

**AVON**  
PROTECTION



**AVON**PLUS

Protection beyond the product

TRAINING | SERVICE | SUPPORT

# AVONPLUS<sup>+</sup>

## PROTECTION BEYOND THE PRODUCT

Avon Protection has a legacy of innovation and reliability, and a mission to ensure that those who protect can operate with confidence, resilience, and return home safely.

Through our products, Avon Protection can give people the best chance to remain protected in challenging environments but for optimal performance, its knowing how to use them correctly and maintenance requirements which can be mission critical.

With AVONPLUS, focus on protection beyond the product to instill confidence in trusted protection.



“We approached Avon, confident they were best placed to provide an end-to-end solution.”

Scott Howard, UK Police



### TRAINING

- Training to remain compliant.
- Programs to suit your needs and experience.
- Feel equipped to protect yourself and others.
- In-person or online programs.



### SERVICE

- Service Plans to maximize equipment efficiency.
- Performance health checks.
- Specialist maintenance and repair service.
- Service Schedules designed to suit your requirements.
- Product compliance for local regulatory standards.



### SUPPORT

- Online helpdesk for answers at your convenience.
- Expert guidance and technical insight.
- 1 to 1 support for specific inquiries.



# TRAINING

## TRAINING

The effectiveness of protective equipment depends not only on its design but also on the knowledge and confidence of those who use it. That's why we offer a comprehensive suite of training programs delivered by experts, to meet your unique operational demands and the compliance requirements of your team.



# TRAINING PROGRAMS: GAS MASKS (APR)

	OPERATOR		OPERATOR+		INSTRUCTOR
<b>WHO IS IT FOR?</b>	End users and operators	End users and operators	Operators and maintenance personnel	Operators and maintenance personnel	Instructors
<b>HOW DO I PARTICIPATE?</b>	In-person	E-learning	In-person	E-learning	In-person
<b>FEATURES &amp; BENEFITS</b>	<p>This program is key for protection confidence. A product expert will lead on-site multi-user training and tailor to your needs and experience levels. Offering hands-on support using real-time feedback. This course is ideal for new users that need training on their gas mask.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available. Subject to export licence approval.</p>	<p>This program is great for teams working remotely or across multiple locations. These modules have been carefully crafted to guide you through use safety and product care. With this program, you gain immediate access and its quick and easy to get started. This course is ideal for frequent and existing users.</p>	<p>This program is designed to enhance field capability including fit sizing and testing, product knowledge and troubleshooting, and maintenance task knowledge. An expert will lead on-site multi-user training and tailor to your needs and experience levels.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available. Subject to export licence approval.</p>	<p>This program is ideal for teams working remotely or across multiple locations. The modules included have been carefully crafted to enhance field capability and product knowledge. Getting started is quick and easy with immediate access. This course is best for frequent and existing users.</p>	<p>This program is designed for teams who would like an expert on-site to deliver 'train the trainer' training to ensure instructors have the tools to provide operator training to others within their organisation, to provide hands-on support and provide real-time feedback and Q&amp;A sessions. This program accommodates different learning styles and can be tailored to customer needs.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available. Subject to export licence approval.</p>
<b>OUTCOME</b>	Access to user instructions, training content and the Avon University, helpdesk, invite-only webinars; digital certificate.	Access to user instructions, training content and the Avon University, helpdesk, invite-only webinars; digital certificate.	Access to user instructions and maintenance manuals, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.

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# TRAINING PROGRAMS: GAS MASKS (APR)

		OPERATOR		OPERATOR+		INSTRUCTOR	
LOCATION	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	Online	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	Online	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	6 delegates	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>
MAXIMUM ATTENDEES	20 delegates (10 delegates split across 2 sessions)	Unlimited	8 delegates	Unlimited	6 delegates		
DURATION	Course: 4 hours Valid: 2 years	Course: 1 hours Valid: 2 years	Course: 7 hours Valid: 2 years	Course: 2 hours Valid: 2 years	Course: 14 hours Valid: 2 years		
COURSE LANGUAGE	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request		English *Additional languages upon request
PART NO.	FM54	APR-FM54-OP-I	APR-FM54-MA-I	APR-FM54-MA-E	APR-FM54-IN-I		
	FM53	APR-FM53-OP-I	APR-FM53-MA-I	APR-FM53-MA-E	APR-FM53-IN-I		
	FM50	APR-FM50-OP-I	APR-FM50-MA-I	APR-FM50-MA-E	APR-FM50-IN-I		
	C50	APR-C50-OP-I	APR-C50-MA-I	APR-C50-MA-E	APR-C50-IN-I		
	PC50	APR-PC50-OP-I	APR-PC50-MA-I	APR-PC50-MA-E	APR-PC50-IN-I		
FILTERS	FILTERS-OP-I	FILTERS-OP-E	-	-	-		

# TRAINING PROGRAMS: MITR-MI HALF MASK

	OPERATOR		OPERATOR+		INSTRUCTOR
<b>WHO IS IT FOR?</b>	End users and operators	End users and operators	Operators and maintenance personnel	Operators and maintenance personnel	Instructors
<b>HOW DO I PARTICIPATE?</b>	In-person	E-learning	In-person	E-learning	In-person
<b>FEATURES &amp; BENEFITS</b>	<p>This program is ideal for new users looking for in-depth training for MITR and caters towards different experience levels and can be attended as multiperson. Receive hands-on support and real-time feedback whilst being trained by our expert.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available.</p> <p>Subject to export licence approval.</p>	<p>This program is great for teams working remotely or across multiple locations. These modules have been carefully crafted to guide you through use safety and product care. With this program, you gain immediate access and its quick and easy to get started. This course is ideal for frequent and existing users.</p>	<p>This program is designed to enhance field capability including fit sizing and testing, product knowledge and troubleshooting, and maintenance task knowledge. An expert will lead on-site multi-user training and tailor to your needs and experience levels.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available.</p> <p>Subject to export licence approval.</p>	<p>This program is ideal for teams working remotely or across multiple locations. The modules included have been carefully crafted to enhance field capability and product knowledge. Getting started is quick and easy with immediate access. This course is best for frequent and existing users.</p>	<p>This program is designed for teams who would like an expert on-site to deliver 'train the trainer' training to ensure instructors have the tools to provide operator training to others within their organisation, to provide hands-on support and provide real-time feedback and Q&amp;A sessions. This program accommodates different learning styles and can be tailored to customer needs.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available.</p> <p>Subject to export licence approval.</p>
<b>OUTCOME</b>	Access to user instructions, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.

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# TRAINING PROGRAMS: MITR-M1 HALF MASK

		OPERATOR		OPERATOR+		INSTRUCTOR	
<b>LOCATION</b>		<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	Online	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	Online	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	
<b>MAXIMUM ATTENDEES</b>		20 delegates (10 delegates split across 2 sessions)	Unlimited	8 delegates	Unlimited	6 delegates	
<b>DURATION</b>		Course: 4 hours Valid: 2 years	Course: 1 hours Valid: 2 years	Course: 7 hours Valid: 2 years	Course: 2 hours Valid: 2 years	Course: 14 hours Valid: 2 years	
<b>COURSE LANGUAGE</b>		English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	
<b>PART NO.</b>	<b>MITR SYSTEM</b>	-	-	-	-	-	-
	<b>MITR-M1</b>	MITR-M1-OP-I	MITR-M1-OP-E	-	-	-	-
	<b>MITR-PG1</b>	-	-	-	-	-	-

# TRAINING PROGRAMS: SELF-CONTAINED BREATHING APPARATUS (SCBA)

	OPERATOR		OPERATOR+		INSTRUCTOR	TECHNICIAN
<b>WHO IS IT FOR?</b>	End users and operators	End users and operators	Operators and maintenance personnel	Operators and maintenance personnel	Instructors	Technicians
<b>HOW DO I PARTICIPATE?</b>	In-person	E-learning	In-person	E-learning	In-person	In-person
<b>FEATURES &amp; BENEFITS</b>	<p>This program is key for protection confidence. A product expert will lead on-site multi-user training and tailor to your needs and experience levels. Offering hands-on support using real-time feedback. This course is ideal for new users.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available.</p> <p>Subject to export licence approval.</p>	<p>This program is great for teams working remotely or across multiple locations. These modules have been carefully crafted to guide you through use safety and product care. With this program, you gain immediate access and its quick and easy to get started. This course is ideal for frequent and existing users.</p>	<p>This program is designed to enhance field capability including fit sizing and testing, product knowledge and troubleshooting, and maintenance task will lead on-site multi-user training and tailor to your needs and experience levels.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available.</p> <p>Subject to export licence approval.</p>	<p>This program is ideal for teams working remotely or across multiple locations. The modules included have been carefully crafted to enhance field capability and product knowledge. Getting started is quick and easy with immediate access. This course is best for frequent and existing users.</p>	<p>This program is designed for teams who would like an expert on-site to deliver 'train the trainer' training to ensure instructors have the tools to provide operator training to others within their organisation, to provide hands-on support and provide real-time feedback and Q&amp;A sessions. This program accommodates different learning styles and can be tailored to customer needs.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available.</p> <p>Subject to export licence approval.</p>	<p>This program is designed for in depth training and fault finding, including looking at product maintenance material. You will leave with a comprehensive understanding of system assembly function and servicing; we will also train you to understand specialty tools and test equipment needed for service.</p>

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# TRAINING PROGRAMS: SELF-CONTAINED BREATHING APPARATUS (SCBA)

		OPERATOR		OPERATOR+		INSTRUCTOR	TECHNICIAN
<b>OUTCOME</b>	Access to user instructions, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and training manuals, the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and training manuals, the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and training manuals, the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and the Avon University, helpdesk, invite-only webinars, digital certificate.
<b>LOCATION</b>	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	Online	Online	Online	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>
<b>MAXIMUM ATTENDEES</b>	10 delegates	Unlimited	Unlimited	8 delegates	Unlimited	6 delegates	6 delegates
<b>DURATION</b>	Course: 4 hours Valid: 2 years	Course: 1 hours Valid: 2 years	Course: 7 hours Valid: 2 years	Course: 2 hours Valid: 2 years	Course: 14 hours Valid: 2 years	Course: 8 hours Valid: 2 years	Course: 8 hours Valid: 2 years
<b>COURSE LANGUAGE</b>	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request
<b>PART NO.</b>	ST54	SCBA-ST54-OP-I	SCBA-ST54-OP-E	SCBA-ST54-MA-I	SCBA-ST54-MA-E	SCBA-ST54-IN-I	SCBA-ST54-T-I
	ST53 / ST53SD	SCBA-ST53-OP-I	SCBA-ST53-OP-E	SCBA-ST53-MA-I	SCBA-ST53-MA-E	SCBA-ST53-IN-I	SCBA-ST53-T-I

# TRAINING PROGRAMS: POWERED AIR PURIFYING RESPIRATOR (PAPR)

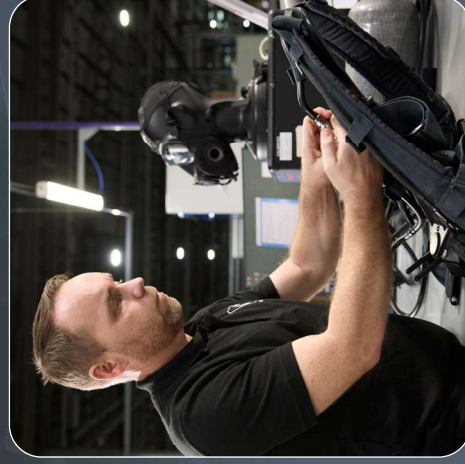
	OPERATOR		OPERATOR+		INSTRUCTOR	TECHNICIAN
<b>WHO IS IT FOR?</b>	End users and operators	End users and operators	Operators and maintenance personnel	Operators and maintenance personnel	Instructors	Technicians
<b>HOW DO I PARTICIPATE?</b>	In-person	E-learning	In-person	E-learning	In-person	In-person
<b>FEATURES &amp; BENEFITS</b>	<p>This program is key for protection confidence. A product expert will lead on-site multi-user training and tailor to your needs and experience levels. Offering hands-on support using real-time feedback. This course is ideal for new users.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available.</p> <p>Subject to export licence approval.</p>	<p>This program is great for teams working remotely or across multiple locations. These modules have been carefully crafted to guide you through use safety and product care. With this program, you gain immediate access and its quick and easy to get started. This course is ideal for frequent and existing users.</p>	<p>This program is designed to enhance field capability including fit sizing and testing, product knowledge and troubleshooting, and maintenance task knowledge. An expert will lead on-site multi-user training and tailor to your needs and experience levels.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available.</p> <p>Subject to export licence approval.</p>	<p>This program is ideal for teams working remotely or across multiple locations. The modules included have been carefully crafted to enhance field capability and product knowledge. Getting started is quick and easy with immediate access. This course is best for frequent and existing users.</p>	<p>This program is designed for teams who would like an expert on-site to deliver 'train the trainer' training to ensure instructors have the tools to provide operator training to others within their organisation, to provide hands-on support and provide real-time feedback and Q&amp;A sessions. This program accommodates different learning styles and can be tailored to customer needs.</p> <p>*When hosted at one of the Avon Protection sites, a guided tour is also available.</p> <p>Subject to export licence approval.</p>	<p>This program is designed for in-depth training and fault finding, including looking at product maintenance material. You will leave with a comprehensive understanding of system assembly function and servicing; we will also train you to understand speciality tools and test equipment needed for service.</p>

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# TRAINING PROGRAMS: POWERED AIR PURIFYING RESPIRATOR (PAPR)

		OPERATOR		OPERATOR+		INSTRUCTOR		TECHNICIAN	
<b>OUTCOME</b>	Access to user instructions, training content and Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions, training content and Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and Avon University, helpdesk, invite-only webinars, digital certificate.	Access to user instructions and maintenance manuals, training content and Avon University, helpdesk, invite-only webinars, digital certificate.
	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	Online	Online	Online	Online	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	<ul style="list-style-type: none"> <li>• Customer site</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>
<b>LOCATION</b>	10 delegates	Unlimited	Unlimited	8 delegates	Unlimited	6 delegates	6 delegates	6 delegates	
<b>MAXIMUM ATTENDEES</b>	Course: 4 hours Valid: 2 years	Course: 1 hours Valid: 2 years	Course: 7 hours Valid: 2 years	Course: 2 hours Valid: 2 years	Course: 14 hours Valid: 2 years	Course: 4 hours Valid: 2 years	Course: 4 hours Valid: 2 years	Course: 4 hours Valid: 2 years	
<b>DURATION</b>	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	English *Additional languages upon request	
<b>COURSE LANGUAGE</b>	PAPR-CS-OP-I	PAPR-CS-OP-E	PAPR-CS-MA-I	PAPR-CS-MA-E	PAPR-CS-IN-I	PAPR-CS-T-I	PAPR-CS-T-I	PAPR-CS-T-I	
	PAPR-MP-OP-I	PAPR-MP-OP-E	PAPR-MP-MA-I	PAPR-MP-MA-E	PAPR-MP-IN-I	PAPR-MP-T-I	PAPR-MP-T-I	PAPR-MP-T-I	
<b>PART NO.</b>									

# SERVICE



## SERVICE

The performance of your respiratory products is critical to both safety and operational success. That's why the experts within our Service Team deliver plans and service schedules dedicated to ensuring every product you depend on continues to deliver at the highest standard.

# SERVICE OFFERING: GAS MASKS (APR)

	GAS MASK MANAGED MAINTENANCE	ANNUAL INSPECTION	10-YEAR SERVICE
<b>WHO IS IT FOR?</b>	Changing users for a hygienic transfer	All customers	Users/companies that wish to recertify their mask up to 20 years from DOM (*Excludes FM53)
<b>FEATURES &amp; BENEFITS</b>	The offering will leave you with a re-conditioned mask after a full health check including a full clean and dry and test bench. Your product will be returned re-packaged with any worn or faulty parts replaced.	This is to ensure that the mask you are using is functioning properly and to ensure the seal is working as it should be.	The offering will leave you with a re-conditioned mask after a full health check including a full clean and dry and test bench. Your product will be returned re-packaged with any worn or faulty parts replaced.
<b>OUTCOME</b>	A fully maintained mask which is operationally ready. *18-month warranty on changed components	This means that your mask has been approved to be used for a further 12 months from date of inspection.	A fully maintained mask which is operationally ready and permit to use the mask from 10-20 years from date of manufacture. *18-month warranty on changed components
<b>LOCATION</b>	<ul style="list-style-type: none"> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	'OPERATOR+' program qualified personnel	<ul style="list-style-type: none"> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>
<b>DURATION</b>	<b>CAD</b>	N/A	<ul style="list-style-type: none"> <li>&lt;40 units = under 2 weeks</li> <li>40-60 units = 3 weeks</li> <li>&gt;60 units = quote required</li> </ul>
	<b>HPW</b>	N/A	<ul style="list-style-type: none"> <li>&lt; 150 units = 2 weeks</li> <li>150 - 300 unit = 3 weeks</li> <li>&gt; 300 units quoted</li> </ul>

# SERVICE OFFERING: SELF-CONTAINED BREATHING APPARATUS (SCBA)

	1-YEAR SERVICE	5-YEAR SERVICE	10-YEAR SERVICE
<b>WHO IS IT FOR?</b>	Service Partners and End Users	Service Partners and End Users	Service Partners and End Users
<b>FEATURES &amp; BENEFITS</b>	<p>This Service reduces the risk of breakdown or system failures, and the risk of high repair bills throughout the life of your product. Regular service at recommended intervals improves the reliability and ensures critical components are in good condition. Inspection is completed by 'OPERATOR+' program qualified operator. This includes a leak and functional checks, and the replacement of any missing, damaged or deteriorated parts.</p>	<p>This Service reduces the risk of breakdown or system failures, and the risk of high repair bills throughout the life of your product. This Service includes an inspection and testing in accordance with relevant maintenance manual test parameters. Regular service at recommended intervals improves the reliability and ensures critical components are in good condition. This Service also includes the replacement of any missing, damaged or deteriorated parts, and any parts listed on the 5-Year Service Schedule list.</p>	<p>This Service reduces the risk of breakdown or system failures, and the risk of high repair bills throughout the life of your product. This Service includes an inspection and testing in accordance with relevant maintenance manual test parameters; and the replacement of all associated system hoses. Regular service at recommended intervals improves the reliability and ensures critical components are in good condition. This Service also includes the replacement of any missing, damaged or deteriorated parts, and any parts listed on the 10-Year Service Schedule list.</p>
<b>OUTCOME</b>	A serviced SCBA which is operationally ready and updated Log Book for records.	A serviced SCBA which is operationally ready and updated QR-code Record, Service Record, and Log Book.	A serviced SCBA which is operationally ready and updated QR-code Record, Service Record, and Log Book.
<b>LOCATION</b>	<ul style="list-style-type: none"> <li>• AVONPLUS Service Partner</li> <li>• Customer site, if trained and approved</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	<ul style="list-style-type: none"> <li>• AVONPLUS Service Partner</li> <li>• Customer site, if trained and approved</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	<ul style="list-style-type: none"> <li>• AVONPLUS Service Partner</li> <li>• Customer site, if trained and approved</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>
<b>DURATION</b>	<b>CAD</b>	30 minutes – 1 hour per unit (if no additional faults)	90 minutes per unit (if no additional faults)
	<b>HPW</b>	30 minutes – 1 hour per unit (if no additional faults)	90 minutes per unit (if no additional faults)

# SERVICE OFFERING: POWERED AIR PURIFYING RESPIRATOR (PAPR)

	1-YEAR SERVICE	5-YEAR SERVICE	10-YEAR SERVICE
<b>WHO IS IT FOR?</b>	Service Partners and End Users	Service Partners and End Users	Service Partners and End Users
<b>FEATURES &amp; BENEFITS</b>	<p>This Service reduces the risk of breakdown or system failures, and the risk of high repair bills throughout the life of your product. Regular service at recommended intervals improves the reliability and ensures critical components are in good condition. Inspection is completed by 'OPERATOR+' program qualified operator. This includes a leak and functional checks, and the replacement of any missing, damaged or deteriorated parts.</p>	<p>This Service reduces the risk of breakdown or system failures, and the risk of high repair bills throughout the life of your product. This Service includes an inspection and testing in accordance with relevant maintenance manual test parameters. Regular service at recommended intervals improves the reliability and ensures critical components are in good condition. This Service also includes the replacement of any missing, damaged or deteriorated parts, and any parts listed on the 5-Year Service Schedule list.</p>	<p>This Service reduces the risk of breakdown or system failures, and the risk of high repair bills throughout the life of your product. This Service includes an inspection and testing in accordance with relevant maintenance manual test parameters; and the replacement of all associated system hoses. Regular service at recommended intervals improves the reliability and ensures critical components are in good condition. This Service also includes the replacement of any missing, damaged or deteriorated parts, and any parts listed on the 10-Year Service Schedule list.</p>
<b>OUTCOME</b>	A serviced SCBA which is operationally ready and updated Log Book for records.	A serviced SCBA which is operationally ready and updated QR-code Record, Service Record, and Log Book.	A serviced SCBA which is operationally ready and updated QR-code Record, Service Record, and Log Book.
<b>LOCATION</b>	<ul style="list-style-type: none"> <li>• AVONPLUS Service Partner</li> <li>• Customer site, if trained and approved</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	<ul style="list-style-type: none"> <li>• AVONPLUS Service Partner</li> <li>• Customer site, if trained and approved</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>	<ul style="list-style-type: none"> <li>• AVONPLUS Service Partner</li> <li>• Customer site, if trained and approved</li> <li>• Cadillac, Michigan, US</li> <li>• Melksham, Wiltshire, UK</li> </ul>
<b>DURATION</b>	30 minutes – 1 hour per unit (if no additional faults)	1 hour per unit (if no additional faults)	1 hour per unit (if no additional faults)

## SERVICE OFFERING: THERMAL IMAGING CAMERAS (TICS)

	REPAIR
WHO IS IT FOR?	Service Partners and End Users
FEATURES & BENEFITS	You will have a fully functioning TIC camera that has been repaired.*
OUTCOME	A fully functioning TIC camera.*
LOCATION	<ul style="list-style-type: none"><li>• AVONPLUS Service Partner</li><li>• Cadillac, Michigan, US</li><li>• Melksham, Wiltshire, UK</li></ul>
DURATION	Provided upon quoting.

\*Within warranty and repair capability.



## SUPPORT

Reliable support is just as important as your protective equipment itself. Our dedicated team and online helpdesk are here to assist you every step of the way. Whether you're exploring our product range or seeking technical expertise, you'll find the resources you need with Avon Protection. More than just assistance, our support offering acts as an extension of your team; a trusted partner committed to your safety, compliance, and success.



## HELPDESK SUPPORT

Our online helpdesk is your first stop for answers. Covering a wide range of topics, it provides quick access to solutions for commonly asked questions. If your query is more technical or specific, our team is ready to step in and provide tailored guidance.

<https://support.avon-protection.com>



## CUSTOMER SERVICE

Our Customer Service team is on-hand to support you. From compliance queries to technical troubleshooting or warranty concerns, a knowledgeable member of our team will guide you to the information you need to ensure you can focus on what matters most.



## YOUTUBE SUPPORT

For visual learners, our YouTube hub offers practical, easy-to-follow content. From how-to guides on sizing, fitting, and usage, to answers for frequently asked questions, our video library is constantly expanding to meet your needs. Be sure to subscribe to our YouTube channel to be notified of the latest uploads.

[www.youtube.com/@AvonProtection](http://www.youtube.com/@AvonProtection)

# SUPPORT



## THE TEAM BEHIND TRAINING AND SERVICE

Our AVONPLUS team is a global network of highly-skilled professionals ensuring responsive support wherever you operate. This team includes field support technicians, training managers, and service managers with extensive backgrounds in defence and law enforcement.



"The training was excellent, clear, engaging, and incredibly valuable for our team. Your expertise and ability to explain complex concepts in a practical, easy-to-understand way made a huge difference. It gave our technicians the confidence and knowledge they need to perform at their best."

**Jerry Scott, Safeware**



**Chris Dushane**  
- Americas Training Manager



**Michael Etherington**  
- Technical Support Specialist



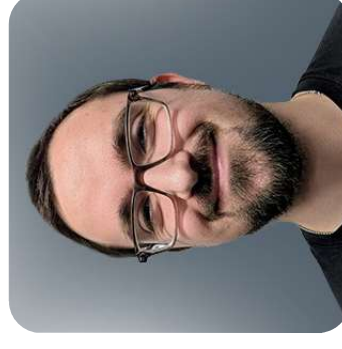
**Eric Fauble**  
- Electromechanical Field Support Technician



**Robin Hughes**  
- EMEA Training Manager



**Kev Robey**  
- EMEA Service Manager



**Justin Solis**  
- US Service and T&E Technician

## GLOBAL SERVICE CENTRES

Avon Protection operates dedicated service centres at our sites in the UK and US, and we are also supported by a network of >30 Service Partners worldwide. Whether you need OEM-certified servicing or local capability managed by experienced experts, each centre and partner is equipped with the latest diagnostic and maintenance equipment whilst following stringent processes. Avon Protection regularly audits and trains Service Partners to ensure they continue to meet the needs of our customers and maintain the highest level of capability to service our products.

All Avon Protection sites operate under ISO-certified quality systems.





## RECOMMENDED TRAINING & SERVICE LIFE: APR / MITR-MI

YEAR	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<b>MANAGED MAINTENANCE</b>	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime
<b>10-YEAR SERVICE</b>											✓				
<b>ANNUAL INSPECTION</b>		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>OPERATOR</b>	✓														
<b>OPERATOR+</b>	✓		✓		✓		✓		✓		✓		✓		✓
<b>INSTRUCTOR</b> (If OPERATOR training is undertaken every 2 years; no requirement for INSTRUCTOR)		✓		✓		✓		✓		✓		✓		✓	

# RECOMMENDED TRAINING & SERVICE LIFE: SCBA / PAPR

YEAR	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
<b>MANAGED MAINTENANCE</b>	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime	Anytime
<b>ANNUAL INSPECTION</b>		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>5-YEAR SERVICE</b>						✓					✓				
<b>10-YEAR SERVICE</b>											✓				
<b>OPERATOR</b>	✓														
<b>OPERATOR+</b>	✓		✓				✓		✓		✓		✓		✓
<b>INSTRUCTOR</b> (If OPERATOR training is undertaken every 2 years, no requirement for INSTRUCTOR)		✓		✓				✓		✓		✓		✓	
<b>TECHNICIAN</b>	✓		✓		✓		✓		✓		✓		✓		✓

## RECOMMENDED TRAINING & SERVICE LIFE: TICS

YEAR	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
REPAIR		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5-YEAR SERVICE						✓					✓				
10-YEAR SERVICE											✓				
OPERATOR TRAINING	✓														



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