

For Automotive Professionals

AXONE Direct AXONE Pad AXONE Palmtop

For cars, motorbikes and
commercial vehicles



TEXA

TEXA products guarantee excellent diagnostic coverage for vehicle makes and models.
In order to view what TEXA has to offer,
simply visit www.texa.com/applicationlist.

The AXONE Direct, AXONE Pad and AXONE Palmtop represent the new frontier in diagnostics, integrating the **Google Search Appliance** and covering a comprehensive range of makes and models.

Although different in size, they have the same characteristics and are highly sophisticated tools, but at the same time are easy to use and reliable. Designed to make maintenance easier, despite the increasing use of electronics in vehicles.



NEW CHALLENGES, NEW OPPORTUNITIES

TEXA RESPONDS TO A CHANGING WORLD

The automotive repair business has undergone considerable developments in recent years, requiring technicians to adapt their skills, organisation and professionalism. They have also had to increase the amount of additional services offered by the workshop.

The revitalisation of the market, driven above all by the changes introduced throughout Europe with Block Exemption, has changed the face of the auto repairs business, which is currently divided between independent workshops and the authorised service centres for the various manufactures.

These two categories, are now identical as regards the governing legislation.

Yet are they also the same in terms of the service offered?

For years now TEXA has been developing solutions that allow all workshops to offer high quality and professional services.

Today, with the new AXONE range, TEXA has once again revolutionised the sector, offering independent technicians the best possible solution to respond to and resolve even the most complex electronic problems.



THREE SOLUTIONS FOR THREE DIFFERENT TYPES OF WORKSHOP

INNOVATIVE AND TAILOR-MADE SOLUTIONS

The variety and complexity of the work performed by technicians mean continuing investment is required in tools and equipment, as well as in professional training. Yet every workshop, from the smallest to the largest service centre, must be able to work with the same efficiency, guaranteeing customers prompt service at all times.

This is why TEXA has decided to offer three different versions of the AXONE, each designed for a different type of workshop; three different solutions that allow technicians to quickly and easily resolve any type of fault.

Not simply three diagnostics tools, but rather three complete and versatile solutions, to resolve the problems that arise in the workshop every day.

AXONE Direct, the simplest version, which connects directly via a cable to the vehicle's diagnostic socket.

AXONE Pad, in combination with a diagnostics interface (NAVIGATOR TX or TRIBOX Mobile range), allowing work to be performed around the vehicle via a wireless connection without the restriction of cables.

AXONE Palmtop, with the same functionality as the AXONE Pad but a smaller and lighter pocket-sized unit, for larger workshops where each technician has their own personal diagnostic tool.



AXONE Direct

A TOOL WITH A CABLE CONNECTION, READY FOR THE FUTURE

TEXA has designed a practical “all in one” solution that brings together the simplicity of the classic tool with a cable connection and the completeness of a modern portable touch screen device.

The **AXONE Direct** can perform all auto diagnostics checks using the standard functions included in the IDC3 Pocket software.

All this without requiring any additional modules, using a direct connection to the vehicle’s diagnostic socket.

The AXONE Direct comes complete with a connection cable that, when fitting the specific adapters for each make and model, can connect to any vehicle, be it a car, van, motorbike, scooter, quad or jet ski. Moreover the AXONE Direct is also fitted with a *Bluetooth* module that can be used in combination with OPABOX or GASBOX

emissions analysers, as part of routine maintenance or for certification in accordance with anti-pollution legislation for each country.





AXONE Pad

THE IDEAL SOLUTION FOR THE MODERN WORKSHOP

The evolution of working procedures in large workshops will involve the elimination of cables. The AXONE Pad has been designed in response to this need: it is a portable, light and easy-to-use wireless display tool.

The **AXONE Pad** is used in combination with a diagnostic interface which is connected to the vehicle's diagnostic socket, and communicates all the data using a *Bluetooth* wireless connection.

It can be connected to either the NAVIGATOR TXT, TXC, TXB or TRIBOX Mobile interfaces, as well as the GASBOX Autopower and OPABOX Autopower emissions analysis equipment in conjunction with the RC2 or RC3 speed pickup devices.

By featuring just one integrated operating system, the operator can use all these devices with the same tool for

displaying and processing the data.

The technician can therefore work around the vehicle in complete freedom; if, for example, when checking the operation of the rear light module, the technician can simply go to the rear of the vehicle and activate the light directly, using the AXONE Pad.

When using tools with a cable connection, this simple procedure often required two technicians.





AXONE Palmtop

THE POCKET DEVICE THAT CONTAINS THE ENTIRE WORKSHOP

For the most structured workshops, as well as technicians who are used to operating the latest portable solutions such as Pocket PCs and smart phones, TEXA has developed a complete and powerful tool which is compact in design.

AXONE Palmtop shares the same functions as the AXONE Pad, however featuring a smaller screen and lighter weight, meaning the device can be carried in the overall pocket and will always be on hand when required.

Its practicality and versatility make it a personal tool for each technician in the workshop.

In this way, the technician can manage the vehicle throughout the repair process, keeping a complete customer file that is integrated into the workshop's business ma-

nagement system.

The AXONE Palmtop represents the most advanced step in an evolution path which led TEXA to develop smaller tools with a high technical level to simplify the technician's job.

A unique device which controls all the TEXA interface tools in the workshop to provide the highest level of efficiency and service.





ROBUST AND RELIABLE

THREE TOOLS DEVELOPED SPECIFICALLY FOR THE WORKSHOP

If a tool is used continuously in a workshop every day it must be technically different from a product used in an office or home environment, for this reason TEXA have developed the AXONE range to fulfil the requirements of strength and reliability which are essential in a workshop environment.

The AXONE Direct, AXONE Pad and AXONE Palmtop are lightweight and compact hand-held devices that offer high performance and reliability.

The AXONE casing has been manufactured using special high-strength material that can withstand knocks, and falls from over one metre in height.

The components are assembled to ensure they are resistant to water, oil and dust, by using special gaskets;

the touch screen is high resolution and anti-glare, and guarantees optimum visibility.

Other features include a built-in video camera, and a lithium battery with twice the capacity of normal products. These features and specifications are delivered as standard with these exclusive solutions.



THE INNOVATIVE “SEARCH” FUNCTION, POWERED BY GOOGLE

AN EXPERT ASSISTANT AVAILABLE 24/7



The most important tool for any technician is without doubt experience; not just their own, but also the experience of their colleagues and fellow technicians.

For around 10 years now, TEXA has been assisting its customers through call centres located around the world, resolving problems relating to any model of vehicle.

Whenever a technician contacts the call centre, the TEXA technicians examine and resolve the problem, creating a chart that contains the correct procedure for repairing the fault.

In this way, thousands of different experiences have been brought together and thousands of charts created, saved in an immense database.

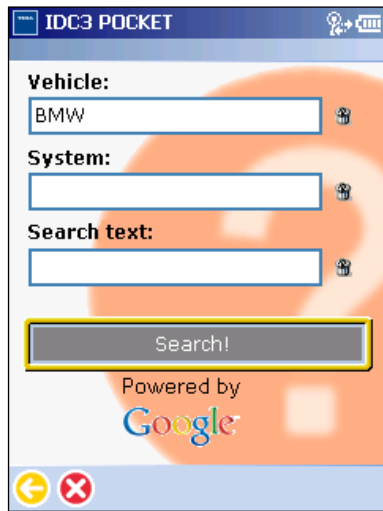
In short, the TEXA server can be compared to the work of more than 40,000 technicians around the world.

TEXA’s great idea has been to provide this shared experience directly to auto repair shops; it has in fact signed a partnership agreement with the famous US company Google to develop software for searching the information available.

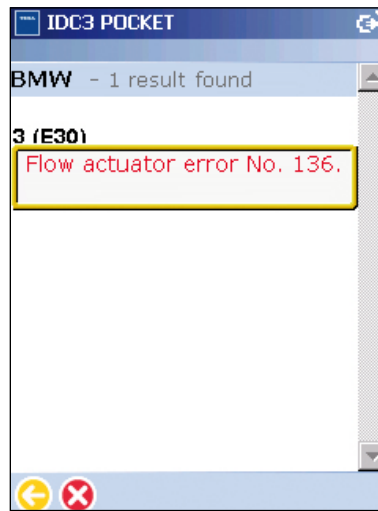
Using the “**SEARCH**” function included in the IDC3 software, technicians can simply enter the problem found (either choosing the make, model and system, or entering in free text), and the software searches the thousands of solutions available relating to the search criteria.

In just a few seconds, the screen shows a chart that contains the description, the cause and the correct procedure for repairing the fault.

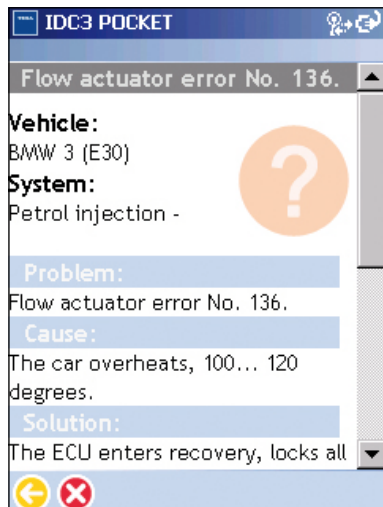
SEE DEMONSTRATION ON WWW.TEXA.COM/DEMO



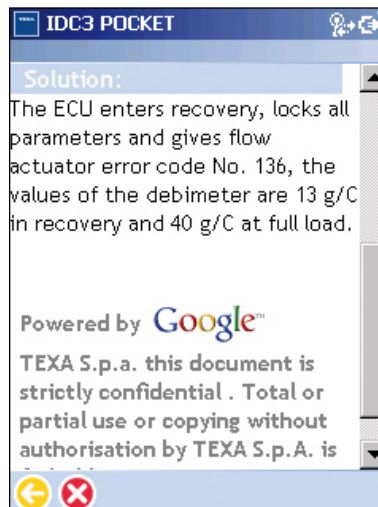
During a repair, by selecting the "SEARCH" button the program will automatically search for all the information available on the model of vehicle and the electronic system selected.



The screen will then almost instantly display a list of solutions that have already been tried and the faults that have been resolved complete with the description of the repair procedure to be adopted.



The special search function seamlessly connects to the TEXA central database, instantly downloading all the information available at that moment.



The selected chart describes the causes of the problem, and the solutions already developed, verified through the experience acquired by the TEXA International Call Centres.

powered by **Google**



TEXA INTRODUCES AUTOMATIC SCANNING OF SECOND GENERATION SYSTEMS

WITH TEXA GLOBAL SCAN 2 YOU CAN IMMEDIATELY GET TO THE POINT!



The **TGS2** system, TEXA Global Scan 2, is an addition to the main operating system IDC3 Pocket, and represents the second generation in the automatic scanning of vehicle ECUs.

This innovation developed by TEXA offers the technician in depth analysis, on a wide range of brands and models, which has always been TEXA's strength. Compared to the first generation, TGS2 has been designed specifically for the needs of the multi-brand environment.

The advantages are obvious, as the technician receives immediate feedback on the systems that the TEXA tool can diagnose, and to which it can automatically connect directly. When a car comes into the workshop, the technician connects the TEXA interface to the diagnostics socket; in a fully automatic way, without

any other manual intervention, the IDC3 Pocket software scans all the known systems.

If after this procedure some system errors are identified, you can immediately enter in the diagnosis of the ECU to which they relate.

If the systems are fault free, you can use this facility to access the ECUs to perform further test or adjustments. There is no doubt that this new scanning generation is another important step by TEXA as a way of simplifying the diagnosis procedure as the technician's work becomes more complex.

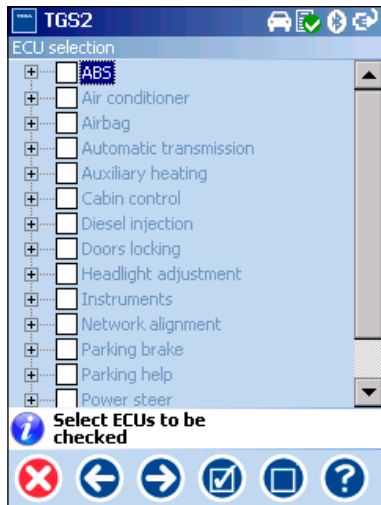
It is no longer necessary to look manually for faults: TGS2 can do it automatically, saving and improving accuracy.

The combination of TGS2 and Google "SEARCH"

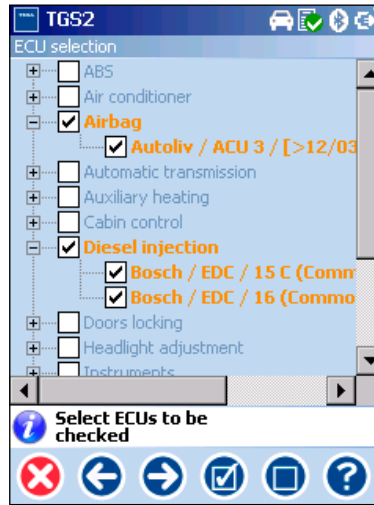
represents the best assistance that modern technology can offer when repairing modern vehicles.

Saving time and uncertainty, offering their customers a professional service, is a fundamental requirement of the modern technician; to satisfy this need, a new reference point, TEXA Global Scan 2, has been developed.

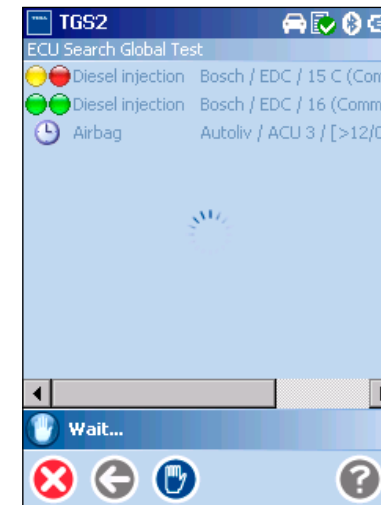
TGS2 IS SIMPLE AND EFFICIENT, IT SAVES TIME AND ENSURE CORRECT SYSTEM IDENTIFICATION



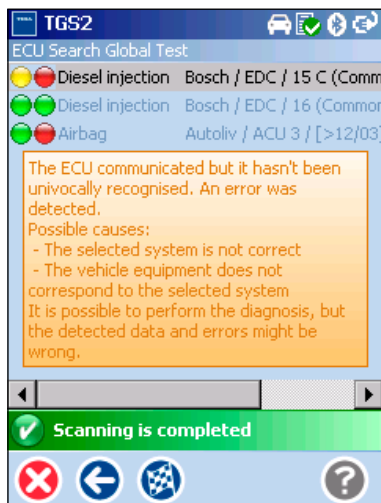
After selected the vehicle to be tested, a list of the available electronic systems is displayed.



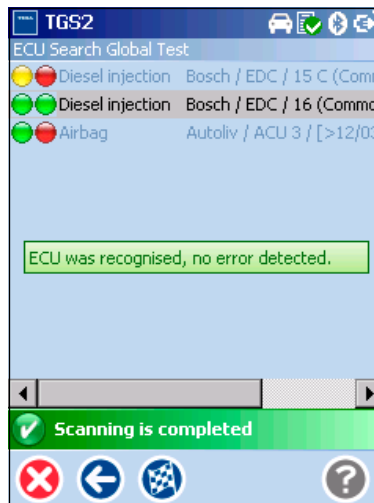
There is now an option to select more than one system at the same time from the menu.



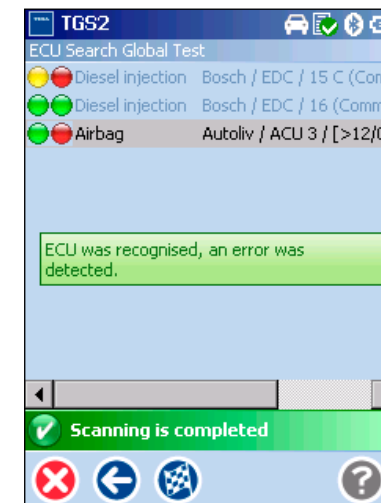
The software starts identifying the systems and ECU's available.



For every system identified a report is displayed. If a variant of a system is found, but full communication is not possible the user is notified, by a yellow icon in the first column.



In this case the ECU has been positively identified and allows full communication and there are no errors present. 2 green icons are displayed.



In this case the ECU has been positively identified and there are errors present. 1 green and 1 red icon are displayed.

NEW SOFTWARE, WAITING TO BE DISCOVERED

TOOLS, INFORMATION AND MUCH MORE



IDC3 Pocket derives directly from the famed **IDC3 Plus**, a very popular solution due to its innovative and rational operating system, in which the diagnostic tools and technical information are managed together.

The procedure starts by selecting the model or, if the vehicle is already in the workshops database, by entering the registration number.

The operating environment provides a series of specific “tools” for each vehicle:

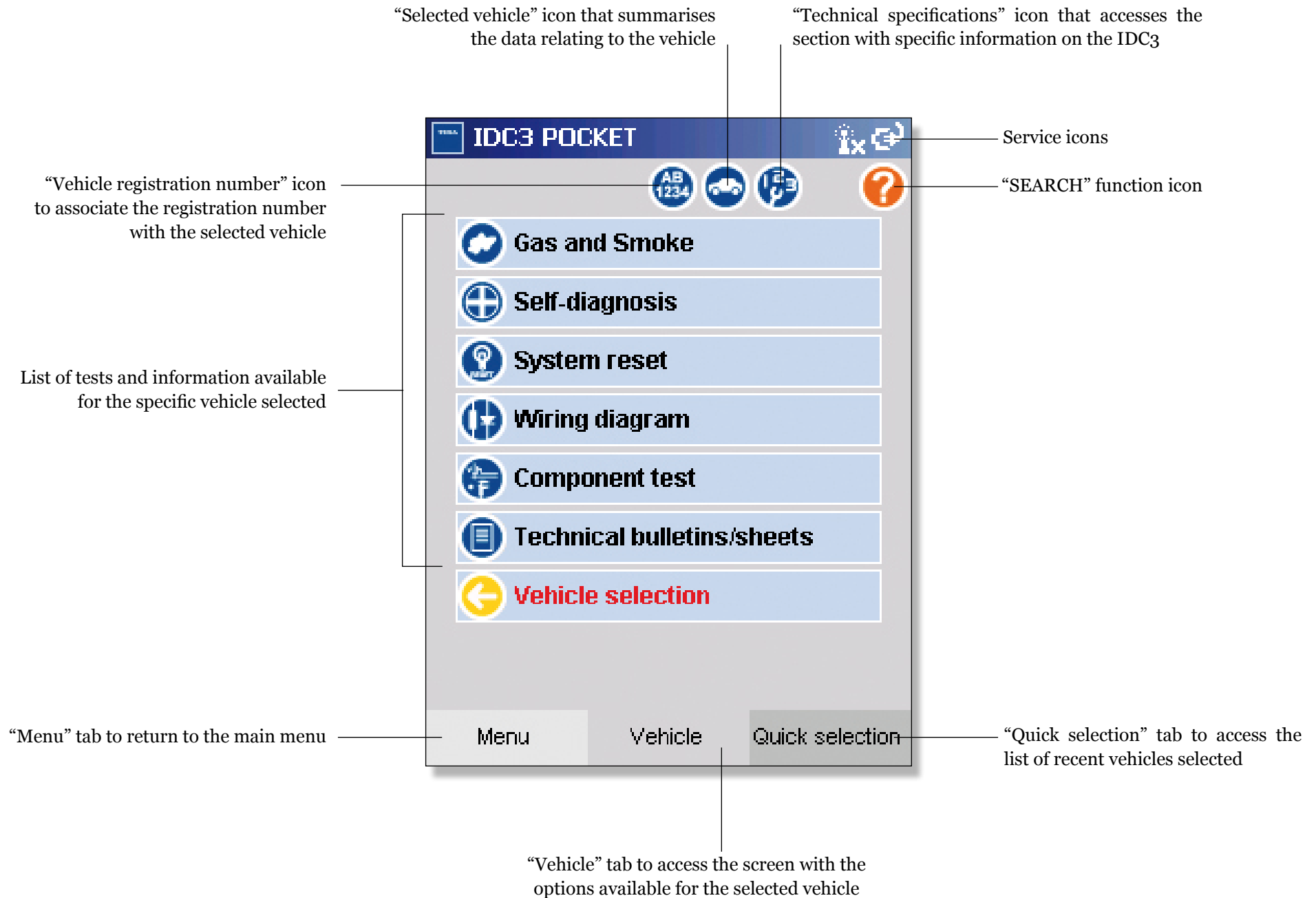
- **Auto diagnosis** (ready to communicate with the vehicle’s electronic systems);
- **Exhaust gas analysis for petrol or diesel** (based on the vehicle selected);
- **Oscilloscope tests** (electrical tests for each of the vehicle’s individual components are already configured);

- **Battery efficiency**, starting and charging system tests;

- **Network test** (electrical analysis and troubleshooting of Can, Van, Lin networks etc.).

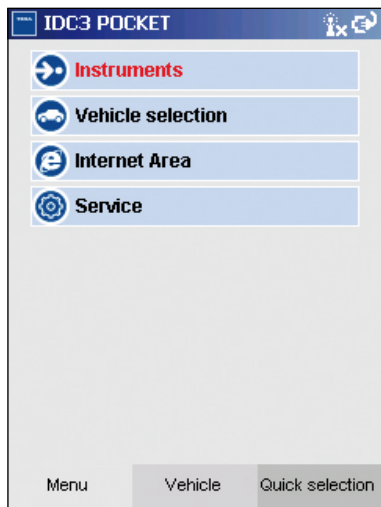
In addition, all the mechanical, technical and maintenance information, wiring diagrams, service bulletins and much more are available at all times. Indeed, with the growing complexity of electronic systems, the amount of information required to ensure correct repairs is also increasing.

This aspect has been carefully analysed and effectively resolved in the new software, with the innovative “SEARCH” function.

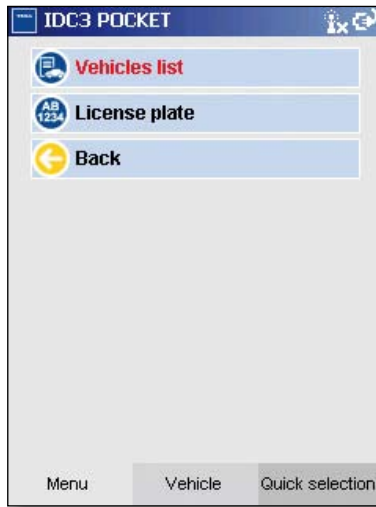


IDC3 POCKET OPERATING ENVIRONMENT

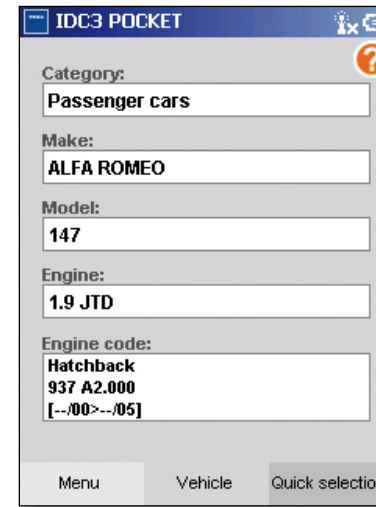
AUTOMATIC OPERATION BY SELECTING THE VEHICLE



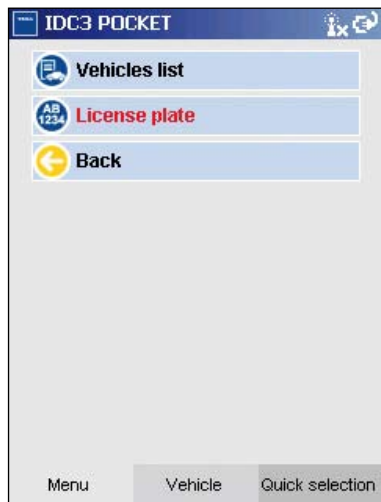
From the main menu, the user can select the instruments or a type of vehicle.



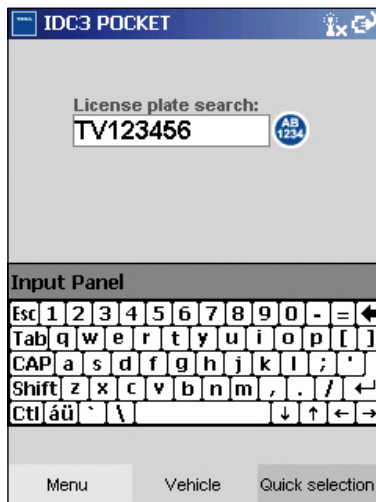
The vehicle can be selected in two ways: from a vehicle list of makes and models, or by entering the vehicle's registration number (for regular customers).



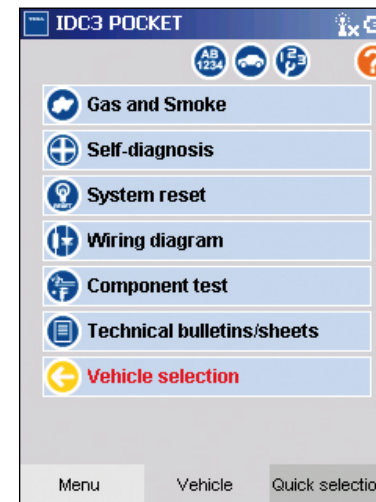
When the vehicle is selected from the vehicle list, a series of options is shown to identify the correct model.



After entering the vehicle's registration number, using the numeric keypad shown on the screen, the program automatically loads the data for the associated vehicle.

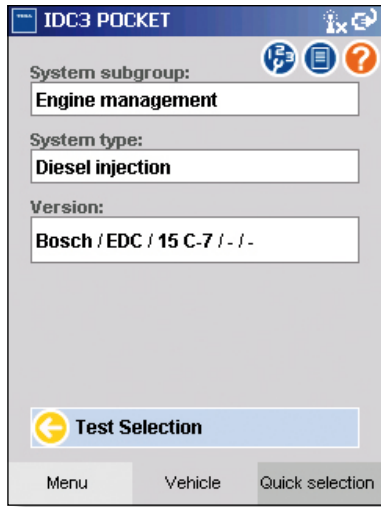


Alternatively, the tool can be set for the different options by searching for the vehicle by using the 'Vehicle Registration' option.

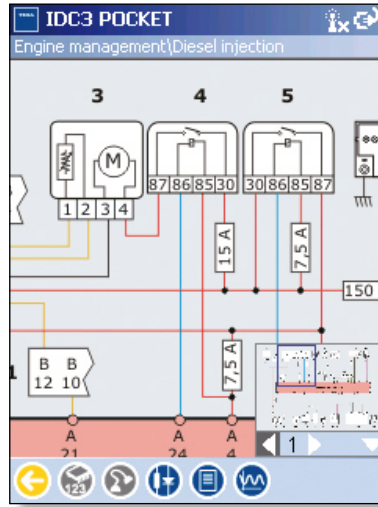


Having identified the vehicle model, the program shows the available information and options. In this example, exhaust gas analysis, auto diagnostics, service resets, wiring diagram, etc.

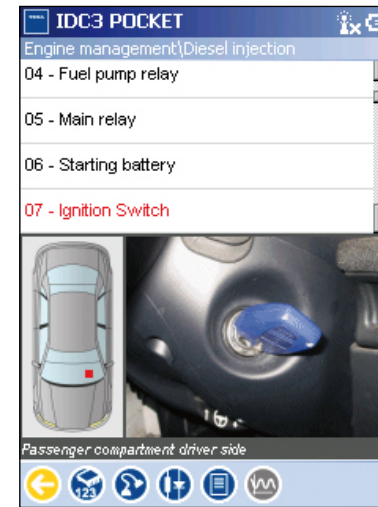
INSTANTLY AVAILABLE DIAGRAMS, INFORMATION AND TOOLS



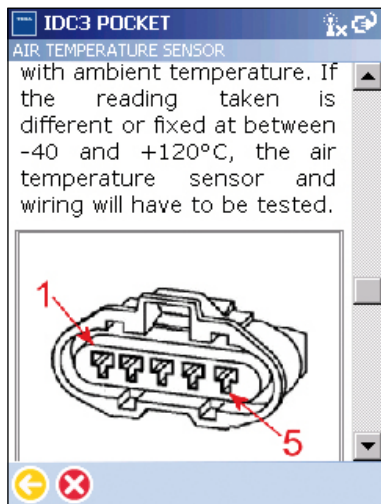
Selecting the “wiring diagram” item from the main menu and selecting the electronic system to be tested...



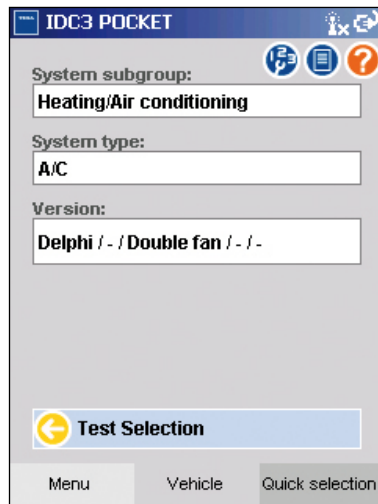
...accesses a special display mode that allows the enlarged image of the diagram to be browsed on the screen.



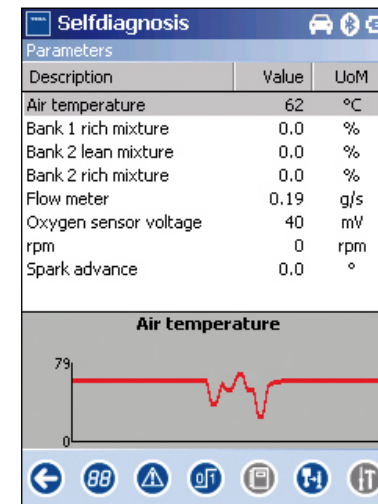
Selecting the “Devices” icon on the bar at the bottom of the screen shows photos and details of the location of each component in the selected system.



From the wiring diagram screen, the specific icon can be used to show information and details on the individual components.

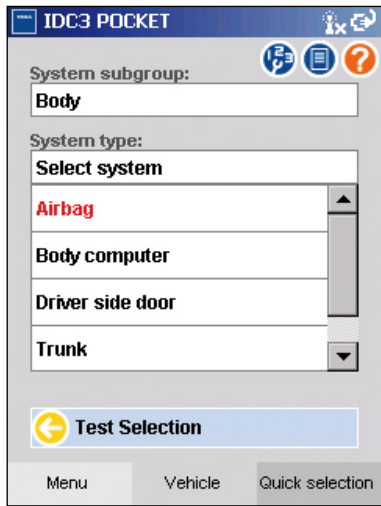


On the other hand, choosing the “Auto diagnostics” item and selecting, for example, the “Air-Conditioning” electronic system...

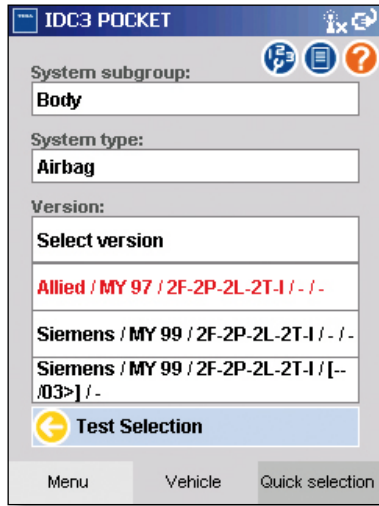


...opens a complete auto diagnostics program based on all the information provided through communication with the vehicle’s electronic control unit.

SERVICE BULLETINS AND SYSTEM SPECIFICATION CHARTS



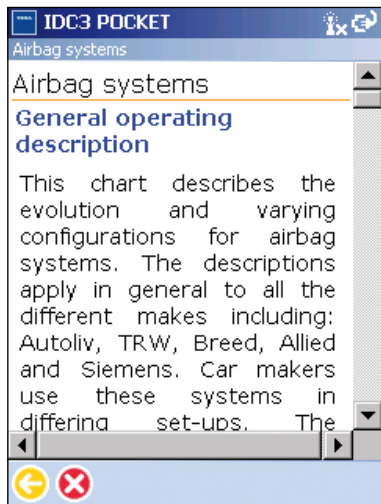
When selecting the type of system, the program displays the availability of additional information using icons.



In the example shown, selecting an “Allied” airbag enables the information icon in the top right corner.



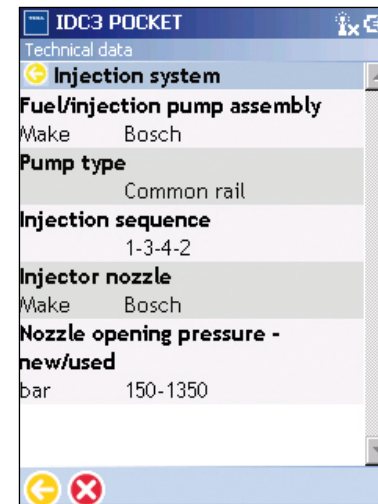
Clicking the stylus directly on the icon displays the documents available, in this example a technical bulletin



...and a chart that describes the specifications of the installation.

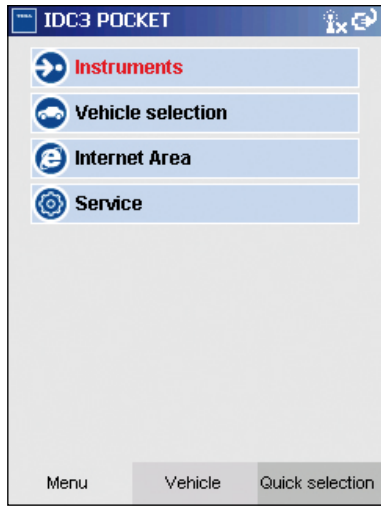


The icon highlighted in yellow on this screen, on the other hand, indicates that additional electrical and mechanical details are available.

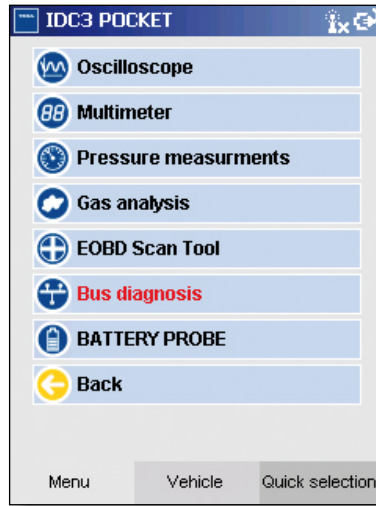


Once such chart, for example, lists the technical data of the starting and power systems.

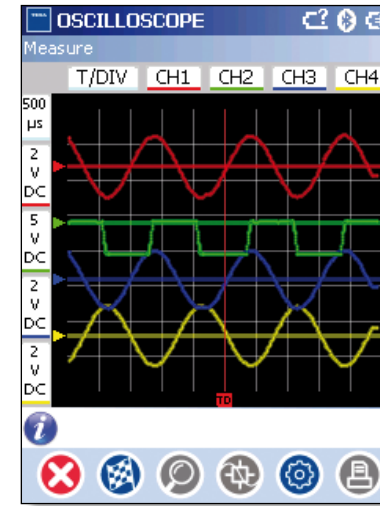
MANUAL OPERATION BY SELECTING THE TOOLS



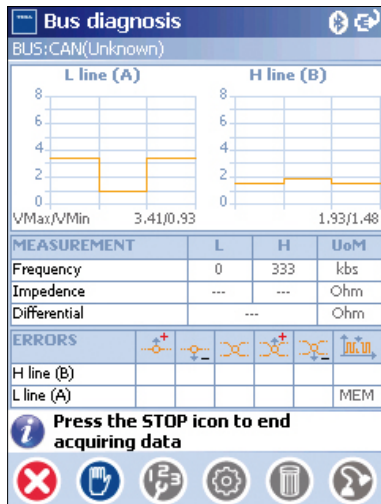
As described previously, AXONE can also operate in manual mode. From the main menu, selecting the Instruments item



... displays the list of tools available in manual mode. In the current version of the program, the tools available are those for analysing and testing of the electronic systems and for testing exhaust emissions.



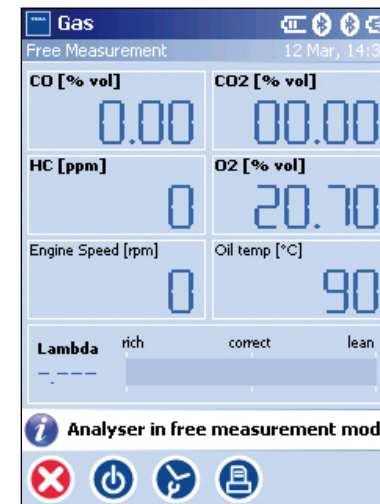
The electrical tests can be performed with the help of the UNIProbe, which for example allows a powerful 4-channel oscilloscope to be used.



The new TNET module, even more complete and efficient, is used to analyse the CAN, VAN, LIN and LAN networks in detail, verifying the electrical and electronic status.



Selecting the “Gas analysis”, on the other hand, directly opens the program for measuring exhaust emissions.



In this case, to run the test, the AXONE will automatically start communicating with the GASBOX emissions analyser.

AUTOMATIC UPDATES

DOWNLOAD AT NIGHT WITHOUT WASTING TIME

Using the built-in Wi-Fi module supplied as standard. The AXONE can connect to the Internet at any time, without requiring a physical connection to the telephone line. This means the user can take advantage of the “SEARCH” function, powered by Google, as well as a whole series of additional functions.

The most important of these is certainly the **automatic update**.

The diagnostics tools in fact require continuous software updates to implement new makes, new models and new systems. This means hours of working time lost awaiting completion of the procedures.

TEXA has therefore designed a solution that allows the technician to work without worrying about the updates.

The AXONE, at night, queries the TEXA central servers for any new software packages. If a more recent version is available than the one installed, this is downloaded.

The next morning, when the technician starts work, a dialogue box notifies the user that the operation has been completed.

The user then simply needs to confirm the update and the new software version can be used straight away.

No wasted time, no unproductive waiting!

Nonetheless, for those who don't wish to use this automatic function, TEXA also provides updates in the normal way (only for certain markets).



THE RIGHT CHOICE FOR SMALL AND MEDIUM WORKSHOPS

TWO CONFIGURATIONS: WITH AND WITHOUT WI-FI INTERNET CONNECTION



The three versions of the AXONE allow the technician to work in a completely different way.

The AXONE Direct has been developed as a single tool to connect to the diagnostic socket and directly run all the auto diagnostics tests.

Nonetheless, it is fitted with a built-in *Bluetooth* module for connection to all TEXA interfaces, ensuring even higher performance.

The AXONE Palmtop and AXONE Pad, on the other hand, have been developed to manage the peripherals without cables getting in the way. All three are fitted with a Wi-Fi module as standard, and consequently the wireless Internet connection is available regardless of the model, with the AXONE Palmtop, AXONE Pad or AXONE Direct.

This means that workshops with an ADSL connection will be able to exploit the "SEARCH" function powered by Google and the automatic updates.

Even for those who don't have an active Internet connection, the AXONE is still an excellent, innovative and revolutionary tool.

The only limit involves not being able to use the on-line functions.

The updates will be provided on DVD and performed manually by connecting to a PC.

*For the use of the exhaust gas analyser for official testing, check approval in your specific country



TEXA INTERNET SERVER
(Automatic Updates and "SEARCH" Powered by Google)



DIAGNOSTICS
(Bluetooth connection)



ACCESS POINT
(Wi-Fi connection)

EMISSIONS
(Bluetooth connection)



NAVIGATOR RANGE
(Bluetooth connection)



TRIBOX Mobile
(Bluetooth connection)



UNIProbe
(Bluetooth connection)



GASBOX Autopower*
(Bluetooth connection)



OPABOX Autopower*
(Bluetooth connection)



RC3*
(Bluetooth connection)



RC2*
(Bluetooth connection)

THE RIGHT CHOICE FOR LARGE WORKSHOPS

ALL THE TOOLS COMMUNICATE WITH ONE ANOTHER OVER THE WI-FI CONNECTION

If the workshop uses a series of AXONE tools (MULTI USER), these become personal devices for each individual technician.

The ADSL Wi-Fi connectivity in the workshop will allow the system to operate as follows:

1. Each AXONE device represents the personal unit for each technician, thus using a tool for processing and displaying all the diagnostics modules in the workshop;
2. The AXONE and the modules will communicate over a *Bluetooth* connection;
3. All the tests performed using the various modules will be saved on a "CENTRAL SERVER";
4. Each vehicle will have its own "VEHICLE FOLDER";
5. The updates will be automatic and the "SEARCH"

function can be used simultaneously at any time on multiple tools;

6. Each technician's AXONE can be used as a data communication tool in the workshop.

Each operator will in fact be able to receive data from the reception desk or the workshop supervisor on the work to be performed on a certain type of vehicle. It is clear that all the maintenance operations performed on that vehicle will be "traced" on the "maintenance chart", which will be "virtually" transferred to the workshop supervisor in order to prepare the corresponding invoice.

*For the use of the exhaust gas analyser for official testing, check approval in your specific country



DIAGNOSTICS

(Bluetooth connection)



NAVIGATOR RANGE
(Bluetooth connection)



TRIBOX Mobile
(Bluetooth connection)



UNIProbe
(Bluetooth connection)



EMISSIONS

(Bluetooth connection)



GASBOX Autopower*
(Bluetooth connection)



OPABOX Autopower*
(Bluetooth connection)



RC3*
(Bluetooth connection)



RC2*
(Bluetooth connection)



(Wi-Fi connection)



RECEPTION PC
(Wi-Fi connection)



WORKSHOP SERVER
(Wi-Fi connection)



PRINT SERVER
(Wi-Fi connection)



ACCESS POINT
(Wi-Fi connection)

BLUETOOTH MODULES AVAILABLE

NAVIGATOR TX RANGE



The NAVIGATOR TXT, TXC & TXB are TEXA's range of Automotive diagnostic interfaces.

NAVIGATOR TXT:

For all types of vehicle (CAR, BIKE and TRUCK).

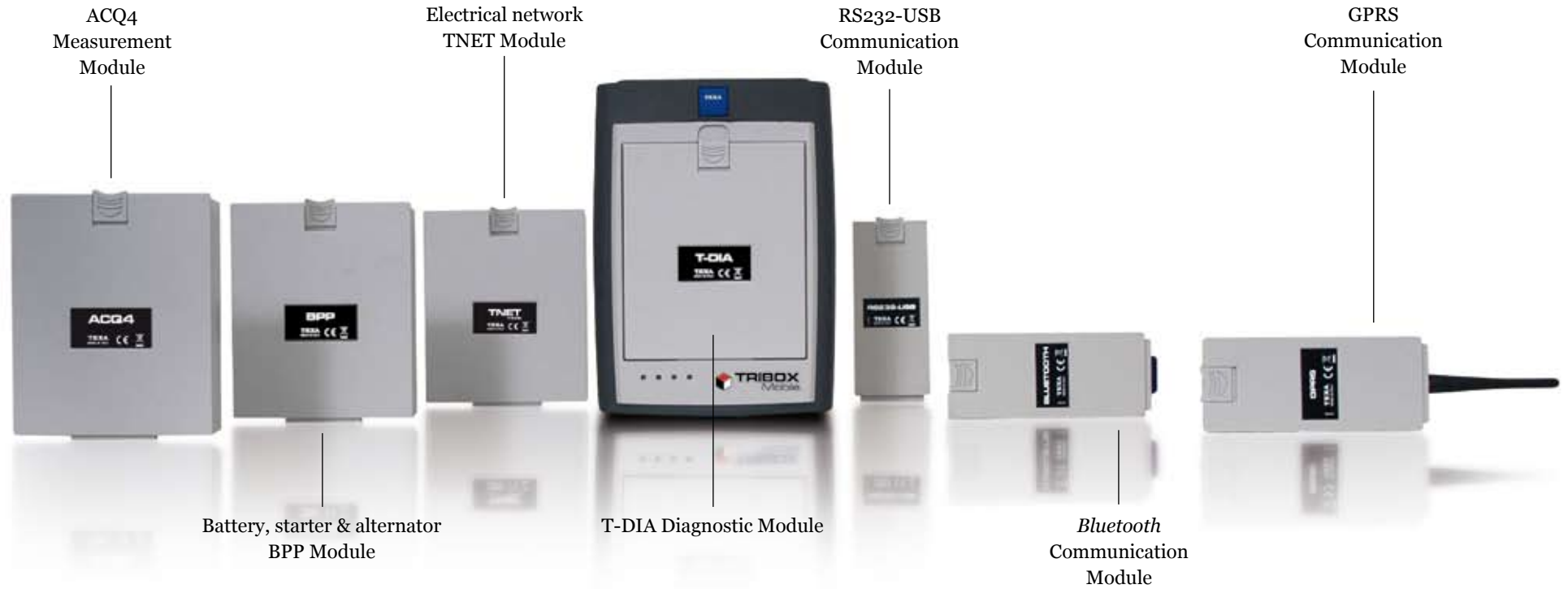
NAVIGATOR TXC:

For all cars and light commercial vehicles fitted with EOBD socket.

NAVIGATOR TXB:

Specifically for the BIKE sector, used to perform diagnostics on motorbikes, scooters, jet skis and quads.

TRIBOX Mobile



TRIBOX Mobile

The diagnostics interface fitted with interchangeable modules for working on all types of vehicles.

Can also be used for remote testing with the vehicle in movement, thanks to the GPRS module.

It features a wireless connection to all the TEXA display interfaces or any PC using *Bluetooth* technology.

UNIProbe



UNIProbe is the most complete system for acquiring analogue and digital measurements.

One solution that includes four different tools, developed expressly for the automotive industry:

- **Oscilloscope** with four independent analogue input channels;
- **Multimeter** for voltage, resistance and current measurements;
- **TNET** for physical network analysis;
- **Battery Probe** for analysing the battery, starting and charging system.

GASBOX Autopower & OPABOX Autopower RANGE



GASBOX Autopower and OPABOX Autopower

The tool for analysing emissions from petrol and diesel engines.

The built-in batteries allow uninterrupted operation for more than 6 hours, without power cables getting in the way.

Wireless communication with the display interfaces and MULTI PEGASO, using *Bluetooth* technology.

RC2 & RC3 REV-COUNTER



RC2 and RC3

Tool for measuring engine temperature and speed, essential for complete emissions analysis.

This can measure the data via secondary ignition clamps and piezo sensors, or alternatively using a microphone and the residual battery capacity signal.

RC3, on the other hand, can measure the data directly from the EOBD socket, without having to open the bonnet.

RC2 and RC3 feature wireless communication with the TEXA display interfaces and MULTI PEGASO, using *Bluetooth* technology.

CABLE CASES AVAILABLE

SPECIFIC CABLES FOR ALL MAKES AND MODELS



European cable case



Truck cable case



Bike cable case



Asian cable case



Additional Truck cable



Additional Bike cable case

FEATURES



Status indicator LED



On/off button



Speaker



VGA micro camera



Keypad



Protective touch screen cover
(for AXONE Palmtop only)



Rubber feet



Memory card slot



Stylus



Power supply and Docking port



Carry strap eyelet
(for AXONE Palmtop only)



Water resistant casing

TECHNICAL SPECIFICATIONS

- Pocket-sized display and control tool supplied with internal lithium battery
- Robust, compact and lightweight structure
- TFT colour touch screen with anti-glare coating
- Ergonomic buttons for search and selection
- Colour camera
- Rechargeable from mains with external power supply or from vehicle
- Wireless *Bluetooth* and Wi-Fi technology for connection to all TEXA interfaces and modules

Processor: Intel X-Scale PXA270 520 MHz

SDRAM: 128 Mbytes low power mobile on 32 bit bus

Operating system: Windows CE 5.0

Touch screen: 4 wire resistive

Display: TFT LCD with QVGA resolution 240x320 pixels, 3.5 inches (AXONE Palmtop), 5.7 inches (AXONE Pad/AXONE Direct), 65536 colours

Audio codec: AC97

Microphone and speaker: built-in

Battery pack: lithium polymer, 3.7 VDC, 2500 mAh (AXONE Palmtop), 5000 mAh (AXONE Pad/AXONE Direct), typical operating autonomy 480 minutes (varies according to use)

Backup battery: rechargeable lithium, 3 V, 5.5 mAh (AXONE Palmtop); 3V, 11 mAh (AXONE Pad/AXONE Direct)

Camera: CMOS with VGA resolution (640x480)

Bluetooth module: built-in, with internal antenna

802.11b/g Wi-Fi module: built-in, with internal antenna

SDIO card slot

I/O connector: for external power supply, USB device, USB host and one RS232 serial

Power socket: for direct connection to the mains charger

External power supply (wall-adapter): 100-240 VAC, 50/60 Hz, 5.25 VDC 3A

External adapter (Docking Station): with 2 USB host, one USB device and one RS232 connection, plus power supply from the special mains adapter for recharging the batteries

Consumption: 0.5 A (AXONE Palmtop), 0.8 A (AXONE Pad/ AXONE Direct)

Operating temperature: 0/+45°C

Index of protection: IP54

Dimensions: 91.6 x 145.2 x 30.5 mm (AXONE Palmtop); 226 x 146 x 47 mm (AXONE Pad), 241 x 146 x 47 mm (AXONE Direct)

Weight: 280 g (AXONE Palmtop), 710 g (AXONE Pad), 852 g (AXONE Direct)



See demonstration on www.texa.com/demo

- 1. Power supply
- 2. I/O connector
- 3. Reset
- 4. Stylus
- 5. Speaker
- 6. Status LED and brightness sensor

- 7. Touch screen monitor
- 8. Cancel button
- 9. Navigation buttons
- 10. OK button
- 11. Microphone
- 12. SD CARD expansion slot

- 13. Camera
- 14. Carry strap eyelet (for AXONE Palmtop only)
- 15. ON-OFF button
- 16. Battery compartment
- 17. Diagnostic socket connector (for AXONE Direct only)

CLEAR AGREEMENTS AND TRANSPARENCY RIGHT FROM THE START

When you purchase a TEXA package you also subscribe to a “PURCHASE ORDER” contract that establishes the purchase conditions and all of your rights. (certain markets only)

Service

The TEXA service network guarantees customers excellent coverage, a vast range and exclusive service.

Product warranty

TEXA guarantees the product against faults and manufacturing defects ascertained and recognised by its service network, for a period of twenty-four months from the date of delivery or activation of the software. All repairs under warranty, unless otherwise agreed on in writing, must be carried out at an authorised service centre or by TEXA.

Software end-user license

TEXA authorises the customer to use the software contained in the PRODUCTS purchased based on a non-exclusive end-user license agreement for the sole purposes described in the PRODUCT user manual. In relation to the end-user license agreement, “software” refers to the program installed on the PRODUCT, and “license” the right to use or access a specific copy of such software.

Products

The products undergo continual development and consequently are subject to change; such changes may involve constructional modifications to the electronics, the mechanics and the cosmetics (including the colour and decorative elements).

The information and data provided in the brochures and advertising in general are purely indicative.

TEXA FINANCIAL SERVICE*

TEXA has for years been offering financial solutions that are unrivalled on the market, allowing DEALERS to offer customers particularly favourable terms of payment for purchasing TEXA tools and equipment.

“SISTEMA” is a simple formula that offers complete freedom in extending payments on your new TEXA tool based on your needs.

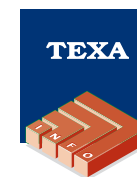
Contact your TEXA dealer for further information. They will then provide you an example of a personalised payment plan.



CALL CENTRE ASSISTANCE* AN EXPERT ALWAYS ON HAND TO HELP

Call Centre assistance and the prompt publication of technical bulletins, sent directly to the tool via SMS or via the Internet, are the main services now offered by TEXA to help technicians in their everyday work.

Help from professionals at the TEXA Call Centre is just a phone call away.



* Check availability in your country with your dealer.

TEXAEDU*

YOUR PROFESSIONAL DEVELOPMENT

In order to support and promote the professional development of its customers, TEXA has combined its range of tools and services with an exclusive training program: the TEXAEDU centre.

The training courses involve both the theoretical and practical aspects. The use of the tools is demonstrated directly in the classroom, right from the very first minute of the courses, with specific details on strategies for recognising errors in electronic control units or reading and interpreting a signal from an air mass meter.

With its vast range of diagnostics solutions, TEXA fully understands the real problems involved in auto repair work, and this is the basis for its training courses. By enrolling in the courses and obtaining the PROFESSIONAL SPECIALISATION CERTIFICATE, technicians can guarantee their professional future.



UNI EN ISO 9001:2000

TEXA strongly believes and invests in the quality of its organisation, products and services. The TEXA quality project is based on the following principles:

Customer focus

TEXA has always been attentive to the needs of its customers, and is committed to continually satisfying their requirements and even exceeding their expectations;

Personnel involvement

At TEXA, the personnel, at all levels, represent the essence of the organisation; their complete involvement in the processes means their skills can be best used to serve the company;

Process approach

TEXA organises all its activities into a system of interrelated processes that together contribute to the achievement of the company goals, based on principles of effectiveness and efficiency;

Partnership with suppliers for mutual benefit

TEXA aims to establish strategic partnerships with its suppliers, convinced that close cooperation improves the ability of both parties to create value and translates into advantages for the customer;

Continual improvement

For TEXA, continual improvement of its performance is a permanent objective. TEXA is certified in accordance with UNI EN ISO 9001:2000.



* Check availability in your country with your dealer.



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Use your mobile phone to scan this symbol and receive further information on TEXA S.p.A. and its products*.

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**COMPANY
WITH QUALITY MANAGEMENT
SYSTEM CERTIFIED BY DNV
=ISO 9001:2000=**

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MADE IN EUROPE

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