

## SavvyAnalysis New Client Guide

Welcome to Savvy! We're delighted to help you interpret your engine data. The purpose of this New Client Guide is to get you started, to let you know what to expect from us, and how you can work with us to ensure that you get the greatest possible benefit from SavvyAnalysis. Please review it carefully, and then let us know if you have any questions or concerns.

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### The Savvy Ticket System

You will be given access to the Savvy client-only ticket system on the Savvy platform at <https://apps.savvyaviation.com>. This website is Savvy's "nerve center" and will be the focus of your aircraft maintenance activities going forward. The website may be accessed with all popular web browsers— Edge, Firefox, Safari, Chrome, Opera — and with mobile devices including iPhone, iPad and Android.

### Your login credentials

You will have established your login credentials for the Savvy platform—an email address and password—at the time you enrolled in SavvyAnalysis. If you forget your password, you can reset it by clicking the "Forgot Password" link on the login screen. If you need assistance to login, contact the Savvy operations department by email at [support@savvyaviation.com](mailto:support@savvyaviation.com) or by phone at 888-465-8038 and we'll be happy to help.

### Using the ticket system

You'll use the ticket system to communicate with us about your aircraft engine monitor data. A new ticket should be created each time you have a new question, concern or borescope image set. An analyst will be assigned to respond to your ticket, selected from Savvy's staff of experienced engine data analysts. The ticket will remain open until your questions or concerns are resolved to your satisfaction, at which time the ticket will be closed. Closed tickets remain in the system for you to refer to in the future and can be reopened at any time to address additional concerns you may have.

You should find the ticket system to be quick, efficient and easy to use. It keeps a written record of all communications, in one place, that everyone can access easily. It also means that we can tap the full depth of knowledge in the Savvy team. While the assigned analyst is responsible for responding to the ticket, he/she will sometimes solicit expert help from another member of the staff.

## Your new-client ticket

Shortly after you enroll online for SavvyAnalysis, our Operations staff will create a “new-client ticket”—usually within an hour or two—in the Savvy ticket system to welcome you to the service and inquire whether you have any particular issues with which we can help. The ticket system will be the principal means of communications between you and the analyst assigned to your ticket, therefore, it is important for you to get familiar and comfortable using the ticket system.

Whenever there is activity on one of your tickets, you will receive an email notification. You can reply in one of two ways:

1. Click on the link at the top of the e-notification and reply directly on the ticket. (You may be asked to log in with your email address and password if you haven't logged into the Savvy platform recently.) This is the preferred method.
2. Alternatively, you can reply directly to the e-notification via email and your reply will automatically post to the ticket. Note the ‘reply above this line’ when doing so.

Using either of these two methods, please make a short post to the ticket so that we know you can communicate with us via the ticket system. If you're replying via the web interface, please don't forget to click on the “Update Ticket” button to post your reply.

## Multiple-owner aircraft

Some aircraft have multiple owners. If your aircraft is owned by multiple partners (or by an LLC with multiple members or a corporation with multiple shareholders), we ask that you pick one of the owners/members/shareholders to serve as the aircraft's “maintenance officer” and act as the sole point of contact with Savvy, and make all posts to the ticket system. Only the maintenance officer is issued login credentials for the ticket system. However, if you wish, we can set up the other partners to receive copies of all ticket posts via email to keep them informed.

## The “I'm not happy" button

Your satisfaction as a customer is very important to us. If, at any time, you are unhappy with the SavvyAnalysis service, we encourage you to open an existing or new ticket and hit the “I'm Not Happy” button. Fixing your problem or concern will then become our top priority.

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## Getting the most out of SavvyAnalysis

Once we get through these preliminaries, we can get down to the business of helping you interpret your engine data. Our team of experienced analysts can customize their toolset to isolate data and address a particular concern, plus we offer a series of auto-generated reports to facilitate trend monitoring and analysis.

### Engine Data

The first step is to DOWNload the data that your engine data monitor has stored. Typically data will be stored on an SD card or USB (thumb) drive, but automated solutions like [BlueMAX](#) are available. [This document](#) offers instructions for specific Avidyne and JPI monitors.

The next step is to Upload the data to your Savvy account. Log into your Savvy dashboard, and if you have multiple aircraft in your account, choose the appropriate one for this upload. If you have one airplane, it's the default choice. There's an Upload menu on the right-hand side of the top menu row. – choose Engine Data. There's also a blue UPLOAD FLIGHT button next to the MANAGE PLANS blue button.

If you prefer to drag and drop, select the files on your SD card or USB drive, and drag them into the box. You can also click in the box and then select the files.

The file parser will begin its work and display the results.

### Requesting Analysis

Once data is uploaded, you'll see a button to request analysis of the data. In most cases, you'll want to select the most recent flight. An exception would be if an anomaly occurred on a recent flight, then did not recur on subsequent flights. In any case, choosing one specific flight here does not restrict the analyst from looking at earlier or later flights.

Be as detailed as you like with the context for your request. It helps to know if the engine was rough when the anomaly occurred, or if it only happens in steep turns to one side or the other, or if it never happens on the first flight of the day, but nearly always on later flights that same day.

Of course it always helps the analyst to know about recent maintenance for this issue or an unrelated issue.

Our response time is two business days.

### Multiple Tickets

The general rule is we want one ticket per concern. Here are some examples. If you have an engine-related issue that appears on several flights, open one ticket and select one flight and mention the other flights in the text box of your request. The worry with multiple tickets is that we'll have multiple independent conversations and we want to avoid that.

Another example – if you have just uploaded data that's a follow up to an earlier analysis request ticket, you have the option to reopen the earlier ticket. But it's probably easier just to open a new analysis request ticket, and the analyst has the option and the tools to merge tickets to keep all the relevant information in one place.

Another example – if you have two unrelated issues, like an analysis request for an upcoming annual and a question about subscription renewal, it's best to open an analysis ticket for the data and a tech-support ticket for the subscription question.

## Automatic Reports and Reports on Demand

In addition to Savvy's team of experienced analysts, we offer a set of computer-based tools that are driven by recent progress in machine learning and artificial intelligence.

Failing exhaust valves often leave a heat signature that a computer can detect. Every flight uploaded to Savvy's database is automatically scanned for FEVA - failing exhaust valve analytics - and we deliver periodic reports on the condition of your valves. The frequency of the reports is based on the frequency of qualifying flights.

Report cards compare your data to other similarly equipped airplanes. A cohort is an airframe/engine combination. [Here's a list of current cohorts](#) - we're adding new cohorts all the time. You'll receive periodic report cards, again based on the frequency of qualifying flights, and you have the option of creating report cards on demand with dates of your choice.

Trend analysis reports are created on demand with dates of your choice, and are helpful when diagnosing or troubleshooting an issue over time.

Report Cards and Trend Reports are stored in your account and viewable from the Report Cards menu on the right side of your Savvy dashboard. Each FEVA Report generates its own ticket and is viewable by choosing Tickets from your dashboard menu.

You'll find more information about FEVA Reports, Report Cards and Trend Reports at <https://www.savvyaviation.com/savvyanalysis/>

### Savvy's Test Profile

The Savvy Test Profile is a series of mixture sweeps, and an in-flight mag check performed LOP at 65% power or lower. If you're in smooth as silk mode – everything's running great – the best time to perform the test is about a month before annual.

It's not like we need a month to look at the data – but starting that far out gives us time to gather more data if we need to. Once the airplane goes up on jacks our data gathering ends. So if you're a week from annual and you still haven't flown the test, better late than never, but the optimum time is about a month out.

If you're not in smooth as silk mode – you've got a rough runner – the time for the test is now. Don't compromise safety, and if you need the closest runway, use it – but if you can safely gather data on the ignition system while it's operational, that's the time.

You'll find a detailed explanation [here](#).

## Savvy's Borescope Initiative

Savvy has long championed the value of borescope images in evaluating engine condition. In 2024 we created a protocol for taking the appropriate pictures in the right order, and developed a repository for storing them.

Here are some handy links.

[Borescope inspection training video](#)

[Borescope repository user guide](#)

[Borescope inspection checklist](#)

Here are some ways we can help:

### Interpretations

Sometimes you will have some data that you'd like Savvy to examine, analyze and/or interpret, and provide appropriate recommendations. For example, you may have:

- Higher than normal EGT or CHT on one or more cylinders
- Rough running engine
- Savvy Flight Test Profile (FTP) data
- Photographs of an area of concern, such as baffles
- Borescope images

### Troubleshooting

Any time you have a problem with your aircraft, the first order of business is often to troubleshoot the problem. We need to come up with a precise diagnosis of exactly what's wrong, based on the data provided, and decide what work needs to be done. You can use SavvyAnalysis to create a thoughtful and systematic troubleshooting plan to identify the problem and, where appropriate, a recommendation for the method of correction.

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## Aircraft problems away from home - Savvy Breakdown Service

Mechanical problems away from home are always an aircraft owner's worst nightmare. Sooner or later, you'll find yourself in such a situation and the goal of Savvy's Breakdown service is to make it as painless for you as we can.

### Contact Savvy first

Any time you have an airplane problem while you're on a trip, contact Savvy first. The quickest way to get our attention 24/7 is to call Savvy's breakdown assistance hotline at 888-588-6655 or—better yet—login to your Savvy dashboard and click on “Create a Breakdown Ticket.” If you call the hotline, an operator will ask you for details of your breakdown situation and create a breakdown

ticket for you. Either way, one of the on-call Savvy account managers will return your call, usually within 15 minutes.

### **Help us troubleshoot the problem**

The first thing we'll do is ask you a lot of questions until we're sure that we know everything that you know about the problem and its symptoms. In some cases, we might ask you to perform some simple tests and report back with your findings. Our objective is to arrive at an accurate diagnosis, or at least the best partial diagnosis possible. Having your engine monitor data available may help expedite the troubleshooting process.

### **Can it wait until you get home?**

Our next step will be to help you decide whether the problem is one that you can live with until you get home, or whether it represents a safety-of-flight item that needs to be resolved before further flight. If the fix can wait until you get home, it's usually easier on both you and us—not to mention less expensive.

### **If it can't wait, relax and let us handle it**

If the problem needs to be fixed sooner rather than later, let your Savvy representative deal with it. Relax, enjoy yourself and we'll do the heavy lifting of finding a shop or mechanic and making sure that the problem gets resolved as efficiently and economically as possible. It's what we do.