



“Unexpected friendly service!”

Recently, I received a new printer and installed it out of the box. It is an all-in-one printer that prints and scans, copies and faxes... Well, the feeder part of the scanner was jamming and I tried to fix it but eventually decided to deal with the fact that I would just copy and scan documents manually by lifting the cover to place the documents on the glass. About a week later a technician arrived to work on another printer in our office. It just so happened he was the senior technician of a Santa Rosa company that services our printers, The Printer Doctor.

While Dave was working on the printer he was dispatched for, I asked him if he could also look at mine. He smiled, said no problem and explained that he had to wait for the other printer to warm up. During that time I explained what happened with the install of my printer. He looked at my printer for a few seconds, smiled again and asked me if I still had the box that my printer had arrived in... I did have it and gave it to him. A minute later he handed me documents he scanned using the “Automatic Document Feeder”.

I asked what he had done. He then showed me the missing part that he found in the box, and he demonstrated how it worked and then smiled and said he had to go back to working on the other printer... Then he turned and added, “No charge”...

I know that this company has worked on our printers before but, I didn't realize how friendly they were... Dave could have charged us but he didn't. He proved to be professional and friendly. I was very surprised and pleased. It was an unexpected, friendly service call that I'll always remember!

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