



# AVL Start-Up & Operation Support

GETTING YOU OFF TO A QUICK START CAUSED BY NEW CHALLENGES

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## What is AVL Start-Up & Operation Support?

AVL Start-Up & Operation Support is the service we offer to customers who have either newly installed AVL test systems or new staff members. For this initial period of getting used to the new system, AVL provides one or more technical engineers who will actively show staff how to set up and use the system, how to solve problems, and generally answer any questions that may arise.

The advantage of this approach is that you can use your system productively within a very short period, as operators have learnt the most important operational steps, test procedures have been defined and tests parameterized.

## Which services are included?

The AVL engineer(s) can cover the following services within the scope of Start-Up & Operation Support:

- User support for system operation
- Test run execution
- Set-up of measurement devices
- Support for data evaluation and reporting
- System parameterization
- Controller adjustment (speed, torque, supply systems)
- Alignment of norm names, formulas, templates

**ITS – PD: RH**

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AVL List GmbH, Hans-List-Platz 1, A-8020 Graz, Austria

Phone: +43 316 787-0, Fax: +43 316 787-400, Email: [customer.services@avl.com](mailto:customer.services@avl.com), [www.avl.com](http://www.avl.com)

- Back-up and archiving of data and results
- Harmonization management of software versions and interfaces
- Software roll-out, including defined procedures & responsibilities
- Troubleshooting

## How do I decide which services I need?

The services you need during the start-up period depend on the systems and technology you have purchased, as well as the experience level of your staff. AVL will discuss your needs in detail and advise you on what is necessary and how long the Start-Up and/or Operation Support should last.

If the staff members have never used AVL test systems before, we recommend a training course before the Start-Up & Operation Support period begins.

## What do these services cost?

AVL Start-Up & Operation Support is charged according to the number of days that the AVL engineer is present at your site. This is defined and agreed on in advance. The AVL Start-up & Operation Support can be purchased along with the test systems.

The travel time and expenses of the AVL engineer are charged separately.

## How can I get these services?

Please contact your local AVL Sales or Service representative who can arrange a meeting or call to discuss your requirements and draw up a proposal for you.

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

- Training
- Application Support
- Testbed Operations