



Important changes in customer support

Valued business partners and customers

Due to the ever growing complexity of the new, modern avionics systems the cost of technical support has lately risen enormously. Because of that we are obliged, from now on, to invoice the always demanding and particularly time-consuming services of our technicians at cost.

This includes:

Technical advice

- Training, support and advice (also by phone) to aircraft owners and pilots
- Training, support and advice (also by phone) to other maintenance companies, CAMOs etc.
- Clarifications with manufacturers and authorities.

In cases where after consulting the Pilot's Guides, which in their majority are available on-line by the manufacturers, you are not able to find a solution to your problem, contact us on our main telephone number 043 816 44 93 or send us an e-mail to info@avionitec.ch.

To ensure that we can provide efficient advice you should give us the following information at your first contact:

- Exact error description
- Affected system including system type
- Current system SW
- Whenever possible photo or short video of the problem

Software and Database Support

- Avionitec AG cannot guarantee the flawless running of applications, software and databases.
- For new installations, the devices are programmed as standard, this is included in the respective offers.
- Necessary updates of existing systems, to achieve compatibility with the new devices, will be charged accordingly.
- Specific customer requests will be processed according to the time and effort required.

Engineering / Project Planning

For the estimation of the installation costs of complex avionics systems, an extensive amount of engineering work is necessary which will be charged accordingly. These costs will be credited when you place your order with us.

We strive to provide you with the best possible support at all times and are at your disposal during our usual office hours. Our technicians shall process your request as quickly as possible and come in contact with you.

Thank you for your understanding and attention.

Sincerely yours,

Avionitec AG