



# AV&R

by the designers and creators  
of your automated systems

SUPPORT  
AND  
SERVICES

AV&R is here to help!

Traditional automation has evolved:  
most of parts are now made by **powerful  
and robotized systems.**

These high-technology systems are so new and  
advanced that they involve cutting edge  
knowledge from the staff that will operate them.

## Basic Warranty

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



# Increase your protection by purchasing a Support and Services Plan!

## What is a support plan?

A **bank of hours** used as needed, to solve system problems which are not covered by their warranty.

**Fixed Price**  
for the duration  
of you contract

**BENEFIT**

## For what application?

- ✓ New production startup
- ✓ Material and software diagnosis
- ✓ Add-ons and system improvements
- ✓ Maintenance take-over
- ✓ Backups
- ✓ Answers to your questions



# Support request is addressed as quickly as possible based on problem severity

3  
hours

## Critical Error

A critical function is impacted and no workaround is possible or acceptable.

12  
hours

## Significant Error

A significant but not critical function is unusable, creating some impact to the production.

96  
hours

## Incorrect Results

An error has been identified.  
A workaround is available and acceptable.

Added to  
normal  
product  
enhancement  
report

## Question or Request

You have a question or request that does not affect the performance .

## If you do not want a “time bank” support plan:

Pay-per-use plans are also available.

## If you need someone in your facility:

- ✓ Onsite visits charged as hourly rates plus expenses are available.
- ✓ Someone can be sent **urgently** (arrangements will have to be made on custom terms and conditions).



## Worldwide Partners

Quick assistance regardless of geographical locations thanks to our local partners.



## Training

Learn from AV&R's experts and become one yourself! You will be trained on the general terminology of the system, troubleshooting and preventive maintenance.



## Spare Parts

A simple and affordable way to avoid downtime of your production is to get spare parts from AV&R. A list of recommended spare parts is provided with every system.

Our Brands:



## Contact us

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