

August 22, 2006

The Printer Doctor
3721 Santa Rosa Ave. Suite B-2
Santa Rosa, CA 94928

“I was looking for a printer repair company and found a friend!”

I had just purchased and installed my new wide-format plotter but was unable to use it with my AutoCad application. During my search for a printer repair company, I discovered a local Sonoma County company that was different from the typical service company you would expect. They not only solved my problems, they earned my respect and friendship by proving to me that my problem was their problem.

During the first visit by the Printer Doctor's Senior Technician, I realized Dave's determination to solve my problem was unlike any I'd experienced before. Within minutes, he quickly verified proper computer to printer operations and after his thorough "Clean and Inspect" suggested that there may be a problem with my software and sure enough it was! Once I corrected my AutoCad glitch, everything was fine! When I thought all was good, things only got better as Dave offered a 50% labor discount on his next service call. His reason was simple: Customer Satisfaction!

As things turned out, a friend of mine was searching for a plotter at that time so naturally, I had Dave service my old plotter so I could give it to my friend. He made it look and perform like new and my friend has been using it ever since. She is very pleased with the performance of that old plotter! And I'm very pleased with the professionalism and friendly, personal care the "Printer Doctor" uses to solve my printer problems!


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