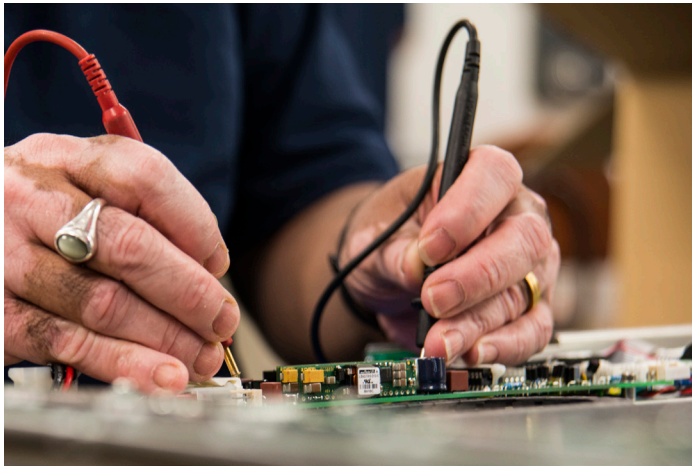


# 3DX-RAY



## 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

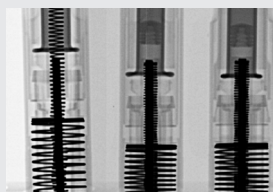
- Helpdesk support
- Service and support contracts
- Training
- Maintenance and repairs
- Upgrades and retrofits
- Rental
- Sub-contract projects

### Benefits

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



Maintenance & repair



Sub-contract inspection

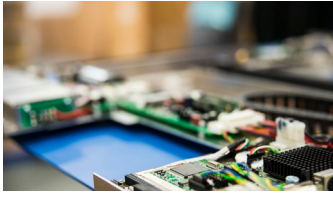


Consultation and evaluation



Helpdesk

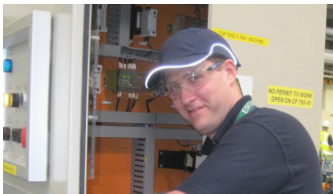
# Service & Support



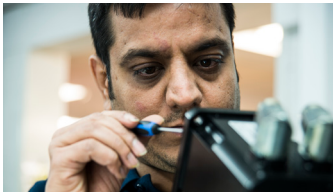
Upgrades and retrofit



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.

[www.3dx-ray.com](http://www.3dx-ray.com)

T. +44 (0) 1509 817400 F. +44 (0) 1509 817401 E. [sales@3dx-ray.com](mailto:sales@3dx-ray.com)

3DX-RAY Ltd, 16 & 18 Hayhill Industrial Estate,  
Barrow upon Soar, Leicestershire, LE12 8LD, UK

An **IMAGE SCAN** company

Registered address: 16 & 18, Hayhill Industrial Estate,  
Barrow upon Soar, Leicestershire, LE12 8LD, UK.  
Registered in England No. 3237543.

