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My name is Jordan Wires, for the last 4 years I have owned Wires Computing in Burlington Vermont.

We offer many services to the public from basic screen repairs, charger port repairs and more involved repairs such as logic board repairs and data recovery services. We pride ourselves for being creative and thinking outside the box while offering quality lasting repairs to our customers. As part of our repertoire we frequently receive devices locally and from all around the world that have been subject to liquid damage. In these situations most of the time customers wish to recover priceless data from said device which was never backed-up or transferred to another location. As part of our repair procedure it is often imperative to have schematics which gives us a layout of each circuit on the motherboard so we can properly acquire the data requested by our customers. Generally we have to acquire schematics from unknown sites with questionable validity which may or may not give us the desired information. With most newer model devices it is becoming increasingly difficult to find information we need as technicians to repair problems we see on a daily occurrence.

In situations such as data recovery on damaged devices we are relying on our technical know-how and previous knowledge from similar situations, but often times we are left with a device that no longer turns on, or is unable to be read, typically from a quick spill of the customers favorite beverage. This creates a problem in which the customer may not ever be able to acquire those precious family photos, college essays, bank documents, tax information or even photos of a passed loved one.

Given the lack of information released by the manufactures such as schematics and board layouts we are not always able to retrieve the data the customer wishes to have. Occasionally a phone or computer that does not boot or cannot be read, could simply be a fault of one failed capacitor that shorted to ground. In this case it could take hours or days to try and pin-point a fault by prodding around the motherboard, often times by tediously comparing values from one working motherboard to a damaged one, circuit by circuit.

Big corporations don't have the logistics in place to repair devices for the end-user. Often times an independent repair shop is more capable and efficient at repairing devices given that this is what they do and are passionate about. I started Wires Computing because I saw a lack of options and services in

the community and sought to fill the void. Many customers choose us given our vast skill set among many models and manufactures. OEM's are currently the only companies to have schematics, but often times the OEM's don't offer services such as repair or data recovery, after all the OEM's do what they do best which is engineering and creating new products. In cases when a device cannot be fixed the customer is often forced to throw away a device which only contributes to the mass amount of electronic junk that is ruining our environment. The OEM'S keep the needed information hidden away from anyone trying to repair based on intellectual property claims. This information being released to technicians does not automatically allow for re-production of the device, but rather enables reparability.

If companies (OEM's) were to provide independent repair technicians the information we need to properly fix and resolve issues with devices we could keep devices working, recover data, keep our landfills cleaner, as well as repair devices that are otherwise deemed obsolete by the OEM.