

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.

ORT:

Technical support on-site or via email or phone
Training of users and customer technical staff (Danimex Academy™)
On-site for better coverage and performance of your setup
Detailed data-link performance study
On-site planning
Acceptance testing (Factory/Site- Acceptance Test)
In-depth expertise in Tetra, DMR Digital, HF, Analog, select5 and MPT1327
Local service provider

Form for efficient RMA and technical issues
Easy-to-use FAQ for easy troubleshooting
Access to FTP site offering relevant downloads of manuals, brochures and firmware upgrades.

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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.