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SUPPORT & SERVICES



SUPPORT & SERVICES

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DANIMEX SUPPORT

WE OFFER UNIQUE LEVEL OF CUSTOMER SERVICE AND TECHNICAL SUPPORT.

The DanimexSupport™ includes:

Customer support:

- Fast and reliable delivery

- A high level of technical support on-site or via email or phone
- Education and training of users and customer experts
- A dedicated staff of customer supporters with in-depth product knowledge
- Easy access to product information and specifications via a customer extranet
- Access to FTP site offering relevant downloads of manuals and firmware upgrades.

Technical support:

- 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
 - Online knowledgebase FAQ for easy troubleshooting
 - Access to FTP site offering relevant downloads of manuals, brochures and firmware upgrades.

Access the support ticket system here <http://support.danimex.com>

HITS - Humanitarian IT Service:

Danimex Communication offers a unique level of customer service and technical support on-site or remotely (e-mail or phone). We have skilled experts on hand and the tools and processes to customise a range of solutions at a high level so you can get the best performance out of your investment.

We offer a broad range of service from education and training through site surveys to total project management that we tailor to each customer.

The Danimex 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**

 **CERTIFICATES**

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



THE GLOBAL COMPANY
QUALITY SYSTEM CERTIFICATION



DNV-GL
ISO 9001

WE SUPPORT



Danimex Communication

Reg.no 29669015
Highest credit worthiness
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