



AVL Hardware Repair

PROFESSIONAL REPAIR AND RENTAL SERVICES

What are AVL Hardware Repair Services?

In the case of unexpected equipment breakdown, AVL has a range of services to minimize downtimes by restoring the equipment to full functionality as quickly as possible and providing alternative solutions in the meantime. If possible, the equipment is repaired on site. If this is not possible, for example, if special technical facilities are needed or a subsequent calibration is necessary following repair, then AVL offers off-site Factory Repair at certified repair centers, as well as rental equipment.

How do these services work?

AVL On-site Repair

When a breakdown occurs, certified AVL service engineers provide an accurate and prompt error diagnosis. They are equipped with state-of-the-art tools for professional and efficient repair work on site and they have fast access to the AVL back-up service organization if needed. Often the engineer will already have the spare parts. Otherwise, they will be ordered quickly via AVL eSpares™, AVL's web-based spare parts management system. Each On-site Repair is concluded with a Service Report documenting the work carried out, the parts exchanged and the possible root cause of the breakdown. If necessary, reaction times can be guaranteed within a Service Level Agreement. In this case, the engineer will be on site within an agreed time period.

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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, www.avl.com

All repairs performed are documented in quality repair reports. The description of the repair performed, recommendations and the parts exchanged during repair are summarized within this report. Check-out tests are executed according to AVL's test regulations in accordance with ISO 9001 and VDA 6.4. In addition, AVL Affiliates can track the status of the repair at any time.

AVL Equipment Rental

In case you require a replacement device while your equipment is being repaired, maintained or calibrated, AVL runs a rental pool of its standard measurement instruments. This is a cost efficient way of ensuring productive operation. The rental equipment is available for the duration of the service assignment. Pick-up and commissioning services are available on request.

What type of equipment can be rented?

AVL's device rental pool includes the following standard systems:

PLU Sensors (110, 116, 121, 131)	AVL Fuel Mass Flow Meter
AVL Smokemeter	AVL Fuel Balance
AVL Opacimeter	Sensyflow
AVL Micro Soot Sensor	Flowsonix Air™
AVL Particle Counter	AVL PM-PEMS
AVL Blowby Meter	AVL GAS-PEMS

What do these services cost?

AVL offers a flat-rate pricing system for the repair of the majority of its products. This avoids any unpleasant surprises for repair activities and enables easy cost planning. In a minority of cases in which there is a high level of complexity, the price and duration of the work are quoted individually. Alternately, rates may be pre-agreed in a Service Level Agreement. Spare parts are charged in addition at their list price.

Rental equipment is charged at a fixed rate, depending on the device, regardless of how long the service assignment takes. For reservations, AVL charges a weekly fee of 10% of the rental charge. The rental charge itself is only invoiced if the equipment is actually needed.

How can I get these services?

For any repair work, please contact your local AVL Service Organization. An engineer will evaluate whether the repairs will be carried out on-site or at the Repair Center.

If you require equipment from the rental pool, please contact your AVL Service representative. In case of an unforeseen breakdown, simply ask for the availability of a spare device. If you know in advance that you will perform an important testing task soon and cannot risk long standstill times, you may contact us at least 6 weeks in advance to check availability of a device and make a reservation. Equipment can be reserved for a maximum of 10 weeks per year. If you want to ensure maximum availability of your testing equipment over the entire calendar year, you can exclusively reserve a rental unit. In this case availability is ensured.

Related AVL services you may be interested in:

- Hardware Maintenance
- Equipment Calibration
- Spare Parts Management
- Device Overhaul