

The TRG Repair 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

TRG 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 TRG, 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.** TRG's flexible repair options 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.** TRG offers 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



Access ServiceHub. Monitor and manage repairs online through our ServiceHub portal. Use this secure site to place repair orders, view repair tickets and track progress and shipping.

How may we help you? Contact one of our experts: [1.877.852.8740](tel:1.877.852.8740). We'll personally answer your call from 8 a.m. to 5 p.m. EST, Monday through Friday.

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⇒ Visit us online at www.trgrepair.com

ATRUWESTCOMPANY