

Customer Support

Support products are available globally to provide you with a range of assistance to help optimize your training experience.

L3 Commercial Training Solutions (L3 CTS) is committed to providing excellent customer service and technical support. Commitment and dedication to quality and post-delivery support has enabled L3 CTS to earn an impeccable reputation in the aviation industry.

Support Products

- Troubleshooting Support
- Technical Diagnostics & Service
- Software Updates & Modifications
- Upgrades



Troubleshooting Support

Troubleshooting and consultation is included with every L3 CTS Training Product.

- Support response during normal business hours
- Support documentation including troubleshooting procedures and/or user guides
- Software installation/activation/un-install support
- Support for L3 CTS LMS web-based portal (e.g. accessing student reports, course assignments, etc.)
- COTS (Commercial-Off-The-Shelf) component replacement consultation



Technical Diagnostics & Service

Let the L3 CTS experts with intimate knowledge of the product engage in supporting and maintaining your training investment.

- Support response within 24 hours
- Consultation regarding facilities and hardware (computer) requirements to run L3 CTS products is offered
- One on-site service visit per year
- HD video camera for troubleshooting and component identification (internet access required)
- Troubleshooting support; remote desktop (as available)
- Remote installation support of software, navigation database, and/or electronic checklist updates
- SAH component/assembly repair and/or replacement service
- COTS hardware configuration troubleshooting





Software Updates & Modifications

To continue driving efficiency in aviation training, L3 CTS provides timely updates and modifications.

- Software updates and/or revisions to software that do not require a new avionics or system component in the aircraft and are not a result of major aircraft configuration changes
- Modifications to existing and licensed product components



Upgrades

As aircraft configurations and avionics evolve, so too must your training tools.

- Software and/or hardware upgrades that require a new component in the aircraft
- Additional product development (e.g. visual system airport models, maintenance training troubleshooting scenarios, additional simulated malfunctions, etc.)
- Upgrades and/or support due to electronic component and/or operating system obsolescence



We are considered
by our most important critics,
our customers,
to be an **innovative company**
backed by **excellent products**
with **reliable and effective**
customer support. ”

Dave Rapley

Vice President – Technology
L3 Commercial Training Solutions

Disclaimer:

Support products described above are subject to the terms and conditions agreed to between L3 CTS and Buyer at purchase. Modifications to re-host platforms may incur a fee and additional license agreement(s). Support may require an OEM end-user license agreement. SAH and other hardware component turn-around time depends on the scope of repair/maintenance, as needed. Conditions subject to change. Normal business hours are weekdays; 8:00 am to 5:00 pm, CST. Databases used in support are considered Buyer Furnished Equipment (BFE).

**Contact us for more information on how we
can provide the solution to fit your training needs.**

L3CTS.com



Commercial Training Solutions