



AOG Service – 231-799-9000

24 hours a day / 365 days a year

AeroVision Office Hours are 8:00am – 5:00pm (EST) Monday - Friday

After Normal Business Hours please press "1". An attendant will connect you to our AOG Team for immediate response.

AeroVision service for Aircraft on Ground (AOG)

AeroVision offers a worldwide AOG Service to customers 24 hours a day, 365 days a year. Throughout the year, AeroVision receives AOG orders during normal business hours, and these are all handled in accordance with the established procedures. However, customers still operate aircraft outside office hours, during weekends and public holidays, and therefore need to be able to reach an AeroVision representative at all times of the day or the night. An AOG response fee of \$250 will be applied to after-hours parts orders.

AOG Team

The AOG on call team have access to:

- Check availability of parts in stock
- Reprioritize customer orders to meet an AOG requirement
- Handle logistic requirements such as picking, packing and shipping customer AOG orders

AOG Procedure

For an AOG to be considered valid, the following information must be provided to AeroVision International before further action is taken:

- Contact name and telephone number of person requesting AOG support
- Name of company or airline
- Part number required for AOG support
- Aircraft type and Federal Identification Number (Tail Number) of aircraft grounded
- Location of aircraft grounded
- A Purchase Order for this AOG will be required. Is the contact person prepared to accept the quote with an AOG fee added to the invoice?
- AeroVision prepares the packages and hands them over to the shipping company requested by the customer.
- AeroVision requires that the customer confirms their instructions in detail to avoid any confusion.