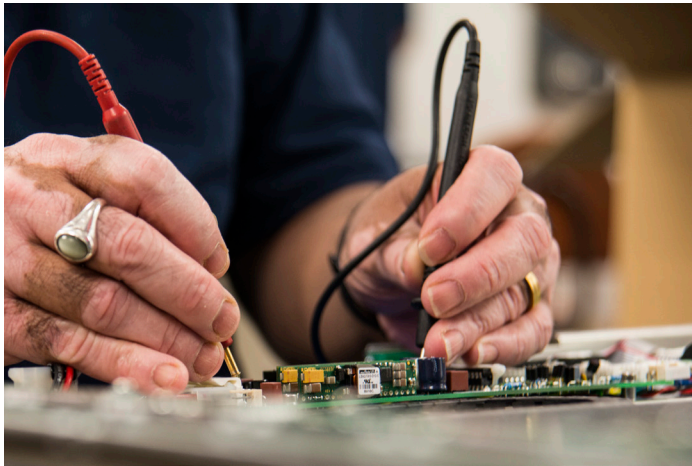


3DX-RAY



Service & Support

- Training
- Upgrades / retrofits
- Evaluations
- Servicing
- Maintenance & repairs

3DX-RAY service and support

3DX-RAY can offer the complete range of support services including helpdesk support, hardware and software training, maintenance programmes, repair and retrofit, and contract work.

3DX-RAY provides x-ray solutions to a wide range of industries and blue chip customers in a global marketplace, either working directly or through a network of highly qualified service partners.

Service and Support, Maintenance and Repairs

The support options that 3DX-RAY can offer are designed to meet the customer needs.

They range from a one-off site visit to address a specific requirement to a full service and support contract including parts.

All work is carried out by highly trained engineers with rapid response times - 24 hour support is available.

Our dedicated engineers have extensive technical knowledge and skills to solve issues with equipment and applications.

3DX-RAY offers a radiological survey and safety inspection service to meet your legislative requirements.

Training

Training can be arranged at either 3DX premises or at the site of installation. Courses can be tailored to suit the customer requirements and are always led by a qualified engineer.

Helpdesk

24/7 telephone response within two hours of initial call.

Services include

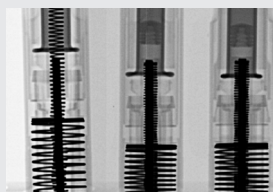
- Helpdesk support
- Service and support contracts
- Training
- Maintenance and repairs
- Upgrades and retrofits
- Rental
- Sub-contract projects

Benefits

- Bespoke support contracts
- 24/7 emergency telephone support
- Two-hour engineer response time
- Repair completed within 48 hours



Maintenance & repair



Sub-contract inspection

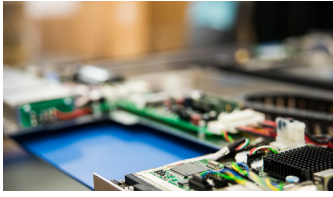


Consultation and evaluation



Helpdesk

Service & Support



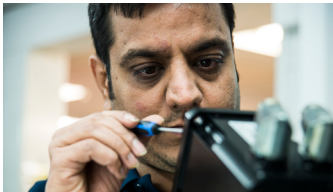
Upgrades and retrofit



3DX-RAY ThreatScan®-LS1 portable system



Maintenance visit



Repairs and refurbishment



3DX-RAY AXIS conveyor system

Sub-Contract Service

3DX-RAY can carry out sub-contract inspection work to cater for a range of applications and inspections or detection challenges in a variety of industries.

Upgrade and Retrofit

Achieve short to medium term budget savings with a refurbishment and maintenance plan for existing installed equipment.

Upgrade your existing hardware and software with more advanced 3DX-RAY detection technology to enhance the performance and give new life to existing installed 3DX-RAY and other manufacturers' equipment.

Rental

3DX-RAY can offer security detection equipment for short-term rental for specific events or lease for longer applications.

Industrial inspection equipment can also be provided on a rental basis.

Consultation and Evaluation

3DX-RAY can offer a high level consultancy service working with customers to understand particular requirements, investigate potential solutions and propose suitable systems.

Following the initial discussion 3DX-RAY can produce x-ray images and an evaluation report on the findings to show how important an x-ray capability could be for your inspection needs.

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