



AFTER-SALES SERVICE AND SUPPORT STANDARDS

DASH TECHNOLOGIES AND LABELS PVT. LTD.



Why Us ?

- Dedicated Support team providing quick online and on-site support
- In house software development, hardware, conveyor and vision application team.
- More than 25 Years of Expertise in delivering AIDC Solutions which address key pain points of our customers.
- Highly experienced solution architects and implementation team.
- Dash Provides a one stop solution for all AIDC requirements of our customers from hardware, software to consumables and from barcoding, RFID to Line Automation.

11+

Full Time Support Engineers

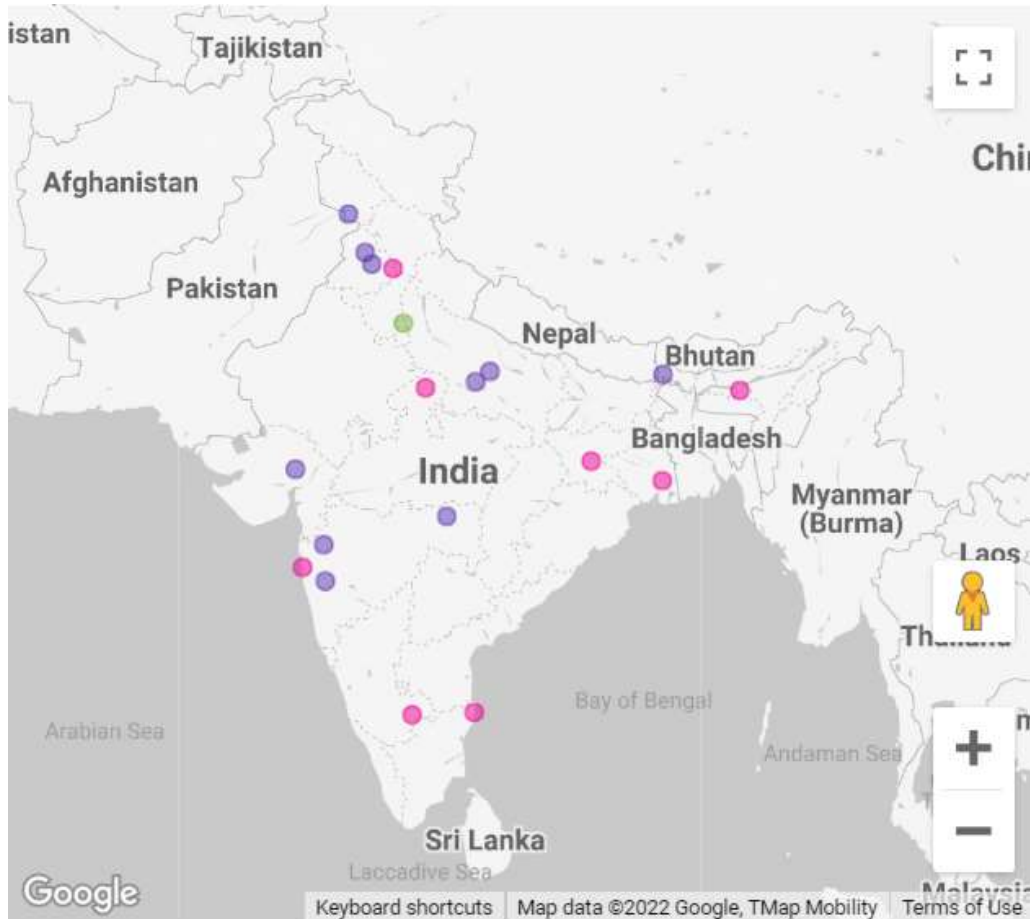
1000 +

Happy Customers

25 +

Years Of Expertise

OUR PRESENCE



LocType ● Branch Office ● HO ● Third Party Support

Branch Office / Support Staff:

- Kolkata
- Ranchi
- Bangalore
- Chandigarh
- Guwahati
- Gwalior
- Mumbai
- Chennai

Third Party Support Network:

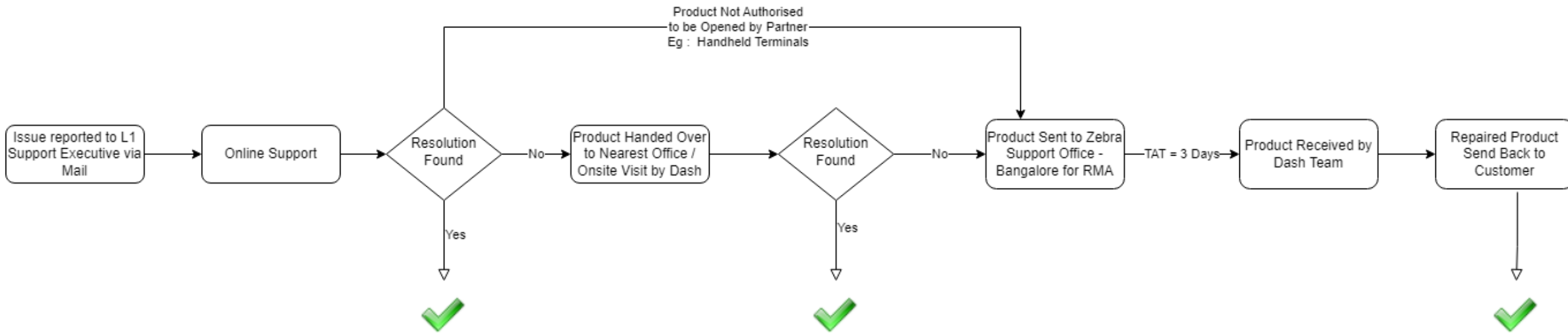
- Nagpur
- Nashik
- Pune
- Jammu
- Siliguri
- Ludhiana
- Jalandhar
- Lucknow
- Kanpur

Exporting to Countries:

- Kenya
- Sri Lanka
- Mauritius
- Nepal
- Dubai
- Bangladesh
- Afghanistan

Headquarter: New Delhi Production Unit: Noida, U.P.

Service Process for Zebra Products



service



Classification	Initial Addressal	Final Resolution
P1 – High	< 1 business days	< 5 business days
P2 – Medium	< 3 business days	< 10 business days
P3 – Low	< 5 business days	< 20 business days

Priority Issue (“P1”), High Severity

- Mentioned TAT are subjected to part availability at OEM and Subscription to AMC / Care Pack Services

Priority Issue (“P2”), medium Severity

Priority Issue (“P3”), Low Severity

- “CRITICAL CARE” Addon – Dash will send a dispatch a temporary device till the time resolution is not found - Additional Charges apply



Need more info? Contact us at – 9811168404 | 011-41709919

Or drop us a mail – info@dashtechlabels.com