Depot Level Repair

SUSTAINMENT ENGINEERING

Problem Statement

Repairing the hardware that your system depends on can be a challenging task: from a lack of documentation to the lack of replacement parts, to vendors that replace a handful of components and return the units with a shrug…all of these add up to unnecessary costs and downtime.

It's usually not a problem when these items are a power supply or a standard piece of COTS test equipment, but what happens when it's custom made or system-specific?

Our engineers and technicians have spent years perfecting our approach:

Step 1: Determine What's Available

When an item is submitted for repair, the first question is always the same – what documentation is available? While it's always ideal for us to be handed drawings and schematics, sadly it's not uncommon for the answer to be "none", which poses its own challenges.

So, what happens when the answer is none? Well, if the customer is agreeable spend the time to create them and provide them as a deliverable once completed.

Step 2: Understand the Function

Trimble's approach is a bit different than your usual repair lab. You see, we don't just hand it off to a technician and hope for the best…we hand it off to an engineer to study the device and determine how best to test it. A lack of understanding leads to problems and It's critically important to cause no additional harm to the item under repair. For instance, a technician might not catch that the most a poorly marked Ford Aerospace RF input can handle is -90dBm, but our engineers will take the time to understand the unit and definitely will.

And our engineers have become very good at studying and understanding the pinnacle of 1970's technology…

Step 3: Develop the Test / Verify the Operation

Once our engineers have determined the specifications and outlined what the device is supposed to do, it's time to write up the test procedure, providing a step-by-step approach to verifying the operation of the device. This document will then be used to perform all tests on that particular device in the future and will be returned with the unit to the customer showing "as-run" conditions, what's in tolerance, what's out of tolerance, what was adjusted, etc.

Trimble maintains a copy of the test procedure on our server for future reference and uses it to provide data and as-run test information.

Summary

At Trimble we pride ourselves in returning equipment that has been tested to the best of our ability with data to back it up, not just swapping out parts and "maybe" fixing them. We provide confidence which, in the long run, equates to savings in both cost and time.

Have an unrepairable dinosaur lying around? Can't find a source that can actually make your box function properly? Give us a call. We live to repair the unrepairable.

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