

# AVIWEST SERVICES

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## A Range of Professional Services



**Support contract**



**Warranty Extension**



**Training**

AVIWEST support team is available 24/7 to provide immediate assistance and support all around the world. We are focusing on providing the most professional support for our products and systems. Our high-skilled team is available by phone or email and comes with the capability to access your product remotely too.

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'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@daviwest.com](mailto:service@daviwest.com)

## TECHNICAL TEAM CONTACT

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[support@daviwest.com](mailto:support@daviwest.com)



Americas • +1 646-513-4231  
EMEA • +44 20 3936 8923  
France • +33 2 46 84 03 40  
Asia • +852 5803 6993

# SUPPORT CONTRACTS



	24/7	24/7+*	24-HOUR EVENT
Customer Support Service Hours	24/7	24/7	24/7
Phone call response time	Up to 5 Hours	Up to 2 Hours   High Priority	15 minutes
Email response time	Up to 5 Hours	Up to 2 Hours   High Priority	N/A
Number of cases	Unlimited	Unlimited	Unlimited
Software updates (patches and fixes)	Included Through the Customer Portal	Included Through the Customer Portal	
Software upgrades (new features)	Included Through the Customer Portal	Included Through the Customer Portal	
Technical information resources	Included Through the Customer Portal	Included Through the Customer Portal	
Training	N/A	2 half days on-line training session	
Hardware repair	N/A	Repair turnaround time: Ship within 10 business days**	
Local/International service loaner during repair	N/A	Special offer for cold spare (subject to availability)	
System audit and health check with detailed report	N/A	1 remote day per year	

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

\* Applicable for fleets of minimum 10 purchased units | \*\* Separate extended warranty and cold spare service options

# 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

# TRAINING



Product Courses	Technical Training
Presentation of AVIWEST range of products	Product design overview
Product roadmap	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>