

eFixPro.com Printer Repair



Michael Lee here, owner of eFixPro.com the Electronic Repair Professional. I am an electronic technician with over 30 years of experience repairing electronic equipment and working with customers solving their technical issues.

In 1979 I started work with the Hewlett Packard company troubleshooting, repairing & calibrating a wide variety of equipment. This included PCs, scientific test & measurement instruments, Mainframe Computers, terminals and printers of all types.



My Laser Printer experience started in the early 1980's supporting and repairing HP's earliest laser printer, a computer data-center laser printer the size of a freezer on it's side. Since then I have worked on virtually every model of LaserJet made, especially the high-end models, Color LaserJets and even Color Copiers.

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Most of my customer experience has been working with multiple customers at the same time. Whether as an Advanced Technical Support Engineer for the high-end LaserJets and Color LaserJets; a Technical Account Manager for HP's Top 100 Customer Companies or a Technical Representative for vendors interfacing LaserJets into IBM's twin-ax AFP networks, I kept my focus on satisfying all my customers.

One definition of Quality is meeting the customer's expectations.



To me, Quality is *Exceeding* the customer's expectations.

A repair should not have to be re-repaired again. I fix it right the first time. With the correct parts, toner cartridges and maintenance kits, with customer satisfaction throughout the entire process.

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And regarding Print Quality issues. The printer can be in tip-top shape but still have flawed output. There are many other factors involved like various paper characteristics; humidity, static electricity, temperature, roughness & then there is dust, computer software applications, Driver Updates and PCL vs PostScript. We troubleshoot these also.



business partner



We are proud to be an HP Business Partner.



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We at eFixPro.com provide Quality printer repair and maintenance services. We go to your customer's location and repair their equipment

there; without removing it off-site.

We provide Troubleshooting, Repair, Upgrades and Preventative Maintenance Services for all your customer's office Printers, Scanners, All-in-ones, Faxes, Plotters and Desktop Copiers too!

A Speciality is the big HP "high-end" and Color LaserJets as well as the high speed scanners.



We also repair other brands, including Canon, Kyocera, Fujitsu, Lexmark, Xerox, Okidata, Brother, Konica-Minolta and IBM.

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Printer Repair

It costs you 10 times more to acquire new customers than to retain current ones.

We help you retain and keep your current customers.

Provide Printer Support by dispatching eFixPro.com



We go to your customer and repair their equipment right there.

This is *not a referral* you Dispatch Us.

We professionally repair their equipment and bill you at wholesale rates.

You bill your customer at retail rates.

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