



# AVL Hotline Support

FREE-OF-CHARGE TELEPHONE AND EMAIL SUPPORT

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## What is AVL Hotline Support?

The AVL Hotline Support service provides fast telephone and email support for any technical issue or question related to the usage of AVL equipment. All requests will be handled in a professional manner and answers and advice provided where possible.

## What type of issues does the AVL Hotline cover?

AVL Hotline Support covers any technical issue or question on usage of AVL Instrumentation & Test System products. Examples are:

- Basic troubleshooting
- Operating assistance
- Reference to AVL manuals
- Information on spare parts, wear parts and consumables
- Information on currently available software versions, firmware and hotfixes

## How does the Hotline service work?

The AVL Hotline is available during normal local working hours and is staffed by agents with general product knowledge. Once you have contacted the hotline, your case will be tracked and you will be informed by telephone or email of the status. The hotline service has a target reaction time of within 24 hours, applied to working days only. There is no target solution time as this depends on the case at hand. Cases are handled on a first-in, first-out basis, although cases with safety or standstill issues will be prioritized, as will warranty cases.

If you require guaranteed response time, please refer to AVL CAREline Support, as detailed in a separate service description.

## What does the AVL Hotline cost?

AVL Hotline Support with the related communication is free of charge. If specific services (e.g. spare parts, on-site intervention, training, application support, etc.) are necessary these will be quoted accordingly as fee based services. In this case your local Sales or Service representative will provide a quotation as quickly as possible.

## How can I get this service?

The AVL Hotline is available to all AVL customers. No specific agreement is necessary. You can contact the hotline via telephone or email. You will find details of your local hotline number / email address on the AVL website: [www.avl.com/worldwide](http://www.avl.com/worldwide).

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### Related AVL services you may be interested in:

- CAREline Support
- Training
- Start-Up & Operation Support
- Application Support