

# TELEVISION & VIDEO REPAIR SERVICES

## Company Profile

### TELEVISION & VIDEO REPAIR SERVICES

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**Television and Video Repair Services has been operating in Scotland since 1984.**

From our 6500 square foot premises we offer a wide range of services covering all of Scotland including (The Western Isles, Orkney and Shetland Islands).

We have accredited service centre status, providing a full '**in warranty**' service including **claimback** and **escalation procedures** for

<b>SONY</b>	<b>LG</b>	<b>PANASONIC</b>
<b>PHILIPS</b>	<b>HITACHI</b>	<b>TOSHIBA</b>
<b>SHARP</b>	<b>JVC</b>	<b>SANYO</b>
<b>DAEWOO</b>	<b>LOEWE</b>	

We also provide a chargeable service for all equipment not covered by manufacturers warranty.

We provide:

**A CARRY IN SERVICE**

**FOR GENERAL PUBLIC  
FOR A NUMBER OF SMALL RETAILERS**

**COLLECTION SERVICE**

**FOR A NUMBER OF COMMERCIAL COMPANIES  
FOR A NUMBER OF HIGH STREET RETAILERS**

**FULL FIELD SERVICE**

**FOR ALL OF THE ABOVE  
FOR ALL MANUFACTURERS**

**FULL DELIVERY AND INSTALLATION SERVICE FOR ALL OF THE ABOVE**

**FULL WORKSHOP FACILITY FOR ALL OF THE ABOVE**

**AERIAL, MULTI-ROOM AND WALL MOUNT INSTALLATION SERVICE**

We provide full damage evaluation and reporting facilities to repair and refurbishment for several insurance companies with a documented disposal route which conforms to current legislation for all unrepairable items.

We have achieved **IIP accreditation** and are committed, as a consequence, to an ongoing training program for both technical and non-technical staff. We attend all courses offered by manufacturers on new equipment.

We have also achieved the **Domestic & General TECH award** in 2008, awarded for total excellence, quality and outstanding service provision.

We employ 27 members of staff in the following roles:

**ADMINISTRATION**

- 1 GENERAL MANAGER
- 1 SERVICE MANAGER
- 1 FIELD/DISPATCH MANAGER
- 1 SERVICE CONTROLLER
- 1 SPARES MANAGER
- 1 OFFICE MANAGER
- 2 ADMINISTRATION ASSISTANTS
- 1 WAREHOUSE ASSISTANT
- 1 ICT ADMINISTRATOR / DEVELOPER

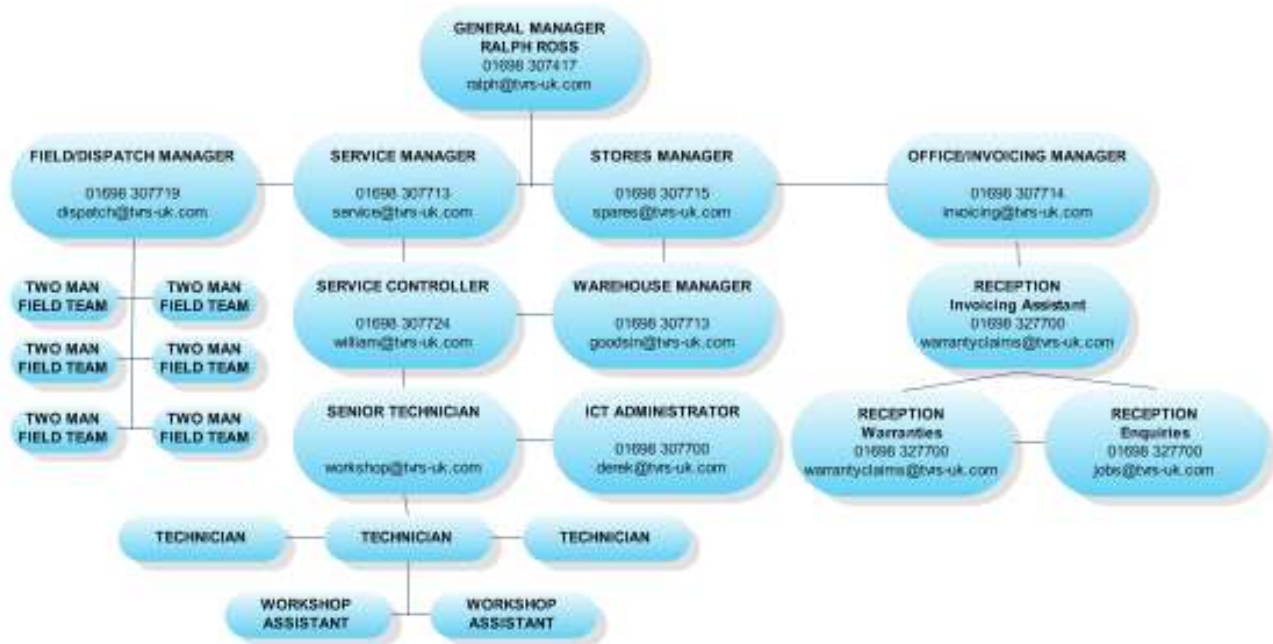
**WORKSHOP**

- 1 SENIOR TECHNICIAN
- 3 MULTI-SKILLED TECHNICIANS
- 2 ASSISTANTS

**FIELD**

- 5 MULTI-SKILLED TECHNICIANS
- 1 WALL MOUNT / AERIAL INSTALLER
- 6 FIELD SUPPORT STAFF

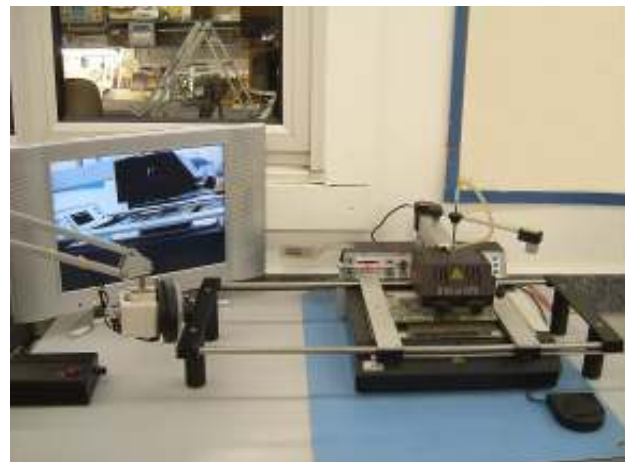
**ORGANISATIONAL CHART**



Our fully equipped workshop & testing facilities ensure that all types of repair can be readily undertaken and that all repairs are fully tested before release.






At TVRS we constantly review and invest in the latest diagnostic and repair technology including: Hot air and Infrared **BGA**, Reball, Reflow and Rework. This ensures we have one of the most advanced repair centres in the country which allows us to maintain our technical standards in a rapidly changing industry.



We offer full field service in the following postcode areas:

<b>ML</b>	ALL CODES
<b>KA</b>	ALL CODES ( <i>KA27 &amp; KA28 offshore subsidy will apply</i> )
<b>G</b>	ALL CODES
<b>FK</b>	ALL CODES
<b>DG</b>	ALL CODES
<b>EH</b>	ALL CODES
<b>PA</b>	CODES 1-19

We can offer service in all northern and offshore postcodes on a 'quote per job' basis since ferry and courier charges will vary.

-  Standard rate area
-  Secondary Service Area
-  Service by Quotation



Our service fleet consists of:

- 3 long wheel base Citroen relay vans
- 3 Long wheel base Ford Transit vans
- 1 Volkswagen transporter van

## THE TVRS MOBILE TEAM



*Packed & ready to go ( 2x 60" Plasma  
6 various LCD & 4 CRT )*



*Secure, 2 projections sets & room to spare*



*Equiped for the job ( NoteBook, Signal meter.  
Lead kit, toolbox & tool pad)*



*Cleaning kit, Gloves & Shoe covers*

Our IT Department utilises the latest technology to provide job reporting and tracking which is available to our clients and customers via our web based client area.

We utilise 'real time' on-line communication dialogue with manufacturers both to receive training and technical updates and also to provide them with instant fault reporting.



Our integrated service control centre



Our dispatch systems can track the location of field service teams & provide up to the minute arrival times of our engineers



Workbench systems allow engineers to interact in real time with manufacturers systems. This allows us to access the latest schematics of new equipment and gives us unlimited access to their technical knowledge bases, updates & fault bulletins.

The ability to attend online training courses cuts training costs, savings which we then pass on to our clients.

