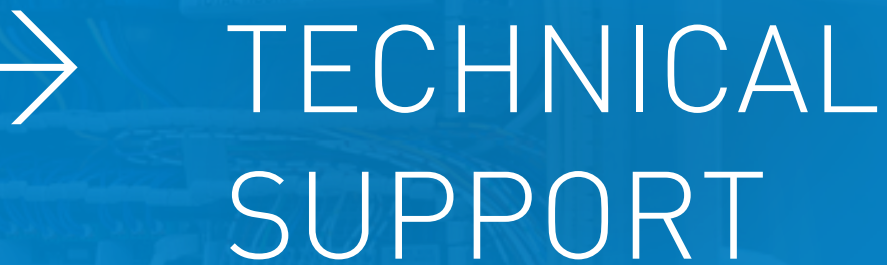


FOCUS ON / SERVICE



TECHNICAL SUPPORT

EXPERT SUPPORT TO KEEP YOUR EQUIPMENT UP AND RUNNING

When you have a question for technical support, we're ready with answers any time of the day or night. Any day of the year.

In fact, many of your questions and issues can be solved with a first-time fix over the phone. And when you need more support, our flexible service packages mean that you'll get the support you need, when you need it, to minimize downtime and maximize your safety and security screening efficiency.

Our field service engineers and technicians have expert knowledge of your equipment and industry. Members of our technical support team are trained on a range of equipment, including third-party manufacturers, to ensure you get results quickly.

If a complex challenge occurs, we deliver a fast escalation path to get you to the best available expert. We also keep an inventory of spare parts to maximize your operations and have a global supply chain when parts need to be ordered backed by regular communication on deliveries.

BENEFITS

- Support **24/7/365** anywhere in the world
- Fast, easy escalation path
- **Factory-trained** experts
- Industry-and equipment-**specific knowledge**
- **Proactive communication** to ensure customer satisfaction

REACHBACKID

ReachBackID* connects first responders with elite scientists to help in the evaluation of threats and hazardous material discovered while using portable and ruggedized analytical sensors.

*ReachBackID is available in English only

TO LEARN MORE ABOUT HOW OUR TECHNICAL SUPPORT PROGRAM CAN WORK FOR YOU PLEASE CONTACT

www.smithsdetection.com