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SUMMARY

Troubleshooting and repairing mobile devices such as cell phones, smart phones, PDAs, and MP3 players can be difficult without the right equipment. It is important to use parts, tools, supplies, and test equipment that are designed for the job. In some cases, specific manufacturers require proprietary tools to open, disassemble, remove, or replace key components. Some of the commonly replaced items are LCD displays, covers, buttons and keypads, windows and lenses, and camera assemblies.

FEATURES

- Specialized equipment
- Safe work environment
- Meet compliance mandates
- Several component types can be repaired
- High quality tools and supplies
- Manufacturer-specific repair guidelines are common

BENEFITS

- Improves quality of work
- Cost savings due to reduced damage to valuable components
- Employee safety
- Reduces production and repair costs due to the efficiency of using high-quality precision tools
- Ability to meet manufacturer warranty repair guidelines

REAL WORLD EXAMPLES

Situation: A large electronics warranty company wished to add cell phone repair to the impressive list of repair and warranty services it was offering.

Problem: While they had the processes and expertise to handle the new business, they lacked the tools and supplies. Due to the unique nature of mobile device repair, the company needed a reliable supplier of specialized, and often proprietary, tools and supplies as well as the approved repair parts.

Solution: The company purchased repair workstations and stocked them with customized mobile device repair kits and the consumable supplies necessary to complete the repair work. Additionally, with TESSCO's help, they developed a list of standard phone repair parts so they could quickly receive orders to meet the demands of their expanding workload.

Situation: A large regional wireless carrier ordered repair parts for each of their retail stores and shipped them to a central corporate warehouse where they were shipped to each store as needed.

Problem: By stocking inventory at a corporate warehouse, the company incurred unnecessarily high costs of staffing that location for shipping and receiving. Additionally, a delay of one to three days was common in the replenishment of the most critical parts at the store level.

Solution: The carrier was already working with TESSCO to order their repair parts so it was a natural step to look to TESSCO for a solution. The individual stores began ordering directly from TESSCO and we became the carrier's "virtual warehouse," saving them labor and storage costs. Now, the stores quickly and reliably order phone parts from three top OEMs, using TESSCO.com and preconfigured worksheets.

ADDITIONAL CONSIDERATIONS

- What types of equipment are being repaired?
- What brand of equipment is being repaired?
- Is the repair process a warranty concern?
- What specific tools are needed?
- What safety equipment is required?
- What electrostatic discharge (ESD) protection is required?
- What are the quality testing requirements?

PRODUCTS

- Micro screwdrivers
- Scissors
- Snips
- Tweezers
- Holders
- Pliers
- Canned air
- Cleaning supplies
- Safety glasses
- Gloves
- Work benches
- Electrostatic discharge materials
- Grounding devices and testers
- Soldering equipment and supplies
- Inspection lights
- Microscopes
- Fume extractors
- Safety signage
- Tools and installation supplies
- Test equipment

Knowledge Solutions

Providing the intelligence for optimum, faster decisions

- TESSCO.com
- The Wireless Guide
- The Wireless Journal
- The Wireless Updates
- The Wireless Bulletins