

# AVIWEST SERVICES

---

## AVIWEST offers a range of professional services



Warranty  
Extension



Support  
contract



Training

All AVIWEST products are offered with a 12 months warranty. If a defect covered by this warranty occurs during this period, AVIWEST will repair the defective product or component, free of charge. After this period, you can extend the warranty for all of your products up to **3 years!**

If your AVIWEST product is removed for repair and if you really do need it, our cold spare offers will be the perfect solution for you!

AVIWEST support team is available to provide immediate assistance and support **all around the world**. We are focused on providing the most professional support for our products and systems. Our technical support is available by phone or email and comes with the capability to access your product remotely too!

AVIWEST's technical training team has been involved with facilitating technology, product, and systems training for a variety of customers worldwide. Providing detailed **technical training** allows our customers to fully understand their systems and exploit their full potential.

All of our training sessions are available at our office, remotely or on your site.

For information about AVIWEST services, please contact [service@aviwest.com](mailto:service@aviwest.com)

### EUROPE, AFRICA,

---

#### Global Support Headquarters

Rennes, France (UTC/GMT +1)  
Tel: +33 2 56 56 50 18  
Email: [support@aviwest.com](mailto:support@aviwest.com)

### NORTH AMERICA

---

#### U.S. Support Office

New York, USA (UTC/GMT -4)  
Tel: +1 (646) 257-2553  
Email: [support@aviwest.com](mailto:support@aviwest.com)

### ASIA-PACIFIC

---

#### APAC Support Office

Hong Kong (UTC/GMT +8)  
Tel: +852 3580 8964  
Email: [support@aviwest.com](mailto:support@aviwest.com)

### INDIA

---

#### India Support Office

New Delhi, India (UTC/GMT +5:30)  
Tel: +91 9953 552 599  
Email: [support@aviwest.com](mailto:support@aviwest.com)

### LATIN AMERICA

---

#### LatAm Support Office

Santiago, Chile (UTC/GMT -3)  
Tel: +56 9 67551123  
Email: [support@aviwest.com](mailto:support@aviwest.com)

### MIDDLE EAST

---

#### Middle East Support Office

Dubai, UAE (UTC/GMT +4)  
Tel: +971 4 403 9801  
Email: [support@aviwest.com](mailto:support@aviwest.com)

# WARRANTY EXTENSION



A diagnostic  
by a professional  
team

A repair  
service within  
10 working days

A repair  
by an authorized  
service center

A cold spare offer  
to assure immediate  
replacements

# SUPPORT CONTRACTS



	STANDARD AW-SU-STD	PREMIUM AW-SU-9/7	ELITE AW-SU-24/7	EVENT DURING 24 HOURS AW-SU24
From Monday to Friday 9h-18h	●	●	●	●
From Saturday to Sunday 9h-18h		●	●	●
24 hours x 7 days			●	●
Phone call response	4 hours	1 hour	15 minutes	15 minutes
Software update- Dedicated extranet access	●	●	●	
Pro-active diagnostics, using tips		●	●	
Customer on site one visit/year			●	
Product training two consecutive days/year in AVIWEST's office			●	

You need AVIWEST services during 24 hours to cover one big event; **This offer is just what you need!**

# TRAINING



	Product Courses	Technical Training
	Presentation of AVIWEST range of products (Ecosystem overview)	Product design overview
	Roadmap (new features)	Review of the different components
	Practical cases and field tests	Changing components
<b>Aim &gt;&gt;&gt;</b>	<b>Manage all functions of the AVIWEST system</b>	<b>Be able to make first-level repair</b>