

Depot Repair

SDA's Outsourced Repair Solutions streamline supply chain processes to significantly reduce the replenishment pipeline and shorten turn-around-time (TAT). Inventory exposure is further reduced through shipment inspection, initial functional testing, and Beyond Economical Repair (BER) notification. Optional return, replace, and scrap services are also available.

Refurbished Parts and Equipment

SDA provides full-service repair solutions covering a wide range of services from standard whole unit repairs to complex repair and failure analysis on multi-layer board products.

Benefits:

- Reduce infrastructure and inventory carrying costs with JIT(just-in-time) repair
- Shorter TAT (turn around time)
- Reduced WIP
- Reduced stock outs
- Support on out of production and non-current parts and equipment
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Advanced Exchange

Our Advance Exchange service option allows you to receive a replacement device before you send your defective original device to a designated SDA repair center. This significantly reduces your overall part costs, with defective cores being re-used.

New OEM Parts

Multiple OEM authorizations means SDA is a stocking distributor of service parts, consumables and hardware equipment, which enables us to offer the very best solutions for our clients.

Depot Repair

Our Certified Technicians provide depot repairs on a variety of IT product sets: Whole units, Laptops, Printers, Spare Parts, and Multi-Level Boards using component level BGA (ball-grid array) technology.

Right Part, Right Place, Right Now!

Multiple delivery options are available for our customers, including:

- Same Day Shipment, Next Day Delivery
- Same Day Delivery
- 2-hour and 4-hour Courier Service
- After Hours 24 x 7 Access
- Saturday Delivery

Repair Services

- Whole Unit Repair – desktop, laptop, server, printers, POS
- Field Replaceable Units (FRUs) Repair
- OEM Authorized Warranty Repair
- Multi-layer board repair
- BGA (ball-grid array) technology
- Diagnostic testing and failure analysis
- Burn in/final testing
- “No trouble found” test and screen
- Engineering change order upgrades
- Reverse Engineering
- Returns management
- 3-Way Shipping Programs

Service Levels

- 24-hour expedited
- 3-day – Urgent
- 5-day – Standard
- Low Volume - Custom Repair
- High Volume – Production Repair

Platforms Supported

- Computers – laptop and desktop
- Servers – Intel and mid-range
- Printers – laser and network
- Point of Sale (POS) terminals and peripherals
- Kiosks/ticket printers

