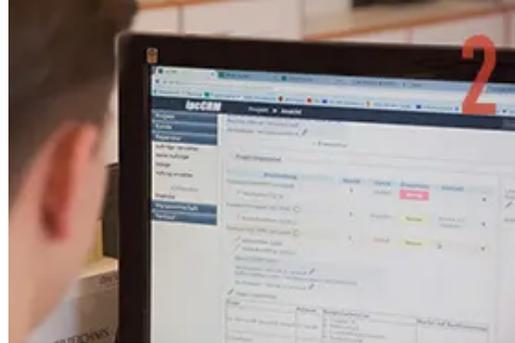


Procedure of repair



You ask us for a service. We offer various solutions for you: repair, exchange, sales and renting.



We create a project and save all relevant data for the project in our own software and track every step.



You send us your drive. As a rule, it will be checked by the workshop manager on the same day in order to initiate the appropriate repair processes. Since we offer overall prices for many drives, you only need to give approval for the repair.



We take pictures of the device and the parameters and jumpers. Further customer wishes and description of defect are considered and documented.



Furthermore we clean your device professionally. If needed we paint parts of it.



We repair preventive, i.e. besides error detection and repair we replace parts of the device which as experience shows tend to break. You profit from an increased lifetime.

We own a large stock of spare parts. Often it is possible to speed up the repair by exchange or loan.



We built more and more test stands, where we stress test your devices over a long period of time fully automated. We have to be sure they perfectly work before we can send them back to you.



After successful repair and tests we pack your device with extra secure and stable packaging material.



Your device is now ready to be shipped by a fast and reliable parcel service, e.g. UPS or Fedex.



CONTACT

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We are solution-oriented