

Client Service Offer

Easily Contact AV&R

When you require support, send an email to support@avr-global.com. Please include your company and contact information with a brief description of the nature of your request (question, problem, spare parts request, etc.). This procedure ensures that your request will be treated quickly by the right person at AV&R.

Partners

AV&R supports its systems around the world. Agreements with various partners allow its client service team to offer quick assistance regardless of geographical locations. Per example, AV&R's partnership with FANUC Europe ensures experts can answer your needs when it comes to robot components. These partnerships allow you to get a fast response time wherever you are.

These services are not only offered to improve and maintain your systems, but especially to ensure your peace of mind knowing that you have access to fast, reliable, and economic services to reduce downtimes.

Training

Learn from AV&R's experts and become one yourself! AV&R's trainings provide all the necessary information to understand and control your AV&R system. The modules offered cover topics such as the general terminology of the system, troubleshooting, introduction of new production, and preventive maintenance.

When you follow a training given by AV&R's client service team, all the teaching material is given to you. The training can take place in AV&R's offices or in yours.

Spare Parts

A list of recommended spare parts is provided with every system. AV&R recommends maintaining an inventory of these critical spare parts to ensure proper functioning of your system at all times. A simple and affordable way to avoid downtime of your production; thus allowing you to remain competitive!

Contact AV&R's client service for an updated list and delivery lead times.³

www.avr-global.com

¹ Package offered with the support on week-ends and Holidays at additional costs. Remote technical support only (phone or email). Onsite visit offered with extra charge.

² Valid for bank hours contracts. Fixed price is for the duration of the contract. The Support and Services Plan's prices may change at any time for subsequent years and / or renewal of contract.

³ Prices subject to change without notice. An email confirmation will be provided when ordering parts.

Basic Warranty

All AV&R systems come with:

- One year limited warranty
- All the necessary documentation (user guides, maintenance guide, list of alarms, etc.)
- An Operator Level training

AV&R's offering extends to more than guarantees on equipment and basic training! Increase your protection by purchasing a Support & Services Plan.

AV&R's Support & Service Plan gives you access to AV&R's client service team from 8 AM to 5 PM (Eastern Time Zone (UTC-05:00)), Monday to Friday.¹ It provides coverage for a year for technical resources previously designated within your organization.

One Plan can be purchased to cover all your AV&R systems, may they be brand-new or a few years old. When bought, the Support & Services Plan offers fixed prices for the duration of your contract.²

Support & Services Plan

This is a full service program tailored to maximize your systems during their lifetime.

AV&R's Support & Services Plan consists in a bank of hours which can be used to cover every issue not covered by the warranty, such as, but not limited to:

- Material diagnosis
- Software diagnosis
- New production startup
- Answers to your questions
- System improvements
- Add-ons
- Maintenance take-over
- Backups

A report on your usage of the Support & Services Plan will be produced on a regular basis to give you visibility on your consumption. This report includes the amount of hours used separated by requests and the remaining hours of your contract.

Assistance, support and services by the designers and creators of your automated systems!

