

**We take the hassle out of your scanner repair.**

**Convenience**

We replace the scanner for you.  
You just have to contact us

**Business continuity**

Receive a replacement scanner instead of waiting for yours to be repaired

**Fast and efficient**

With our dedicated team of experts

**Double exchange option**

If you need to keep your individual scanner



**Quick and easy – report your broken scanner and receive your replacement device through a special logistics service**

- Technical support
- Advanced unit exchange
  - A replacement scanner is sent before the defective scanner is returned to us
  - Delivery and collection of the defective scanner through a special logistics service
- Delivery costs included
- Spare parts and repair time included



**Double exchange – get your original scanner model back after repair**

- Technical support
- Double exchange
  - A replacement scanner is sent and the defective scanner is returned to us
  - After repair, your original scanner is delivered back to you through a logistics service, who also picks up the replacement device
- Delivery costs included
- Spare parts and repair time included

- optional -

**PREVENTIVE MAINTENANCE**

Keep your scanner in optimal working order

Book a PM visit for your scanner by one of our trained technicians or send the scanner in for maintenance in our workshop to conduct checks, settings and run functional tests.

## We have the right option for you

Receive your replacement scanner through a logistics service or go one step further and have your original scanner delivered back to you after repair.

	> SWAP Smart	> SWAP Business
Priority access to customer care specialists	✓	✓
Technical Support	✓	✓
Availability of remote support	✓	✓
Advanced unit exchange	✓	—
Double exchange	—	✓
Spare parts, labour, shipping & travel included	✓	✓
1 consumables replacement included in case of repair	✓	✓
On site unit exchange	Optional	Optional
Preventive Maintenance	Optional	Optional

### Why choose Dyanix for your services?

- Specially trained and vendor certified team of field service engineers with in-depth knowledge of multiple scanner types and brands
- Dedicated technical support in all major languages
- Service offerings across borders – we can service all your devices, in multiple countries
- Global coverage – we are there when and where you need us
- Highest spare part inventory in EMEA to meet your service needs as fast as possible
- Service packages available with various flexible options to suit your individual needs

### Ask about our additional services

- OnSite maintenance services
- Software support
- Installation and tailored training programmes