

SavvyQA

Getting Started Guide

Ask us anything, anytime

Welcome to SavvyQA. You now have access to Savvy's team of experienced A&P/IAs and engine data analysts—ready to answer your maintenance questions, review your data, and guide every decision about your aircraft.

This guide walks you through everything you need to get the most value from your subscription, fast.

- 1 Log in at apps.savvyaviation.com
- 2 Check your new-client ticket and reply to confirm
- 3 Upload all of your flights to your Savvy dashboard
- 4 Ask your first question & receive expert guidance - one of our experts will respond within in 2 business days

YOUR PLAN INCLUDES:

- **Unlimited Q&A**
Ask anything about your aircraft's maintenance, parts, shops, or decisions
- **Second Opinions**
Get an expert take before authorizing any maintenance work
- **Engine Data Analysis**
 - Expert review of your engine monitor data - identifying issues before they become expensive problems.
- **Borescope Analysis**
 - Upload borescope images for expert interpretation alongside your engine data.
- **Shop & Vendor Recommendations**
Curated database of green/red-flagged shops nationwide
- **FEVA Reports**
Automatic machine learning scans for failing exhaust valves on every flight you upload.
- **Report Cards**
Benchmark your engine against thousands of identical aircraft in the Savvy database.
- **Trend Reports**
Track changes in your aircraft's CHT, EGT, oil pressure over time and catch problems early.
- **Breakdown Assistance**
24/7 hotline staffed by on-call A&P/IAs. Call 888-588-6655 anytime.



apps.savvyaviation.com

QUICK START: UP AND RUNNING IN 4 STEPS

LOG IN TO YOUR DASHBOARD

1 Go to apps.savvyaviation.com and sign in with the email and password you set when you enrolled. Bookmark this page - It is your home base. If you forget your password, click "Forgot Password" on the login screen.

TIP: The platform works on all browsers and mobile devices including iPhone and Android.

CHECK YOUR NEW-CLIENT TICKET

2 Within 2 hours of enrolling, Savvy's Operations staff will create a new-client ticket to welcome you and ask whether you have any immediate issues. Reply to it—either by clicking the link in the email notification, or by replying directly to the email. This confirms you can communicate through the ticket system.

TIP: You can reply via email to tickets, your response automatically posts to the ticket.

UPLOAD ALL OF YOUR FLIGHTS TO YOUR SAVVY DASHBOARD

3 From your dashboard, click Upload then Engine Data (or the blue UPLOAD FLIGHT button). The parser processes everything automatically and shows results on screen. If you have multiple aircraft registered, select the correct one before uploading.

TIP: Every Flight Counts. Getting in the habit of uploading all of your flights sharpens your trends, strengthens your Report Card, and powers the diagnostics that matter when problems arise.

ASK YOUR FIRST QUESTION & RECEIVE EXPERT GUIDANCE

4 Open a new ticket for any questions about your aircraft's maintenance. Include as much context as possible: symptoms, recent work, conditions you've noticed. The more we know, the more precise our guidance.

TIP: Open one ticket per issue to keep conversations focused and analysts on target.

NEW: Upload borescope images at anytime and request analysis the same way!

HOW OUR EXPERTS CAN HELP YOU

Q/A

*Get clear answers
from veteran
A&P/IAs*

Ask whatever you want about your aircraft's maintenance. Need a good annual shop? Considering an engine overhaul? We give you impartial answers based on decades of GA maintenance experience.

SECOND OPINIONS

*Before you
authorize*

Received a maintenance recommendation or cost estimate? Before you say yes, open a ticket and let us weigh in. Is the work necessary? Is there a better approach? Is the price fair?

TROUBLE- SHOOTING

*Systematic
diagnosis*

Any time something feels off with your aircraft, we'll help you build a precise troubleshooting plan—identifying the problem systematically so work is targeted and cost-effective.

INTERPRETING

Your data

Share photos, borescope images, oil analysis reports, or engine monitor data and we'll examine and interpret them, then provide clear recommendations.

WORKING WITH SHOPS

*Finding &
Overseeing*

We can recommend shops, review estimates, and monitor progress. Our database flags shops as "green" (excellent) or "red" (avoid).

ANNUAL INSPECTION PREP

Know before you go

About a month before your annual, complete a borescope inspection and upload the images alongside your engine data. This gives our analysts time to review everything while you're still flying.

YOUR ANALYSIS TOOLS

AUTOMATED REPORTS (Always Running)

FEVA REPORTS

Failing Exhaust Valve Analytics

Machine learning scans every uploaded flight for early signs of exhaust valve failure, one of the most expensive engine problems in GA. Since 2014, FEVA has analyzed over 3 million flights and prevented more than 60 exhaust valve failures before they happened. You automatically receive a report for every qualifying upload.

REPORT CARDS

Benchmark your aircraft against its peers

Your engine's key parameters are compared against every other aircraft of the same make and model in the Savvy database. Quickly see if your readings are normal or if yours is an outlier. Report Cards are generated periodically and are available on demand with date ranges of your choice.

TREND REPORTS

Track changes over time

Choose a date range and see how CHT, EGT, oil pressure, and other parameters are trending. If your cylinder head temps are creeping up over six months, you will see it here long before a shop notices it. Generate these on demand from Reports in your dashboard menu.

EXPERT HUMAN ANALYSIS (On Demand)

HUMAN ANALYSIS

Expert A&P/IA review

At any time, open a ticket and request a human expert to review your data. Our analysts have 20+ years of GA maintenance experience. They examine your engine monitor data and borescope images, then deliver a clear written report with findings and a precise diagnosis. The ticket stays open until you are fully satisfied. Ask follow-up questions freely. Our standard turnaround is 2 business days.

NOT HAPPY? Open any ticket and click the "I'm Not Happy" button. Your concern is our top priority.

UPLOADING DATA, BORESCOPE & BREAKDOWN

HOW TO UPLOAD ENGINE DATA

STEP 1 - DOWNLOAD FROM YOUR DEVICE

Most engine monitors store data on an SD card or USB thumb drive. Remove the card/drive and plug it into your computer. Check your monitor's manual for the specific location.

STEP 2 - UPLOAD TO SAVVY

Log in at apps.savvyaviation.com. Select your aircraft if you have more than one. Click Upload then Engine Data, or use the blue UPLOAD FLIGHT button. Drag and drop your files or click to browse. The file parser processes automatically.

WHICH FLIGHT TO SELECT?

Every Flight Counts. Getting in the habit of uploading all of your flights sharpens your trends, strengthens your Report Card, and powers the diagnostics that matter when problems arise.

BORESCOPE IMAGES

WHY THEY MATTER

Engine data tells most of the story. Borescope images tell the rest. Savvy developed a standardized protocol so images are captured in the right order at the right angles to make analysis faster and more accurate.

WHEN TO DO IT

Aim to complete a borescope inspection about 1 month before your annual. This gives analysts time to review and request follow-up data while you are still flying. Resources including training video, checklist, and repository guide are available in our Resources: www.savvyaviation.com/resources/#resources

HOW TO SUBMIT

Upload borescope images directly to your account, just like engine data. Then, select Borescope Images. Next, the images must be tagged before a review can be conducted. If you have questions about tagging your images, you can open a tech support ticket. Once tagged, open a ticket to request analysis.

24/7 BREAKDOWN ASSISTANCE

CONTACT SAVVY FIRST

Breakdown assistance is available when AOG 50+ miles from your home airport. Anytime you have a problem on a trip, **call our breakdown hotline (888-588-6655)** before calling any shop. Or log in and click Create a Breakdown Ticket. An on-call account manager calls you back within 15 minutes.

WE HANDLE EVERYTHING

We troubleshoot the problem, determine if it is safe to fly, and handle shop coordination if needed. You relax and let us do the heavy lifting.

QUICK REFERENCE

Dashboard / Tickets
apps.savvyaviation.com

Support Email
support@savvyaviation.com

Support Phone
888-465-8038

Breakdown Hotline
888-588-6655 (24/7)

Analysis Turnaround
2 business days

FEVA Scans
Automatic - every upload

SAVVY TEST PROFILE

Perform a series of mixture sweeps and an in-flight mag check LOP at 65% power or lower. If running smooth, fly the test about 1 month before annual. If you have a rough runner, fly it now while the issue is active.

THE TICKET SYSTEM

ONE TICKET PER CONCERN

Open a new ticket for each separate issue. This keeps conversations focused and avoids confusion between analysts.

REPLY IN THE TICKET

Click the link in your email notification and reply directly on the ticket. You can also reply by email - your response auto-posts to the ticket.

ADD CONTEXT

Include symptoms, recent maintenance, flight conditions. The more your analyst knows, the more precise the diagnosis.

FOLLOW-UP FREELY

Tickets stay open until you are satisfied. Ask as many follow-up questions as you need.

REOPEN ANY TIME

Closed tickets stay in the system permanently and can be reopened to address new related concerns.

MULTIPLE OWNERS

If your aircraft has multiple owners or LLC members, designate one as the sole point of contact ("maintenance officer") with Savvy. We can copy other owners on ticket emails to keep them informed.

