operations flying at peak efficiency.



**Elevate operational
safety and efficiency
with support from
CAE Aftermarket
Services.**

About CAE Aftermarket Services and Customer Support

Over the past years, CAE has created two groups with separate objectives in order to increase our focus on customer support throughout the warranty period while creating an organization that focuses on offering the right services to keep your training devices running reliably and safely.

The CAE Customer Support group is dedicated to providing personalized support through assigned Customer Experience Lead and Logistics Support Planner to ensure responsive customer care and Aircraft On Ground (AOG) support.

The CAE Aftermarket Services group provides a wide range of solutions to address the needs of our customers in terms of flight simulator training. Our team of dedicated experts is committed to providing new and innovative solutions by offering technical support services, parts sales, visual database services, maintenance and specialized training services, repair and overhaul services, and a host of exciting new offerings developed in response to customer needs.

If you own a CAE flight simulator, you will definitely find a service that fits your needs through the CAE Aftermarket Services organization.

Highly Experienced Specialists

Backed by more than 75 Years of experience

Highly experienced technical specialists enable simulators to postpone the end of useful life and obsolescence with some devices still in service with over 30 years of continuous use.

Complete Life Cycle Support

Operate with peace of mind

CAE Aftermarket Services provides a wide range of solutions to address the needs of our customers in terms of flight simulator training and address all simulator lifecycle needs.

Innovative Solutions

Continuously introducing new solutions

CAE is committed to providing innovative solutions to meet the customer's specific needs and ensure the highest level of customer satisfaction.

Customer Support

The Customer Support organization embraces a continuous improvement approach, providing responsive, creative, and value-driven quality support solutions to meet diverse customer needs.

Aircraft On Ground (AOG) Support

CAE offers 24-hour simulator AOG support services to assist customers with urgent requirements. Please refer to the Technical Support Rates section below.

Part Request

If the simulator AOG is related to a component and a defective part has been identified, please open a case in SimHub, our online customer portal. You can also contact the AOG Team via the 24-hour AOG hotline. The AOG Team will arrange to have a replacement for the defective part shipped in the most efficient manner available at the time. A handling fee of **\$1950 USD** per AOG delivery service applies for all goods not covered under the CAE warranty. The costs of the spare part, exchange, and shipping (including taxes, duties, etc.) are not included in this handling fee. For additional terms, please refer to CAE's General Terms and Conditions for Spare Parts and Repair Services available on the customer portal.

Technical Support

For any technical assistance required for simulator AOG, please open a case in SimHub, our online customer portal. You can also contact the AOG Team via the 24-hour AOG hotline. Our representative will assess the situation and arrange the necessary measures based on the support available. A handling fee of **\$1950 USD** per AOG incident logged will be invoiced for issues related to any training equipment not covered under the CAE warranty. The costs associated with any resolution are not included in this handling fee.

Contacts

As we continue to receive a high volume of emails, we kindly ask that you use the online portal for any requests or inquiries you may have. This will help us ensure efficient and timely responses to your needs. To access the portal, simply log in to [SimHub](#) and use your account credentials. If you have any questions or concerns about SimHub, please feel free to reach out to us.

CAE Customer Portal

The CAE customer portal and SimHub provide direct and personalized access to project-related information and other important data.

CAE is in the process of migrating customer facing tools to SimHub, but this is a process that will take time, so the details in this section may become outdated. So please stay informed with the SimHub communications that announce new functionalities.

These portals are the gateway to services such as:

- Cases
- STEP1
- AOG hotline
- Bulletin center
- HW failures (RMR)
- SimHub Store
- Technical support hotline
- Your CAE Customer Experience Lead

Customer Portal: click on “customer login” to access the menu: <http://caextranet.cae.com>

SimHub: <https://store.simhub.cae.com/>

Bulletins Center

CAE is committed to regularly communicating pertinent information on many aspects of products and services manufactured by CAE or other companies. Field service bulletins (FSB) are technical in nature and address issues such as product improvements, maintenance, software changes and safety-related issues.

The CAE Info-Letter is used to send general information of interest to CAE customers. These documents are distributed via e-mail to customers to ensure the timely receipt of newly released relevant information. The CAE Customer portal offers a convenient way to view all new and previously released FSBs, CAE Info-Letters and CAE News Flashes.

SimHub Store

CAE SimHub Store, is an online store, empowering our customers with an intuitive self-service platform.

Where more than 100,000 parts and aftermarket services are just a click away. If you connect to the store and cannot find the part or service you are looking for, you can leverage the recently automated request a quote form.

Additionally, payments can be made by credit card or via a purchase order.

New items are added regularly, make sure you visit often and [Subscribe to the Newsflash](#) to get notified about changes related to your needs.

Browse   Search service

*** PROMO ***

! Flash Sale !

Discontinued

Excess Inventory

Last-Time Buy

FREQUENTLY REQUESTED PARTS

Aircraft Parts, Instruments and more

Computer & Peripherals

Electrical & Electronics

Mechanical

TRAINING

Entry Level Training

Maintaining the Simulator Training

Customizing the Simulator Training

Qualifying the Simulator Training

Live Training Events

SERVICES

Block of Engineering hours

Field Support

New Feature Services (DIY)



CAE SimHub Store

Browse   Search service, product information

 Request Quote  Cart  Hello, Caroline
My Account

USED PARTS

A variety of pre-owned parts are available in stock to purchase.

*While supplies last

[Browse our extensive list.](#)

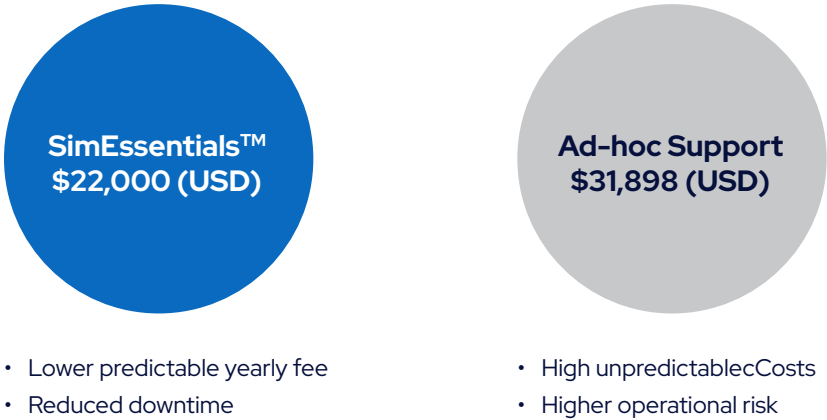
CAE Aftermarket Services

SimEssentials Service Program

CAE SimEssentials™ service program provides access to a defined list of services for a planned fee versus individual services and ad-hoc support requests. By choosing SimEssentials, you not only reduce your cost, but also significantly enhance your support, allowing for reduced downtime, early warning systems & long-term savings.

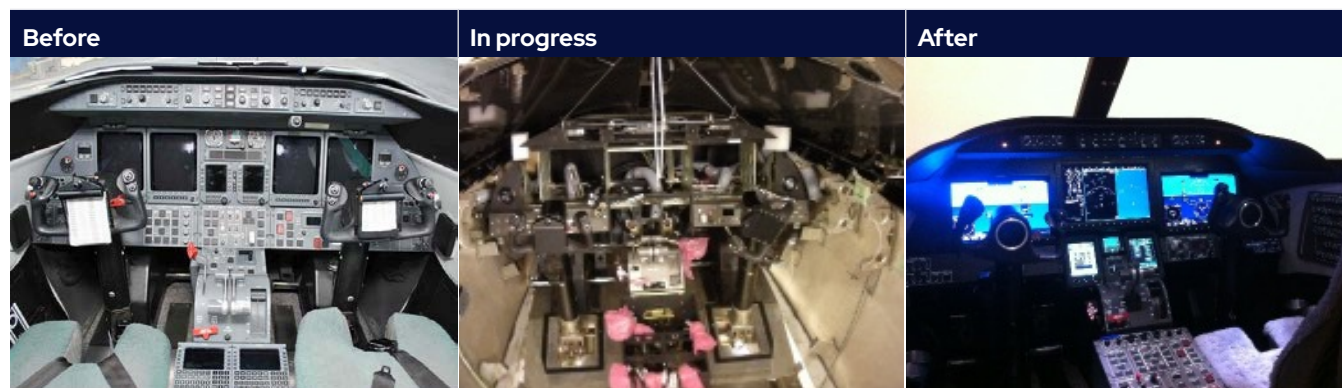


SimEssential unique fixed price advantage



Update Services

With CAE's update services, your training equipment isn't just maintained—it's transformed, keeping you ahead of the curve. Train your pilots on simulators that incorporate the latest in avionics, performance enhancements, and technological innovations. From regulatory updates to the newest aircraft advancements, we cover it all, ensuring your simulators are always current.



What?

- Provides high-quality hardware and software solutions designed to keep simulation equipment current, reliable and cost-effective

Type of Updates

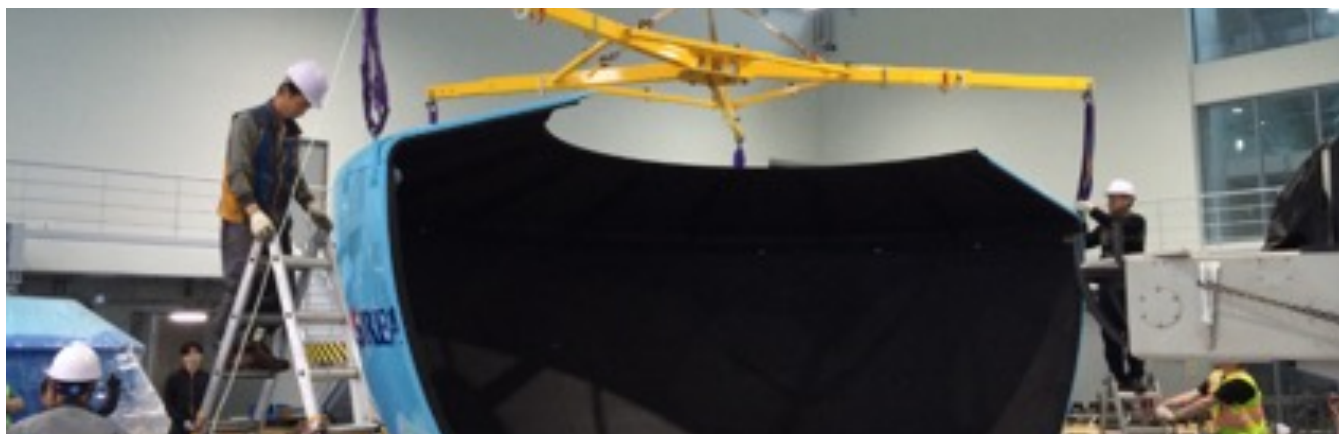
- Regulatory updates: aircraft evolution updates
- Aircraft evolution updates: avionics and performance (ex: engines & winglets) updates
- Technology updates: host, IOS, interface, motion, audio, sound, visual, Brief/Debrief station (BDS), and biometric

Customer Benefits

- Enhances pilot training by keeping pace with aircraft and regulatory evolution
- Addresses obsolescence of critical components
- Extend operational service life of training devices
- Increase training value by leveraging latest innovations
- Up-to-date training equipment provides commonality across fleet

A technology health assessment is available upon request and provides customers visibility on the health state of their simulator, more specifically the technology installed on their simulator and level of risk associated.

To request a technology health assessment of your simulator and/or more information about our update services, please inquire with your sales representative or your technical sales specialist.



Simulator Mid-Life Update

With CAE's Simulator Mid-Life Update, your training equipment isn't just refreshed—it's revitalized, extending your simulator's lifespan by 10-15 years. Update critical components and say goodbye to obsolescence by upgrading to the latest standards. Plus, enjoy lower maintenance costs and streamlined training with fleet-wide commonality.

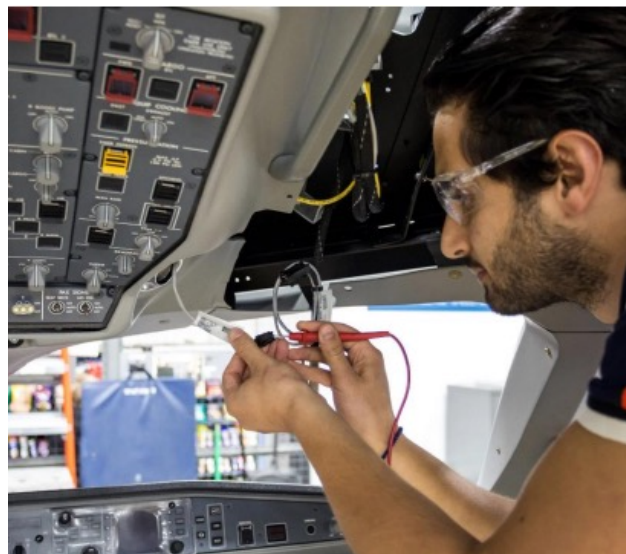
What?

- Update critical components of your simulator, such as computer, interface, audio and sound.
- It is recommended to complete a mid-life update at 10-20 years old of your simulator.

Customer Benefits

- Address obsolescence of critical systems
- Option to upgrade your simulator to the latest standards or BlockPoints simultaneously to
 - a. gain newest features
 - b. reduce overall downtime by completing more updates in parallel
- Proactively extend the lifespan of your simulator by 10-15 years
- Lower overall maintenance costs in the latter years
- Simplify maintenance and pilot training through commonality across the simulator fleet

To request a customized proposal for your simulator, please inquire with your sales representative or your technical sales specialist.



Motion Refurbishment Programs

Hydraulic Motion

Breathe new life into your hydraulic motion system CAE's with new hydraulic motion refurbishment service program to help prevent AOGs and extend your device's life. We replace all position magnets to prevent position transducer errors, the wiper seal, and any other O-rings to prevent oil leaks.

To implement this update, there will be a minimum one-week period of downtime.

If you have been operating a device with the Moog Gen 1 EMM motion system for more than 7 years, consider our service program as a proactive step to identify and prevent potential issues before they arise.



MOOG EPM systems

Update or critical sparing options exist based on the Generation of the system. Refer to FSB-SIM-869-HW provided by CAE customer support to identify your system and plan accordingly based on end of Repair and End of Support for each generation of system.

MOOG Gen1 EMM

CAE is now offering a mid-life replacement program for EMM Gen1 motion actuators, using pre-refurbished rotatable actuators. Motion actuators may develop some wear over time resulting in the need for replacement of some components. Past 12 years of intensive use, it is worth considering a mid-life refurbishment to extend the life of the actuator as preventive maintenance.

How It Works

- Eligible actuators: EMM Gen 1 Motion Systems
- Receive a refurbished actuator.
We'll send you a fully refurbished actuator backed by Moog's 1-year warranty/10-year for ball screw.
- Ship your old actuator to Moog.

Do It Yourself Updates (DiY)

Some regulatory updates can now be performed in a “Do it Yourself” mode during a maintenance shift avoiding costly downtime on your simulator. The below list is ready for your devices (based on technology applicability) and more options will be developed in the future.

Update	Latest Configuration Of	Simulator Applicability	Price
Take-Off and Landing Performance Assessment (GRF/TALPA) Version 1.0	B737 Max, B787 A320 A330 A350	7000XR, 600 XR	\$35,000 (USD)
U14.1	B737 Max	7000XR, 600 XR	\$55,000 (USD)
Enhanced Angle of Attack – Phase 1 (Pre-wiring)	B737 Max	7000XR, TSP 1000XR	\$50,000 (USD)

Simulator Resale and Remanufacturing Services

Tailored solutions for a pre-owned FFS acquisition

With CAE’s tailored solutions for pre-owned Full Flight Simulator acquisition, you can deploy equipment faster and more cost-effectively. Whether you’re looking to buy/sell used equipment or purchase and update a pre-owned simulator, we have a solution that fits your needs and ensures long-term maintainability.

“As is”	Updated device	Technology replacement
Resale of a simulator with CAE professional services <ul style="list-style-type: none"> • Installation services • Professional services <ul style="list-style-type: none"> - Qualification - FSR + simtech training 	Resale of a simulator with CAE professional services <ul style="list-style-type: none"> • New visual system • Update aircraft data package • Replace critical obsolete systems • Various other updates • 6 months warranty on updated hardware 	Resale of a simulator with total refresh to guarantee extended life <ul style="list-style-type: none"> • Replacement of all electronics and wiring • Aircraft cockpit refurbishing • Conversion to different AC variant • More systems replacement • Same warranty as a new FFS – Basic 2 years extendable to 5 years

A pre-owned simulator is a viable solution

- Economical
- Can be deployed faster
- There are solutions to fit your needs and ensure long term maintainability
- Successful track record with 49 redeployments in the last 3 years



Sale or Disposal of a Flight Simulator

Owners intending to sell or dispose of a flight simulator must contact CAE to request authorization to sell to the acquiring entity. The acquiring entity will have to enter into a new End-User License Agreement (EULA) with CAE and a license transfer fee will be due. Alternatively, the CAE Intellectual property (IP) contained in the simulator will have to be properly disposed of prior to dismantling simulator for disposal. The disposal of the CAE IP shall be carried out under the supervision of CAE.

Flight simulator license transfer CAE fees (USD)		
	FFS	FTD
Single airline license	\$50,000	\$30,000
Multiple airlines license	\$300,000	\$180,000

The CAE license transfer fee does not include the Aircraft OEM transfer fee and other applicable OEM or third-party licensor transfer fees, some of which CAE is contractually required to collect from the acquiring entity on behalf of the licensor, irrespective of whether a EULA with CAE is signed.

What is this fee covering?

- Authorization to operate and maintain the simulator by the registered training organization or airline
- Creation and execution of an End-User License Agreement
- Validation of export control and sanctions regulation
- Obtaining all the required licenses from Aircraft Vendors
- Access to CAE infrastructure for this flight simulator which includes access to AOG support, SimHub, Customer Experience Lead (CEL), repairs and CAE parts
- Assessment of Intellectual Property (IP) including potential removal of certain IP material
- Configuration adjustment and testing to ensure that such removal does not affect the device performance
- Administration and filing of the transfer of flight simulators as required by regulation
- Provide limited right for operator to perform minor modifications to the simulator following Terms & Conditions

How to proceed?

It is the responsibility of the owner of a CAE flight simulator to inform CAE of the intent to sell to another entity. To do so please contact your CAE Customer Experience Lead (CEL) before the transaction is completed and provide the detailed information about the buyer. CAE will then initiate the validation process and contact you to authorize the transfer. This will trigger the creation of a new End-User License Agreement with the new owner.

Simulator Relocation

Training center economics and the demanding nature of the flight training industry require responsiveness when training devices need to be relocated, re-sold or remanufactured. CAE is uniquely positioned to offer a range of cost-effective solutions for simulator operators.

We offer creative relocation solutions, ranging from a simple power-down, pack and ship and re-installation to a complete customer hands-off “turnkey” offering.

Low-Risk	On-Time	Flexible
		
We built your simulator; we know it best Industry leader in simulator installation and relocation	You get access to CAE’s Engineering and a wide range of specialists to ensure RFT on time You get access to our spares depot to support any failure	We offer a wide range of options, from turnkey to “à la carte” Open to workshares Synergies with team on-site for updates, fixes or repairs

Why CAE?

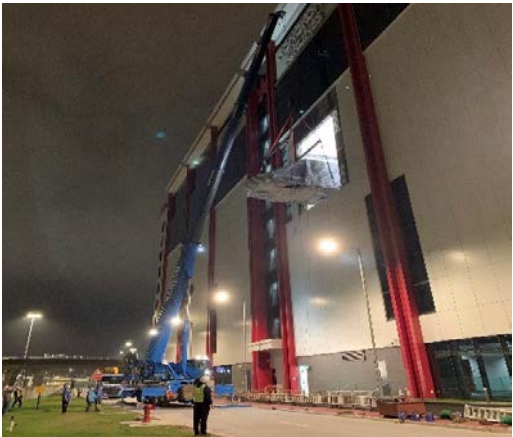
- We are leaders in FSTD maintenance, engineering, and support
- Unique access to design/resources for all aircrafts and technologies
- Unrivalled spares depot
- World-class solutions and renowned customer support
- Long-term customer relationships and credibility
- We fix your issues in less downtime
- Economies of scale results in volume discounts extended to you
- Flexible field support options
- Technical staff training

Essential relocation services

- Dismantle and pack
- Transportation including overseas shipping
- Installation at the new site
- Initial commissioning
(i.e. flight compartment power-on)

Select relocation services

- Survey your facilities for configuration and mechanical condition
- Modifications for safety and environmental compliance (CE, UL)
- Complete power distribution checks and conversion
- Mylar re-skin
- Visual alignment and tuning
- Flight control and motion servo tuning and calibration
- QTG tuning
- QTG documentation and submission to authorities
- On-site qualification support
- On-the-job training



NOTE: Relocating a CAE training device without CAE being involved implies a risk for re-qualification of the device that may incur additional charges related to urgent support from the specialists.

Technical Support Services

CAE Aftermarket Services offer specific expertise on different areas of the simulator, including visual specialists, integration specialists, general hardware technicians, flight model support, and motion technicians. Each specialist works closely with the Aftermarket PM team to define the root cause and offer solutions tailored to customer requirements.

Below are examples of additional tasks that may be customized to meet the specific requirements of the training organization:

- Software maintenance
- Configuration control
- Training on maintenance best practices
- Software/hardware debugging and tuning techniques
- Visual tuning
- Motion tuning
- Control loading tuning
- Re-qualification and QTG support*
- On-the-job training

The following table illustrates some examples of the services we offer and the associated price:

Tasks	Price (USD)
New Software Load	\$20,000*
Addition of New QTG Case	\$5,000*
Addition of New Malfunction	\$10,000*
Resolution of EGPWS Terrain Database	\$6,250*
* Listed rates are for illustration purposes. Price may vary based on device configuration & other criteria.	

Technical Support Rate

Technical Support Rates (USD)		
	Scheduled Support*	Emergency Support**
Hourly rate, travel or waiting time	\$252	\$327
Overtime or weekend hourly rate	\$380	\$491
Weekly rate***	\$8840	\$11,600
<p>* Re-qualification services (i.e. initial qualification support) are subject to emergency support rates when not part of the CAE relocation service</p> <p>** Scheduled support is defined as a request for technical support with a notification period of one week minimum (5 working days).</p> <p>*** Emergency support is defined as a request for technical support with a notification of less than 5 working days.</p> <p>**** Weekly rate is based on a 40-hour work week; work beyond 40 hours is invoiced at the overtime rate.</p>		

The rates listed above are subject to CAE standard terms and condition. Any applicable taxes, fees for material, or travel and living costs are in addition to the above rates. Travel and living expenses are invoiced at CAE cost, plus a standard handling charge.

Terms and conditions for our on-site technical services are available upon request.

Pre-paid Block Hours: Convenient and Economical

CAE offers, directly or through a member of the CAE group of companies, technical support at a price corresponding to a significantly discounted hourly rate with pre-purchased block hours. Block hours are sold in packages of 200, 350, 500, 600, 750 and 1,000 hours. The discount is based on the number of hours purchased, the larger the block of hours, the larger the discount. Customers may choose to use the hours at their discretion for selected CAE technical services, including problem analysis, corrective work, maintenance work or any other technical work required by the customer at that time. Certain conditions may apply; please see the examples below and feel free to contact your CEL or Aftermarket representative for more information.

Scope

- The support hours may be used either in Montreal or in another location agreed on by the customer and CAE Customer Support.
- Block hours may be used at a 1:1 ratio for routine support as defined under technical support rates.
- Block hours may be used at a 1.3:1 ratio for emergency support as defined under technical support rates.
- Block hours may be used at a 1.5:1 ratio for overtime support as defined under technical support rates.

Prices

Applicable taxes are in addition to the prices indicated above.

Block Hours	Price Block Hours (USD)	Uninterrupted Timeframe	Corresponding to the following Discount on Routine Support Rate
200	\$41,200	12 months	18.3%
350	\$70,350	12 months	20.2%
500	\$97,375	18 months	22.7%
750	\$136,500	18 months	27.8%
1,000	\$169,000	18 months	32.7%

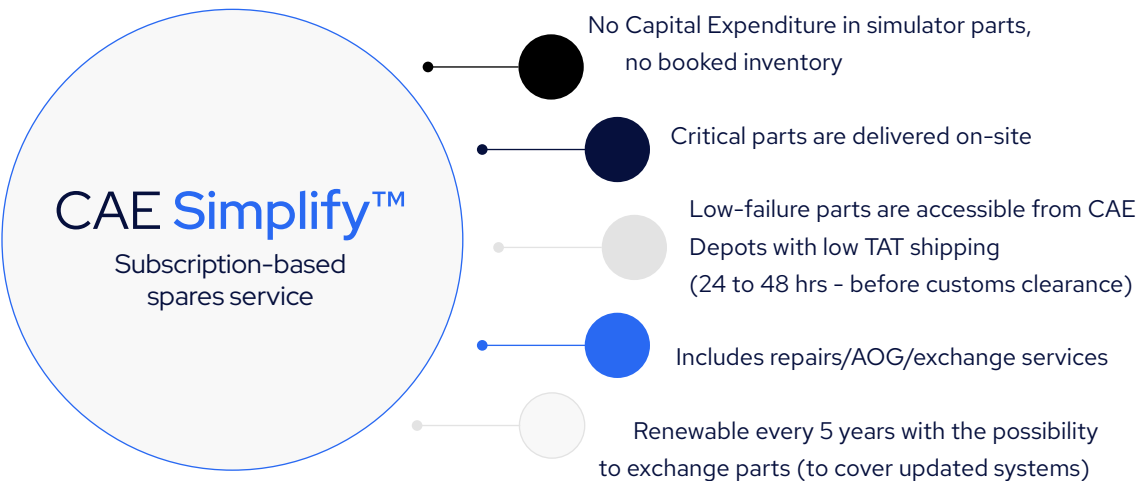
Conditions

- Payment of the above-mentioned price for the block hours must be made in advance.
- Hours may be applied toward travel time, but not against other costs related to travel and living expenses which therefore remain in addition to the above-mentioned prices.
- Blocks of 200 and 350 hours must be used over a period that does not exceed 12 months, whereas blocks of 500, 750 and 1,000 hours must be used over a period of 18 consecutive months.
- Any unused hours remaining after the relevant above-mentioned period may be converted into a monetary value at a rate of \$75/hour to be applied within the following 6 months toward the purchase of other goods and services offered by Customer Support. Examples include spare parts, hardware repairs, routine support, or updates.
- Cancellation or termination of a purchase of block hours before all such hours have been used up will not entitle the customer to any reimbursement of the fees, but any remaining unused hours will be converted as per condition d) above.

Lifecycle Support Solutions

CAE Simplify™ Spares Service

CAE Simplify is your annual pass to spare parts and peace of mind. This flexible yearly subscription eliminates the need for a large upfront investment, offering you access to a comprehensive list of spares and associated repairs for a predictable, planned fee. Instead of making an initial inventory purchase, you can rely on CAE Simplify to keep your simulation equipment running smoothly and efficiently throughout the year.



Extended Warranty

With CAE’s extended warranty, you can rest easy knowing your simulator parts are covered. We guarantee that all parts, whether procured or manufactured to our detailed designs, are free from defects in material, workmanship, and design. Our extended hardware warranties per device provide you with enhanced protection and peace of mind, ensuring your equipment stays reliable and operational for longer.

————— **2-year warranty** —————→ ———— **Extended warranty** ————→



CAE warrants all simulator parts, procured or manufactured to CAE’s detailed designs, to be free from defects in material or workmanship and from defects or faults in design.

We offer extended hardware warranties per device, providing enhanced protection and peace of mind.

Obsolescence Management Service (OMS)

OMS is a subscription-based service providing detailed reports on a quarterly basis, about your device components obsolescence status, and the different options available to customers in case of obsolescence like last time buys, repairs or replacement solutions.

Price per FFS (USD): 2500\$/year (volume discount can apply)

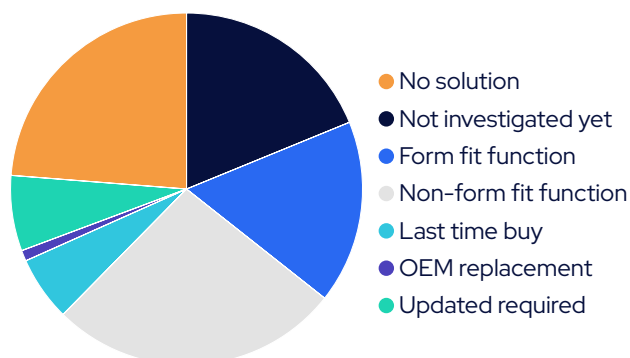
Ask us how to increase the value of this service by adding a yearly Technology assesment of your Training device as well as live monitoring of your Interface' (MPIC Only) performance to identify potential issues and trouble shoot certain potential issues before they occur (Sentinel Connection required)

Periodic obsolescence reports

The reports contain important information based on the training devices' Bill of Materials, as well as all subsequent updates

Part Number	Description	Status	Priority	Quantity	Repairable
MA319824022268	CCA MI-D SUB	Active	1	3	Yes
MA333500012268	CCA PCMIP-429	Obsolete	1	32	Yes
MA333516022268	CIRCUIT CARD ASSEMBLY (PCMI)	Active	1	2	Yes
MA333522012268	CIRCUIT CARD ASSEMBLY PCMIP-SYNC	Newly Obsolete	1	1	Yes
MA333524012268	CCA PCMIP-DSP-II	Obsolete	1	17	Yes
MA334004012268	CCA CPDSP3U	Newly Obsolete	1	7	Yes
MA334012022268	CIRCUIT CARD ASSEMBLY (MID)	Active	1	2	Yes

Solution type for obsolete parts



Solution options for customers

- Obsolete but in stock
- FFF replacement available
- Non-FFF replacement
- Not investigated yet

To learn more about these options, contact your Technical Sales Specialist.

Spare Parts and Repair Service

Contact is made through our cross-functional Customer Support team, who have an in-depth understanding of the unique needs of assigned customers and who can provide personalized support.

Spare Parts

Working closely with an extensive supplier network and global inventory system, CAE is pleased to offer competitive spare parts pricing and delivery times. To order your spare parts, please use our modern ecommerce platform. [SimHub Store](#) contains our entire product catalogue of parts. You can also request a quote for spare parts directly on the portal.

Repair Services

CAE Customer Support offers the highest quality of after-sales service for both CAE-built and vendor equipment. To fully benefit from this service, customers are asked to complete an online failure report and provide a repair purchase order number for non-warranty items prior to shipping a part for repair. The online failure report form is available via the Customer Support portal; <http://caextranet.cae.com>. A return material reference (RMR) number is generated automatically when submitting a failure report electronically. This procedure allows the LSP to process each new submission efficiently and rapidly.

CAE provides the following standard response time for repairs excluding aircraft and simulated parts:

- CAE printed circuit cards 30 days
- All other items 90 days

Advance exchange parts are available for an accelerated response time for replacement equipment. Please refer to CAE's General Terms and Conditions for Spare Parts and Repair Services of this catalogue.

CAE will not proceed with the evaluation, assessment, or repair of any defective unit until an order referring to the CAE standard terms and conditions is received from the customer or their agent. CAE reserves the right to return the defective unit "as is" and at the customer's expense within 10 days of CAE's request to the customer or their agent if the order is not compliant with the above. Please refer to CAE's applicable General Terms and Conditions for Spare Parts and Repair Services. CAE standard terms and conditions apply exclusively to all purchases of spare parts and repair services ordered from CAE.

Shipping Terms & Fees

All orders will be shipped with your North American approved carrier FCA: CAE (per INCOTERM 2020.) Please supply the name and account number of the approved carrier at the time of order. If no carrier is appointed at the time of order, CAE reserves the right to ship DAP: (Delivery At Place per INCOTERM 2020) and will include all charges on the invoice.

CAE will advise if any additional fees apply. CAE shipping rates exclude import fees, duty fees, brokerage fees, and taxes and are subject to change per the applicable carrier rates and tariffs. Due to customs regulations, certain conditions may apply for door-to-door service; please contact your Customer Experience Lead (CEL) for more information.

Regular rates apply to all non-warranty repairs, exchange, and spare part shipments less than 10 kilograms and of standard dimensions (130 inch), other formats might incur additional charges.

Parts Distribution Network

An established network of parts distribution centers in North America, Europe and Asia supports prompt and efficient delivery of parts worldwide.

These strategically positioned depots enable CAE to accelerate response time based on the level of service required.

Routine replacement requests are shipped within 48 hours and AOG requests are shipped within 24 hours of receiving the request.



AdvEx - Simulator HW Pool for Reduced Risk

Save up to 50% with CAE AdvEX, our yearly fixed-price subscription, reducing overhead costs. Enjoy priority access to a dedicated inventory of legacy and current technologies, strategically located worldwide for faster turnaround. Our constantly adapting stock ensures you get what you need, when you need it. With over \$40M in simulator components and assemblies, CAE AdvEx offers a seamless exchange process.

Why choose CAE AdvEx

- Lower cost vs ad-hoc model (up to 50% less)
- Yearly fixed price & reduced overhead
- Priority access to dedicated inventory of legacy and current technologies
- Located in different regions of the world for faster turn around
- Constantly adapting stock according to usage, requests and subscriptions

Over 40M\$ of simulator components and assemblies are waiting for you

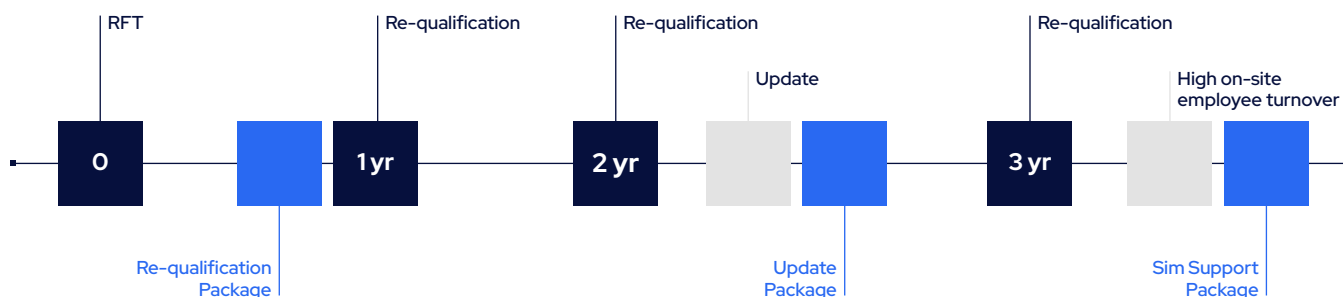
How it works

- Yearly subscription for 17,500 USD
- Keep the exchange part free of charge for as long as yours is being repaired
- Part to be repaired must be sent to CAE within 30 days of exchange being provided
- Can benefit from multiple exchanges simultaneously
- If part deemed unserviceable, potential to buy exchanged item

Field Service Representative

The aftermarket team is comprised of knowledgeable and experienced Field Service Representatives (FSR) focused on providing the best on site support by effectively understanding and responding to client needs. With an extensive network and breadth of knowledge, FSRs provide dedicated support in the form of on-the-job training, problem debugging, expedited problem resolution and AOG mitigation amongst others.

FSR Service Packages



Anytime Package (Sim Support Package)

Package detail:

- Ad-hoc request to cover temporary staff shortages
- On the job training
- Snag clearance support for targeted sim

Value added:

- Technician knowledge enhancement
- Simulator performance improvement
- Expedited problem resolution and AOG mitigation

Price (USD):

- 1 Month: \$79,385
- 3 Months: \$170,525

Value added:

- Targeted knowledge transfer
- Time and cost savings
- Assisted and expedited problem resolution

Event driven package (Re-Qualification)

Package detail:

- Snag clearance support
- Targeted simulator

Value added:

- Streamlined re-qualification process
- Time and cost savings
- Expedited problem resolution
- Personalized and focused support

Event driven package (Simulator Update)

Package detail:

- Operation assistance
- On the job training
- Targeted simulator or fleet of simulators

For further information regarding FSR services, rates or terms and conditions; refer to standard packages on [SimHub Store](#) or contact your CEL.

Requalification Support

Technical and engineering support is offered to achieve requalification support with your authorities. Customers may select scheduled or on-demand site visits to assist with requalification procedures. Different expertise's are available for remote and on-site activities (as Performance, I/S, Visual expert or Generalist). During the requalification preparation by CAE, previous authority reports, active snags, and out-of-tolerance recurrent QTGs are reviewed and can be worked. The tuning of several systems as Visual, visual ground segment, Motion or Sound can also be performed.

The CAE expert can assist your technical team during the requalification with the authority and initiate on-the-spot investigation to address any unserviceability or unacceptable authority comments. With a CAE expert on site, customers benefit from an access to the CAE network for quick turn-around.

Training Center Operation Services

Training Center Operation Services consist in managing all aspects of the simulator technical and training operation. Our team of experts provides daily simulator readiness, operation, maintenance, and qualification services. This service gives you peace of mind for day-to-day operation of the training equipment and allows you to focus on your core activities of training pilots and improving safety.



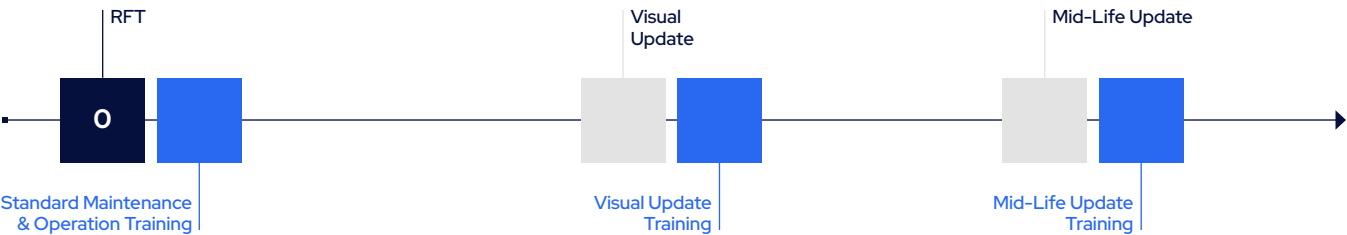
Technical Training for Simulator Technicians

Elevate your simulator maintenance with CAE’s world-class training. Our programs empower technicians to swiftly resolve issues, perform preventive maintenance, and boost fleet efficiency.

- Mission: provide world-class operation and maintenance training
- Customer benefits:
 1. Improve technicians’ ability to efficiently resolve simulator issues and enhance in-service performance
 2. Enables preventive maintenance
 3. Reduction in resolution times
 4. Overall improvement in fleet efficiency
- Scope
 - CAE’s Technical Training team consists of instructor specialists with extensive product and technology knowledge
 - Our instructors align with the Aftermarket project execution and customer support teams to ensure our programs reflect our technology



Training packages can be selected with the delivery of a new training device, with any update, or “à la carte” from the new catalogue. See below CAE’s recommendations for when to perform specific training packages:



Initial and Recurring Training is offered in four formats to adapt to various learning styles and busy schedules:

	Virtual CBT	Virtual Instructor Led	Blended Instructor Led	On Site Instructor Led
Online	X	X	Partially	
Live Instructor		X	X	X
Hands On (OJT)			X	X
Instruction Duration	Self Paced - 13 hrs	4 - 40 hrs	40 - 150 hrs	40 -150 hrs
Cost to customer	\$	\$\$	\$\$\$	\$\$\$\$

For any inquiries, please send an email to technicaltrainingrequests@cae.com or visit [SimHub Store](#)

Building Facilities Design & Consulting Services

This service consists of assisting end-users in ensuring that building and facility requirements are met. It includes:

- Site survey assessment
- Facility and site layout recommendation

CAE's extensive experience in building new training centers in a cost-effective and timely manner has resulted in significant subject matter expertise. Over the last few years, CAE **has helped build or upgrade more than 30 training centers**, including complete Flight Training Organizations (FTO), and acted as a consultant for many third-party customers.



CAE Facilities Consulting Services – Serving customers around the world.

CAE has developed best practices and achieved standardization in:

- Optimum training center design
- Total project management including architect, engineer, and contractor management.
- Value engineering
- Facility management
- Facility options for expansions
- Work-around solutions

CAE provides the following facilities consulting services—whether for building a new training center or upgrading an existing one:

- Requirements definition
- Engineering and architectural design support/selection
- Site location selection
- Construction management/selection
- Building acceptance and close-out

CAE also offers an all-new consulting service—the Facilities Operational Cost Audit Service—aimed at reducing building operational costs in a tangible way.

For inquiries with the facilities team, please contact globalrealestateteam@cae.com

Digital Services

Visual Database Services

CAE True™ Airport Services: Best in class, High-fidelity Airports

Elevate your training with CAE True Airport’s comprehensive suite of airport databases. Our innovative subscription-based service ensures your simulators feature up-to-date worldwide airports and aircraft models.

Subscription-based databases through CAE True™ Airport Services

- Updated scene densities with high-detail cities up to 8NM surrounding the airport
- New Airports added on a regular basis
- Over 500 airport databases and growing
- Compliance with FAA Part 60 timeline*
- Monitoring any changes to subscribed airports* and proactively updating databases to the latest Jeppesen and Aeronautical Information Publication (AIP) data
- Access to the Airport Clutter Editor (ACE™) and CAE Air Traffic Control (ATC) Tools

This service is compatible with CAE Prodigy, which enables the reuse of already-developed content and scenarios.



CAE True™ Airport services are subject to CAE standard terms and conditions. For further information regarding True™ Airport, to order or renew; contact your aftermarket sales representative

Product Catalogue price

Platform / Product	Price (USD)
Single platform (Prodigy OR Tropos)	\$ 42,500
Dual Platform (Prodigy & Tropos)	\$ 46,700
Tropos Training device (each)	\$ 2,290
Prodigy training device (each)	\$ 3,900

Customized Database & Modifications

CAE also offers full customized database services using generic environment or satellite imagery. As the data cost for a full custom imagery-based database varies with the size of the specific airport, CAE will quote per airport scene, upon request. Delivery time may vary based on requirements and number of requested databases

Modifications include changes that may be required to support simulator re-qualification or to maintain a training scene to the latest standard. All data, other than Jeppesen or Aeronautical Information Publication AIP, required for the modification is buyer-furnished. All options listed below are offered using the customer's moving model package.

Modifications include:

- Library Certification
- Addition of a Runway
- Gate Change
- Surface Movement Guidance Control System (SMGCS)
- Enhanced Ground Proximity Warning System (EGPWS)
- Terminal Modifications
- Runway Extensions/Displaced Threshold
- New Approach Lighting System/ Visual Aids (PAPIS/VASIS)

*Delivery time may vary based on requirements.

Watch the latest [CAE Prodigy video](#)

QTGx

The latest innovation in requalification of flight simulation training devices CAEQTGx

With CAE QTGx, manage your projects in a fully digital and centralized tool and generate faster and smarter tests in a user-friendly web portal for an effortless qualification.

Fully Digital and Centralized

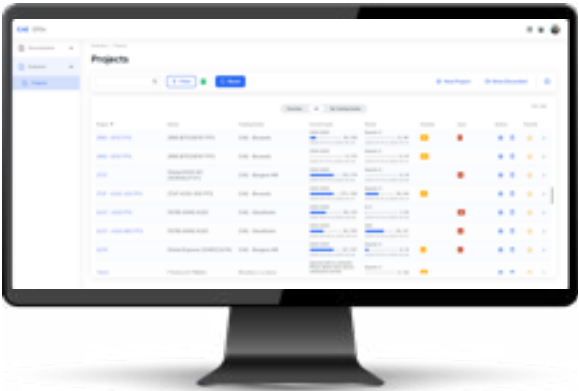
- Digital review and approval process by authorities
- Access QTG workflow from anywhere in the world

Faster and Smarter

- Automatic results upload and report generation
- Intelligent result analysis and comparisons with auto-validation

User Friendly

- Simple interfaces and easy workflow
- Customizable and transparent life cycle management



How does CAEQTGx work?

- CAEQTGx resides on Microsoft Azure cloud servers providing maximum availability and security.
- All data is stored on Azure servers, and access is restricted to authorized users only.
- The cloud configuration allows efficient collaboration between all contributors of an initial or recurrent qualification, regardless of their physical locations.
- No dedicated computer nor special software is needed on-site to use CAEQTGx. The service only requires the PDF results generated on the training devices.

How does CAEQTGx compare to CAE’s legacy QTG systems?

Feature	CAEQTGx	My-eQTG*	eQTG Portal
Secured user login	Yes	No	No
Accessible from anywhere without VPN	Yes	No, only operator’s local network	No
Cloud-based data availability and reliability	Yes	No	No
On-premise without the need for Internet	No	Yes	No
Automatic upload of results	Yes, with Sentinel HW	No	No
Embedded text editing	Yes	Yes	Yes
Reference document management	Yes	Yes	Yes
Approval workflow	Yes	No	No
Automatic Out of Tolerance detection	Yes	Yes	Yes
Manual compare with previous or master result	Yes	Yes	Yes
Automatic compare with previous or master result	Yes, with Sentinel HW	No	No
Schedule management	Yes	No	No
Issue management	Yes	Yes	Yes
Package full report generation	Yes	Yes	Yes
Authority role support	Yes	No	No
Manage initial qualification	Yes	No	Yes
Manage recurrent qualifications	Yes	Yes	No
Technology still supported by CAE	Yes	No	No

Check out the [video](#) about this service and see how it can benefit your operations.
To inquire about this digital service, please inquire with your sales representative.

TCMS

TCMS is an end-to-end training center management system designed to optimize training center operations. It centralizes all the operational-related administrative tasks through a simple user interface where all data can be viewed at any time.

CAE TCMS is a cloud-based integrated digital solution that enables simple management and optimization of your training center's daily operations.

- **Centralize** your operations for better activity planning and tracking
- **Improve** reliability and optimize activities
- **Elevate** staff coherence and eliminate inefficiency
- **Leverage** cloud-based data and automatic updates
- **Ensure** compliance with regulatory management systems
- **Enable** seamless integration with existing applications

Bringing greater efficiencies by aligning daily activities

Dashboard

- Total visibility over vital information
- Cloud accessible

SimCenter scheduler

- Calendar-based
- Crew management systems integration

Shiftplan

- Technician roster
- Assignment & Vacation

Test Planner

- Manage and track various test activities
- Yearly cycles

Parts management

- Inventory
- Repair tracker

Logbook

- Morning readiness
- Shift handover

Reporting

- Generate various reports
- Simulator usage, Stock, etc.

Check out the [video](#) about this service and see how it can benefit your operations.

To inquire about this digital service, please inquire with your sales representative



Contact us

CAE's regular business hours are 9 a.m. to 5 p.m. Eastern Time (EST), excluding holidays.



Technical assistance is available to all customers by contacting CAE Customer Support at the following numbers:

- Phone +1 514-341-6780
- Fax +1 514-340-5397

AOG Hotline contact numbers

- 24-hour AOG hardware support and technical assistance hotline +1 (514) 246-0939



Website

<http://caextranet.cae.com>



E-mail addresses

- To request a spare part quote store.simhub.cae.com
- To inquire about a spare order or place an ad-hoc spare order request store.simhub.cae.com
- To inquire about any services smaller than updates and not under warranty program simhub.cae.com
- To inquire about any Updates Services simhub.cae.com
- Technical Training Requests technicaltrainingrequests@cae.com

For general inquiries or inquiries about devices under warranty contact your respective CEL.



Shipping address

CAE

Customer Support

8585, Côte-de-Liesse
Saint-Laurent, Québec
Canada H4T 1G6

Please specify the RMR reference number for items being returned for repair.

Today and tomorrow,
we make sure you're ready
for the moments that matter.

CAE