

Service you can count on

We take great pride in the quality and performance of our solutions. But if you experience a problem, we're just a phone call or email away. That's part of what we call Dejero Care—helping you get the most out of your Dejero experience.

Setting you up for success

Dejero Care is so much more than access to our 24/7 technical support technicians. It also includes training, hardware warranty, and software updates that help set you up for success. From help articles and video tutorials, to shipping you loaner gear in an emergency, Dejero Care has you covered—and it's free for the first year.

Included with Dejero Care

24/7 technical support

Our awesome team of technical support analysts are here for you 24/7 by phone or email to assist with configuration, troubleshooting, and to provide expert advice on optimizing performance.

Software updates

Running the latest version of our software ensures that you're always taking advantage of the most innovative technology available. Software updates are packed with new features and enhancements.

Hardware warranty

We will repair or replace any unit free of charge that is covered under the terms of our hardware warranty.

Loaner access

If your Dejero equipment is sent in for repair, we will temporarily ship you a replacement loaner so you can continue operating as usual.

Learn more

Contact us to discuss your particular support or training requirements.

US & Canada: 1 866 808 3665
International: +1 519 772 4824
care@dejero.com

Online help

Our online support gives you quick and easy access to the most frequently asked questions and workflow tasks, training videos, and support documentation—so you can find the answers you need.

Training

Whether it's training new staff or just getting a refresher, it's a good idea to have regular training to ensure you're getting the most out of your Dejero equipment. A remotely-delivered training session is included with Dejero Care. And if you'd rather have training onsite, you're entitled to a 20% discount.

Priority service

Think of it like VIP service for your hardware repairs and software updates. With Dejero Care, we make sure you're taken care of.

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Reliable support is a huge factor for us, and the Dejero support team has been fantastic. Dejero has been a wonderful partner for us; we could not ask for better.”

Dale Cassidy, KTBS 3 Chief Engineer