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# TECHNICAL SUPPORT



# SUPPORT & SERVICES

Customer Support

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Site survey

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Support Ticket System

Repairs

Danimex Services

HITS - Humanitarian IT Service

Videos

# DANIMEX (TECHNICAL) SUPPORT™

Danimex Communication offers unique level of Technical support, which includes helping resellers with:

- A higher level of technical support on-site or via email or phone
  - Education and training of users and customer technical staff (Danimex Academy™)



- Site survey conduction for better coverage and performance of your setup
  - RF Coverage and data-link performance study
  - System integration planning
  - FAT and SAT testing (Factory/Site- Acceptance Test)
- System solutions with in-depth TETRA, DMR Digital, HF, Analog, select5 and MPT1327 expertise
- Power Backup solutions provider
  - Support Ticketing System for efficient RMA and technical issues
    - Repair handling
    - Remote technical support
    - Online knowledgebase FAQ for easy troubleshooting
    - Access to FTP site offering relevant downloads of manuals, brochures and firmware upgrades.

The Danimex Technical Support team is placed at the main office in Denmark.

Danimex Support is available during business hours in Denmark

**Opening hours:**

08:00 - 16:00 GMT+1

The office does not respond during official Danish holidays.


-  [CONTACT](#)
-  [HEADOFFICE](#)
-  [WORLDWIDE OFFICES](#)
-  [QUICK LINKS](#)

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 **CERTIFIED DISTRIBUTOR**

Danimex Communication is an award winning distributor of radio communication solutions and equipment throughout the world.



**MOTOROLA SOLUTIONS**  
**VALUE ADDED DISTRIBUTOR**  
 Business Radio  
 Professional and Commercial Radio  
 Mission Critical Radio Systems

 **CERTIFICATES**



**THE GLOBAL COMPANY**  
 WE SUPPORT

**QUALITY SYSTEM CERTIFICATION**  
**DNV-GL**  
 ISO 9001



**AAA**  
**Danimex Communication**  
 Reg.no 29669015  
 Highest credit worthiness  
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