



Contact

Login

- Products
- Segments
- Support & Services
- Academy
- About
- News
- Products
- Segments
- Government and Public Safety
- Industry and Commerce
- Mining
- Oil & Gas
- Defence and Security
- Humanitarian
- Construction and Manufacturing
- Healthcare
- Hospitality
- Hotel/Casino places its bets on MotoTRBO
- Logistics
- Wildlife Protection
- Ports and Airports
- Support & Services
- Customer Support
- Thuraya specifications access
- Technical Support
- Site survey
- Danimex FTP site
- Support Ticket System
- Repairs
- Danimex Services
- HITS - Humanitarian IT Service
- Videos
- Fundamentals
- OTAP
- Academy
- MOTOTRBO courses
- Webinars
- Hytera courses
- Interested - Reserve a seat
- Terms and conditions
- About
- Company Profile
- Company presentation
- Offices
- Head office Denmark
- Middle East
- South Africa
- Jobs
- References
- CSR - UN Global Compact
- Values
- Code of conduct
- Awards
- Achilles Approval
- ISO 9001

- [Credit rating](#)
- [Terms and conditions](#)
- [General terms and conditions](#)
- [Order handling fees](#)
- [Warranty and repair](#)
- [Copyright notice](#)
- [Terms of use](#)
- [Privacy policy](#)
- [News](#)
- [+ All News](#)
- [Corporate news](#)
- [Product news](#)
- [Seminars & Events](#)



SUPPORT & SERVICES



SUPPORT & SERVICES

- [Customer Support](#)
- [Technical Support](#)
- [Danimex Services](#)
- [HITS - Humanitarian IT Service](#)
- [Videos](#)

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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Career opportunities
Terms and conditions
Warranty and repair
CSR and core values
Sitemap

 **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



Danimex Communication

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Highest credit worthiness
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