



Advanced Technical Services

DC Plant Support Solutions

Advanced Technical Services (ATS) offers a variety of DC plant equipment repair solutions to help customers reduce cost, reduce cycle times and increase customer satisfaction.

The ATS team is committed to delivering the highest level of quality and customer satisfaction throughout the RMA process and also offers a variety of logistics solutions to streamline repairs.

Support solutions include; a dedicated in-house technical staff for faster repair cycle times, advanced exchange and warranty screening programs to reduce cost, and make certain critical equipment is available when and where it is needed most.

Certified & Trained Technical Staff

Since 1981, our team of highly skilled engineers, technicians, and warehouse support staff have supported the needs of our global OEM customers. Since inception the company has repaired over 12,000,000 electronic products for these customers.

Sample of Manufactures Supported



Other Products Supported

Line Extenders	Rectifiers	UP Converters
Test Equipment	Inverters	VA Limiters
Modulators	Transmitters	DC/DC Converters
Fiber Optic Nodes	Receivers	Power Supplies
Bridgers	Controllers	Line Amplifiers
RF Modulators (QAM/QPSK)		

Advanced Exchange Programs

Our Advanced Exchange Programs help minimize customer wait time by sending pretested products out to customers in advance of their defective returns. Advanced Exchange Programs have consistently been shown to improve customer satisfaction and loyalty across many industry groups.

Warranty Screening

The RMA Solutions team offers warranty screening programs to help our customers reduce warranty costs. All incoming products are screened for warranty status and processed according to customer designed specifications. Warranty screening programs consistently lower the total cost of repair.

With over 300 years of combined technical experience our team of engineers, technicians and component replacement specialists insure that each repair meets stringent quality requirements and that each is fully load tested and ready to be returned to the headend.

ATS provides its customers the ability to customize an efficient repair and return solution that delivers lower cost and higher customer satisfaction. Based on customer requirements, we provide our customers with faster cycle times and lower cost solutions to help keep their networks up and running.

Services Offered

- Depot Repair Services
- Warranty Program Management
- Out of Warranty & Legacy Model Support
- Spares Management / Advance Exchange
- Same Unit Repair & Return Programs
- New and Refurbished Equipment Available
- Purchase of Under Utilized Equipment

Key Benefits

- Global support solutions
- Full 1 Year Warranty
- Most manufacturers supported
- Significantly lower cost than OEM
- Expedited repairs available at no additional cost
- Complaint to failure confirmation
- ISO-9001:2008 certified repair center
- Over 12 million repairs completed



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ISO 9001:2008 Certified