

Repair Solutions



The McBroom Promise

- ⇒ **Simplicity.** A single repair source and point of contact.
- ⇒ **Efficiency.** Timely, complete repair of all equipment.
- ⇒ **Dedication.** Our team is with you every step of the way.
- ⇒ **Value.** The highest quality of repair and the most aggressive pricing in the industry.

McBroom Enterprises has the answer. Your business can't afford downtime when IT equipment needs to be repaired or when manufacturer support has been discontinued.

As a 3rd party service provider, we offer complete repair services for all manufacturers' equipment. With McBroom Enterprises, you will maximize your IT equipment investment and extend its life. We are budget-minded and quality-driven. Our expert staff quickly and efficiently delivers repair results, keeping you up and running.

⇒ **Repair Options.** Flexible repair options that are cost-effective and designed to suit your business needs.

⇒ **Depot Maintenance Contracts.** We provide annual or multi-year depot maintenance contracts that are customized to meet specific coverage and turnaround times.

⇒ **Onsite Service.** We offer a variety of national and international onsite service solutions.

⇒ **Flat-Rate Maintenance.** We place a cap on repair charges with our flat-rate program.

⇒ **Time & Materials Maintenance.** Receive a free repair estimate through our time & materials programs. You choose your turnaround times: Platinum, Gold, Silver, and Bronze support.

Choose one of our repair services, or speak with an account manager who will customize a program for your business.

| SERVICE | TURNAROUND TIME | BENEFIT |
|------------------------|--------------------|---|
| Priority Replacement | overnight/next day | For critical needs, unit is ready for production |
| Priority Service Plus | 3-to-5 day | Prevent business interruptions |
| Repair Depot Contract | 5-to-7 day | Total coverage for normal wear-and-tear; includes labor and materials |
| Standard Service (T&M) | 7-to-10 day | Cost-effective for lower-priority equipment |
| Onsite Repair | 8,-24-or-48 hour | For mission-critical equipment |
| Custom Programs | you decide | Customized to your needs |

⇒ Visit us online at www.McbroomEnterprises.com

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