

## What is the Authorized OEM Repair and Support Provider Program?

This unique program enables your field service technicians to provide warranty repair services on DTx's products.



DTx will provide training for your service technicians at our headquarters in Melbourne, Florida. Your team will learn product architecture, failure identification, product repair, service procedures, and claims

filing. Upon completion, your team will be certified by DTx to provide warranty repair services on products you purchase from DTx.

DTx will work with you to accurately forecast the spare parts required for Field Replacement Units (FRU). FRU stock can be maintained within your field service network or at DTx for deployment to the field.

Empowering your organization to administer warranty repairs internally will give you complete control over how and when repairs are handled. You can define a repair schedule that best meets your current business needs.

### Benefits to you

- Improved Turn-Around Time
- Repairs at your Convenience
- Lower Freight Costs
- Immediate on-site support