

SavvyMx

Getting Started Guide

Professional Maintenance Management

Welcome to SavvyMx. The largest team of veteran A&P/IAs and analysts in general aviation is now on your side, backed by The Savvy Platform, the world's most powerful software for interpreting piston aircraft data.

This guide walks you through what to expect in your first days, week, and annual, and how to get the most from your Savvy team.

- 1 Log in at apps.savvyaviation.com
- 2 Check your new-client ticket and reply to your dedicated account manager
- 3 Complete first-week setup: insurance, records, squawks, shop
- 4 Let Savvy manage everything



YOUR PLAN INCLUDES:

- **Full Maintenance Management**
We handle all coordination with shops and mechanics for scheduled and unscheduled maintenance, at home and on the road.
- **Dedicated Account Manager**
A seasoned A&P/IA assigned to your aircraft—expert in your make and model—plus a backup manager for continuity.
- **Annual Inspection Management**
Savvy's proven three-phase protocol protects you from surprises—inspection, approval, then repair with your sign-off.
- **Estimate & Invoice Review**
We review every estimate before you authorize work and every invoice before you pay, protecting you from overcharges and unnecessary repairs
- **Borescope and Engine Data Analysis**
Upload borescope images or engine monitor data for expert interpretation.
- **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.

REPLY TO YOUR ACCOUNT MANAGER

2 Within 2 hours of enrolling, Operations creates a new-client ticket introducing you to your assigned account manager. Reply to it, either via the link in the email notification or by replying to the email directly. This confirms the ticket system is working for you.

TIP: You can reply via email to tickets, your response automatically posts to the ticket. Always click "Update Ticket" if using the web interface.

COMPLETE YOUR FIRST-WEEK SETUP

- 3**
- (1) Add Savvy as "additional insured" on your aircraft insurance policy. We cannot manage your maintenance until we receive the certificate.
 - (2) Scan your maintenance records to PDF and upload them.
 - (3) Post any outstanding squawks or questions to your ticket.
 - (4) Tell your account manager which shop you have been using and your level of satisfaction.

TIP: Start insurance immediately. It takes a day or two. Scan at least the last 5 years of records plus all AD compliance and FAA Form 337s.

LET SAVVY MANAGE EVERYTHING

4 From this point forward, contact your Savvy account manager first — before calling any shop, authorizing any work, or paying any invoice. Your account manager is now the sole point of contact with all service centers and mechanics. This is the single most important habit to build.

YOUR ACCOUNT MANAGER & KEY PROTOCOLS

YOUR ACCOUNT MANAGER

DEDICATED EXPERT	Your account manager is a seasoned A&P/IA with extensive expertise in your aircraft make and model. They are your primary point of contact for everything maintenance-related. A backup account manager is also assigned in case your primary is unavailable.
ALWAYS YOUR FIRST CALL	Whether the issue is scheduled or unscheduled, at home or on the road, serious or minor — contact your account manager first — before contacting a shop or mechanic directly. That is now your account manager's job, and bypassing them creates confusion about who the shop should follow.
TICKET IS THE RECORD <i>Everything in Writing</i>	The ticket system is the hub for all communications — squawks, decisions, estimates, invoices, and maintenance records in one place. If a phone call or email happens, get it onto the ticket. Posts are visible to Savvy by default; mark 'visible to everybody' if you want the shop to see them.
ONE MAINTENANCE OFFICER	If your aircraft has multiple partners or LLC members, designate one as the sole 'maintenance officer' and point of contact with Savvy. Other partners can receive email copies of all ticket activity to stay informed.

KEY PROTOCOLS

DON'T AUTHORIZE WORK WITHOUT AN ESTIMATE	Before any shop begins work or orders parts, they must provide a detailed written cost estimate. Your account manager reviews it, annotates what to approve or decline, and posts it to your ticket for your review. Protect against surprises by only authorizing work after this process is complete.
DON'T PAY AN INVOICE UNTIL SAVVY APPROVES	Before you pay any maintenance invoice, your account manager reviews every line item to confirm it is correct , reasonable, and consistent with what was authorized. If there are problems, they work with the shop to correct them and get a revised invoice before you pay.
DON'T FORGET THE PUNCH LINE	When your aircraft comes out of the shop, let your account manager know it is back in your possession and that everything is okay, or is not. They will close the ticket if all is well, or follow up to make sure any remaining issues are resolved before closing.

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

YOUR SAVVY-MANAGED ANNUAL INSPECTION

SAVVY'S THREE-PHASE ANNUAL PROTOCOL

PHASE 1

Inspection

The shop opens up the aircraft, inspects the airframe and paperwork, and identifies all airworthiness problems and discrepancies. Savvy requires a flat-rate quote for this phase. It culminates in the shop submitting a detailed discrepancy list with recommended repairs and cost estimates for every item found.

PHASE 2

Your Approval

Your account manager scrutinizes the discrepancy list and estimate, annotating each item with a recommendation to approve or decline. They post the annotated list to your ticket for your review. You and your account manager discuss the discrepancies and arrive at specific decisions together. The ultimate decision is always yours.

PHASE 3

Repair & Return

Your account manager gives the service center detailed written instructions on exactly what work to perform and what to defer or decline. They then monitor the shop's progress through to completion and return to service, keeping you updated on status via the ticket throughout.

PLANNING YOUR ANNUAL — START EARLY

START THREE MONTHS OUT

Begin preparations at least three months before your annual is due, preferably more. Coming to Savvy at the last minute makes it hard to do the job properly. Your account manager needs time to choose the right shop, schedule the appointment, and set up the discrepancy review process.

CHOOSING YOUR SHOP

Work with your account manager to choose the right service center for the annual. Sometimes this differs from your routine maintenance shop. The goal is a shop with maximum experience on your make and model. Specialized work—sheet metal, avionics, composites—may influence the choice.

THE 13-MONTH TRICK

Consider scheduling your annual to start late in the calendar month it comes due, and have it signed off early in the following month. For example, start the last week of June and sign off July 1. This gives you 13 months until the next annual instead of 12.

HAVE A PLAN B

Annuals can take longer than expected—an unknown discrepancy, a long-lead part, or a first-flight snag can all add days. Never schedule a critical trip immediately after an annual without a backup plan. The first flight after annual is the most likely time something unexpected surfaces.

KNOW BEFORE YOU GO

About a month before your annual, complete a borescope inspection and upload the images alongside your engine data. This gives your account manager time to review everything and flag any concerns while you are still flying, so you arrive at the shop with a head start on the diagnosis.

REQUIRED VS. RECOMMENDED

Your account manager may recommend declining some manufacturer-recommended maintenance items. Many factory intervals are excessive, and some items are better done on-condition. Savvy will advise you, but the final decision is always yours. We would rather see your money go toward flying than unnecessary maintenance.

AIRCRAFT PROBLEMS & SPECIAL SERVICES

AIRCRAFT PROBLEMS AWAY FROM HOME

CONTACT SAVVY FIRST

Any time you have a problem on a trip, call our breakdown hotline (888-588-6655) or log in and click 'Create a Breakdown Ticket' before calling any shop. An on-call account manager calls you back within 15 minutes, around the clock.

HELP US TROUBLESHOOT

We will ask questions until we fully understand the problem and its symptoms. In some cases we may ask you to perform simple tests and report back. Our objective is an accurate diagnosis — or the best partial diagnosis possible — before any shop gets Involved.

CAN IT WAIT?

Our next step is helping you decide whether the problem is safe to fly home with, or whether it is a safety-of-flight issue requiring immediate resolution. If it can wait, that is almost always easier and less expensive for everyone.

WE HANDLE EVERYTHING

If it cannot wait, relax. Your account manager finds the shop, coordinates the work, monitors the repair, and makes sure the problem is resolved as efficiently and economically as possible. You enjoy yourself. It is what we do.

MAJOR UPGRADES, REPAIRS & PRE-BUY EXAMINATIONS

Your annual SavvyMx fee covers professional management of your aircraft plus all routine scheduled and unscheduled maintenance for a full year. The following are covered by a supplementary flat-rate management fee, generally 50%–100% of your regular annual fee:

MAJOR UPGRADES

If you want Savvy to manage a major upgrade — avionics, paint, interior, engine replacement or overhaul, turboprop, tip tanks, STOL kit, or similar — a supplementary management fee applies. In most cases our fee is less than the sales tax on the upgrade.

MAJOR REPAIRS

If your aircraft suffers a prop strike, gear-up landing, hail damage, or other calamity requiring a major repair, a supplementary fee applies based on the scope of the work. The same flat-rate structure applies: generally 50%–100% of your regular annual fee.

PRE-BUY EXAMINATIONS *One Included Per Year*

One Savvy-managed pre-buy examination is included in your standard SavvyMx plan fee. If you do not purchase the aircraft and need additional pre-buys during your subscription year, the fee is typically one-half of your annual SavvyMx plan fee for the make and model involved.

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.

