

Delta⁴

by ScandiDos

Experience peace of mind

Save money and time with
ScandiDos maintenance
agreements



Maintenance agreements

CONFIDENCE | SAFETY | ACCURACY | EFFICIENCY

Comprehensive support and regular upgrades

At ScandiDos, we are committed to providing our customers with the highest level of service and support, and our maintenance agreements reflect that commitment.

With our maintenance agreements, you can rest assured that our team will assist you every step of the way. Whether you're dealing with routine maintenance or unexpected problems, we will work with you to find the best solution and get your equipment back up and running as quickly as possible, at no extra cost.



DELTA4 SOFTWARE - MAINTENANCE AGREEMENT

Support covering all time zones

With application specialists in Sweden, USA, France, and Malaysia, we are ready to support you no matter what time zone you are in. We offer remote sessions via TeamViewer, and support via conference calls, phone calls and emails. We can also assist with measurement analysis.

Upgrades

You are eligible to upgrade to new software versions and firmware as they become available and keep up with the latest features. We have at least one software update per year for new features. Watch your feedback be implemented in the software.

Priority

Your support cases will always be prioritized by ScandiDos product experts, minimizing the response time.

Languages

We provide full support in seven different languages for both training and troubleshooting. The languages we offer are Swedish, English, French, Igbo, Malay, Spanish, and Thai.

Training

Training is available for staff who need an introduction to Delta4 Software and Hardware or simply want to refresh their skills. Enjoy access to online videos, webinars and more.

DELTA4 HARDWARE - MAINTENANCE AGREEMENT

Save money - No unexpected charges

All costs related to service cases are covered by ScandiDos. This means that you are covered in case your hardware needs repair, new components or troubleshooting.

Minimize downtime

Our tested components are ready to ship when the need arises, enabling you to swiftly replace any faulty components and keep system downtime to a minimum.

Troubleshooting

We are available to provide comprehensive troubleshooting support and answer any physics-related questions. Receive troubleshooting support via email, phone or book a remote TeamViewer session for step-by-step guidance.

Priority

Your support cases will always be prioritized by ScandiDos product experts, minimizing the response time.

Hassle-free hardware maintenance

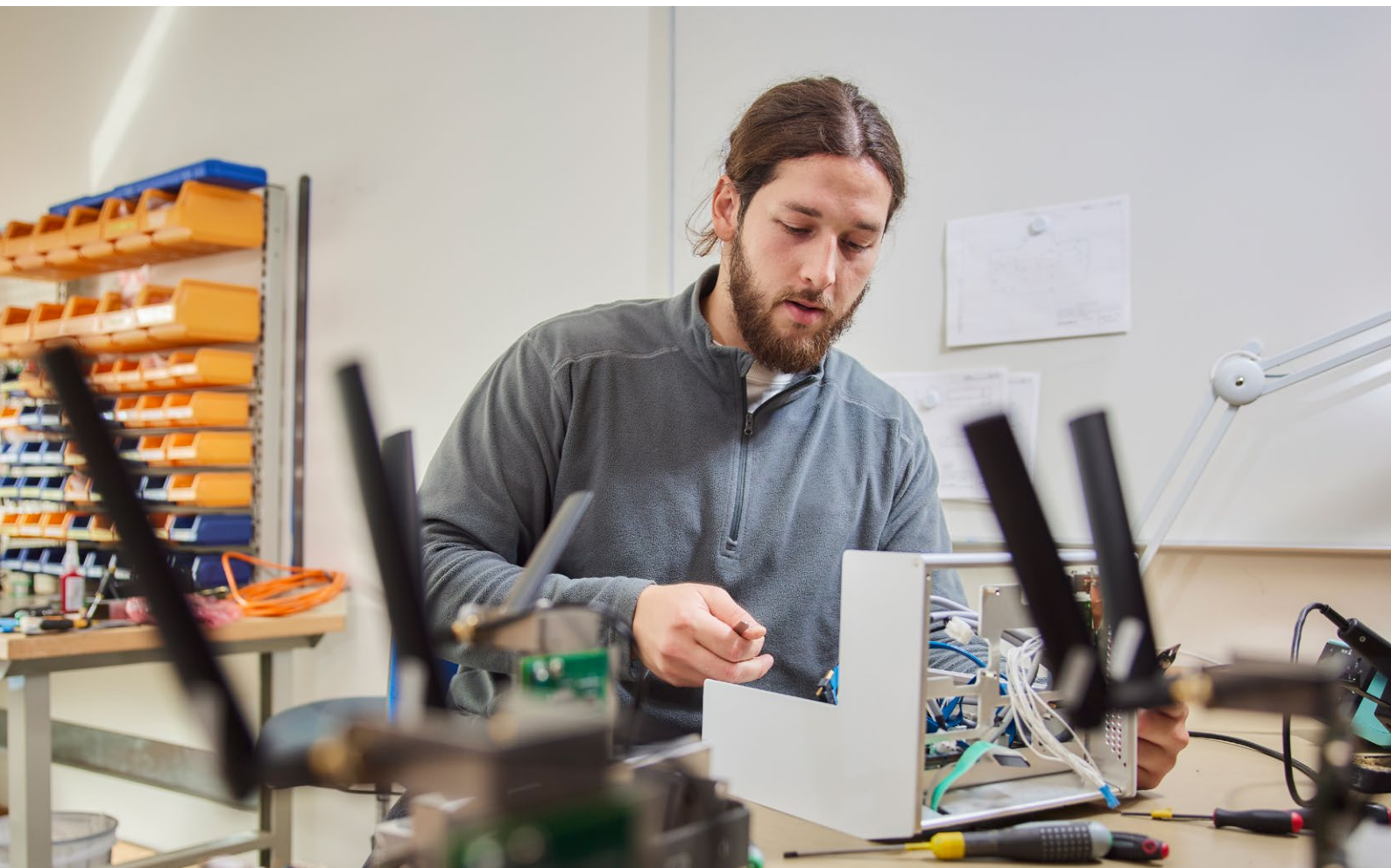
All costs related to shipping, import duty and spare parts* are covered for hardware failure** diagnosed during the contract period. Reserved spare parts for customers with active maintenance agreements.

Cost-saving

The cost of spare parts can stack up quickly when a major parts failure occurs. A hardware maintenance agreement prevents such costs and gives you peace of mind.

*Batteries are not included in the hardware maintenance agreement

**For hardware older than 10 years, 10% will be added on the hardware cost per year. For example, 11th year 110%, 12th year 120% etc.





The maintenance agreements with Scandidos give us peace of mind, knowing that we have reliable support whenever we need it. This allows us to maintain the high standards of our work and deliver consistent results, knowing that our equipment is always in top condition.

Ulf Isacson, Head Physicist, Radiotherapy Department, Uppsala University

Innovative and Efficient QA delta4family.com

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