

Outsource Depot Repair and Save

Image Microsystems is your trusted partner for depot repair services—meeting and exceeding our customers' needs since 1992. Our innovative solutions help companies both improve efficiency and reduce costs by managing the key business processes associated with in-warranty and out-of-warranty repairs. We help you:

Increase Efficiency

Improve Customer Satisfaction

Generate Real Savings



When should companies outsource depot repair?

Outsourcing depot repair makes sense for any company who would rather focus their time and resources on their key competencies as opposed to after-sales product maintenance and support. Outsourcing can greatly benefit a company by eliminating the financial drain and logistics hassles of employing and training expert in-house repair staff and stocking the necessary parts and components. Assigning this responsibility to a specialist enables you to more effectively concentrate on your core business.

Why choose Image Microsystems?

We are an accredited, integrated remanufacturer. We provide cost effective, high-quality service and repair for all major brands of desktops, laptops, and iPod/mp3 players.

- Our years of experience and technical expertise ensure that product repairs are done right the first time.
- Our highly trained A+ certified technicians use a specialized forced routing software routine that allows them to scan and upload product information in real time. This data is then instantly available 24/7 on a web-enabled system.
- Our customized “test beds” ensure rapid functional testing in working environments.
- Our “knowledge database” is carefully documented and shared throughout the company—enhancing our service and problem-solving capabilities

Customized solutions

We tailor our repair processes and solutions for each customer and can include programs such as:

- Field replaceable units
- ASP certified in/out of warranty repair
- Diagnostic testing
- Component level repair
- BGA chip replacement./rework via SRT
- X-ray technology
- Level III solder capabilities
- Burn-in and final testing
- “No trouble found” test and screen
- On-site spare inventory planning and fulfillment



Experienced and qualified

- Established in 1992
- Over 250,000 square feet of facilities
 - Locations in California, Texas and Ohio provide nationwide coverage
- State-of-the-art facilities with millions of dollars invested in test and re-manufacturing equipment
- 3M certified capacity to re-manufacture 1,100 units per shift per location
- Our experienced ASP certified Depot Repair group handles laptop, desktop, server, game console, cell phone, and iPod/MP3 repair for numerous major retailers nationwide



- ISO 9001:2008, ISO 14001:2004, R2 and OHSAS 18001:2007 certified
- Certified Department of Defense 5220.22M compliant multi-pass data cleansing of all hard drive information, ensures total regulatory compliance
- Our **Certificate of Open Indemnification** eliminates any risks or liabilities to your company—we assume all liability for total data destruction.
- Zero landfill and no overseas dumping policies

Turn to Image Microsystems for Depot Repair Services

You can trust Image Microsystems to securely manage your depot repair needs. Our innovative technology solutions help you:

- Increase efficiency
- Improve customer satisfaction
- Generate real savings

Call or e-mail us today for your complimentary Depot Repair analysis. Find out how Image Microsystems can help you focus on your core business.