

# **AAA Business Systems & Repair Inc.**

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**We have been an HP Authorized Retailer and Service Facility as well as a Canon Authorized Service Facility for more than ten years. So we know how good their equipment and the support they provided for that equipment has been in the past. We are sorry to say that the equipment being manufactured by HP today has a much shorter life expectancy than the equipment of just a couple of years ago. Most HP plotters have whole assembly replacement, instead of individual part replacement. This frequently causes the price to repair a plotter to be so high that it is not cost effective to repair it, in comparison to buying a new plotter. Plotters that have individual parts available usually are maintained far longer than when they only have large assemblies. Because HP does not have local dealerships they have less control over the technical expertise of the techs that service their equipment. This is one of the reasons that they design their plotters the way they do. However, we believe that the primary reason is that they make a lot more money when they sell a large assembly than when they sell a single part. But the really big money is made when you, the customer, buy a new plotter instead of an individual part. On the other hand Canon has more individual parts available than any other manufacturer we know of, thereby extending the life of your machine.**

**Ten years ago there were at least three authorized HP retailer/service facilities here in St. George that sold and serviced HP equipment. Today, to the best of our knowledge, we are the only one still supporting the HP plotter line and maybe the only HP authorized service facility in Southern Utah. This is typical of the whole country because HP is competing more and more against their own retailers and service facilities. Today, only the big box stores and internet stores can still sell their product line and they do not provide after market support for the products they sell. In large cities, HP has tried to compensate by setting up their own service techs. However, HP plotter owners in our city have been given prices of over \$1200 just to have an HP employee come here from California. That is in addition to the cost of repair.**

**Years ago, when a HP authorized service facility called HP for technical support, he did not talk to customer support. He actually got to talk to a tech that had experience servicing the product being called about. If necessary, the call would be escalated to a product specialist that only worked on the product being called about. If that was not enough, the call could be**

