Depot Repair Services

When in it comes to the repair of automated fare collection system equipment and components, Cubic is the company to trust. Our global service base, numerous on-site asset maintenance contracts and our long history in repair allows Cubic to offer best-in-class service. Cubic has maintained ISO 9001 certification for eight years. These proven processes ensure quality, efficiency and reliability in all aspects of Cubic's work.

Cubic offers unparalleled support that you won't find anywhere else. Cubic Repair Facilities have complete access to Design, Manufacturing and Customer Engineering resources. Combining this with the use of sophisticated fixtures and test equipment, experienced technical staff and our proven processes, allows us to guarantee that the repairs we make will restore your equipment to original performance standards.

We operate world class repair facilities in Tullahoma, Tenn., and San Diego, Calif. We maintain a staff of highly skilled technicians, with years of experience working on our legacy equipment, new products, and other OEM products. We offer a 90-day warranty on our repair work.

Depot Repair Services

Whether you require on-site support, standard or expedited repair services or technical assistance, our technicians and engineers are ready to assist you.

ISO 9001 Certified processes include:

- Inventory and material handling process
- Electrostatic discharge process
- Non-conforming material process
- Depot repair processes
- Quality control process
- Servicing process
- Shipping and receiving processes

Administration Capabilities:

- Customer-assigned service representatives provide a single point of contact
- METRIX Service Management System is used to track all repairs and repair activity
- Use of Dashboard and Status boards provides visual prioritization and improves turn around time
- Reporting system for monitoring customer repairs and performance metrics

Staff Qualifications:

- Highly skilled staff with an average of 20 years' experience in electronic troubleshooting
- Factory trained to support third-party repairs
- Extensive knowledge of through-hole and surface mount soldering
- Extensive training to graduate through the internal Cubic promotion program

Repair Capabilities:

- Component level troubleshooting
- Equipment refurbishment, repair and overhaul
- Software and revision upgrades
- Non-Cubic equipment repair
- Use of automated in-circuit test bed
- Use of customized fixtures

Performance Metrics:

- Average of 100 repairs processed weekly
- Repeat failures on average are only .2%
- Average turnaround time for Cubic components is 10 days
- Average turnaround time for third-party repairs (repairs not done at Cubic) is 30 days

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