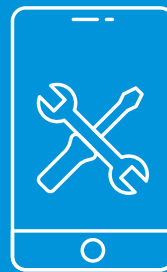




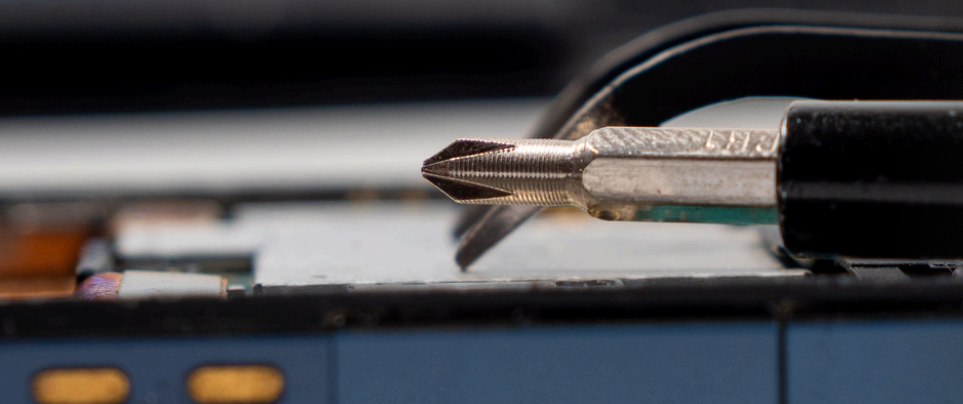
REPAIRS FIRST  
ASSOCIATION

# Repairs First Association **Member Benefits Packet**

Your Comprehensive Guide to  
Membership Advantages

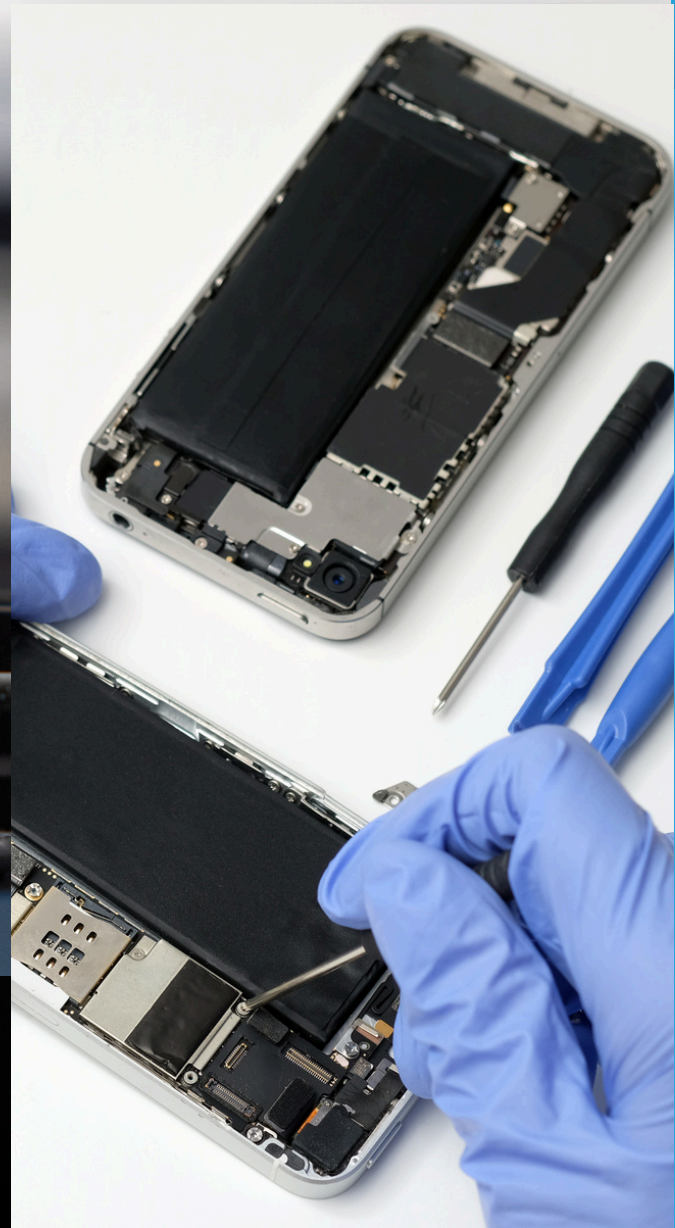


# **This is only the beginning.**



## **WELCOME TO THE REPAIRS FIRST ASSOCIATION!**

We're thrilled to have you join our community of dedicated repair professionals. As an RFA member, you'll gain access to a wealth of resources, exclusive benefits, and a supportive network designed to help your business thrive. This packet is your guide to unlocking the full potential of your membership.



## **Let's build success together!**

# Our Mission

We want all consumers to think, in terms of electronics, repair first, recycle & replace second. This is vital to the electronics repair industry, but it starts with repair shops that operate with professionalism, integrity, and industry knowledge; so Repairs First was created.

Our Mission is to help the entire electronics repair industry operate their businesses in a way that helps the owner, team, and community that the store serves. Join Repairs First Association, and we help you in return with Buying Power, Operations Support, Technical & Sales Training, Parts Discounts, and other products and services, including Health Care! We even send you business through our B2B Partners! Join our association to save & make more money!

We are the Electronic Repair industry's first Association designed to bring a real voice and cooperative buying power to Electronic Repair Shops throughout the USA and the rest of the world.

# Our Board Members



**Jeremy Kwaterski**

Chief Executive Office (CEO) and Co-Founder



**Brian Ahern**

Chief Operations Officer (COO) and Co-Founder



**Bradley Allan Broome**

Chief Financial Officer (CFO) and Co-Founder



**Nicole Russell**

Chief Training Officer (CTO)





# Overview of the Benefits included with an RFA Membership

**01 Vendor Discounts**



**02 T-Mobile**



**03 AKKO**



**04 Massive Training**



**05 Community**



**06 Sales Training Hosting**



**07 Vendor Zoom Calls**



**08 Gadget Repair Expo**



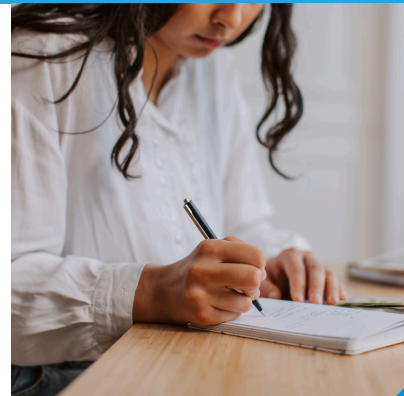
**09 Contract Review**



**10 Operations Assistance**



**The Onboarding Process**



# 1. Vendor Discounts

## EXCLUSIVE DISCOUNTS



Enjoy 3-15% discounts and special deals on essential supplies and services. Some vendors even reimburse your \$69 a month subscription fee!

You can access \$1000s in discounts as a member of the Repairs First Association. We partnered with TONS OF VENDORS to provide top-quality, monthly discounts for your business.

### Parts, Devices & Accessory Vendors

The image displays a grid of vendor logos and links to view benefits. The vendors include:

- injured gadgets
- wgp
- Maya Parts
- GSM WAREHOUSE
- AKKO
- View Consulting
- THE MOBILITY MARKETPLACE
- ANYTHING
- MOBILE FOR BUSINESS
- HR wireless
- Geek Boy
- RTG MOBILE
- OLYMPUS LENSES
- North American

Each vendor logo is accompanied by a "View Benefits" link. A central overlay titled "B2B Partners" and "Lending / Processing" shows a grid of these vendors.

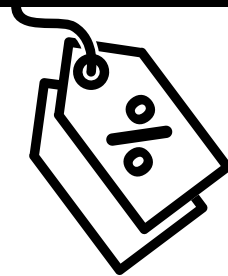
More listed on RepairsFirst.com

## 2. T-Mobile

### T-MOBILE BUSINESS REFERRAL



You can earn \$175 payout per new business line.



**EASIEST WAY TO EARN  
WITH RFA & T-MOBILE  
FOR BUSINESS!**



**T-MOBILE  
FOR BUSINESS**

**YOU GET PAID \$175 PER LINE!**

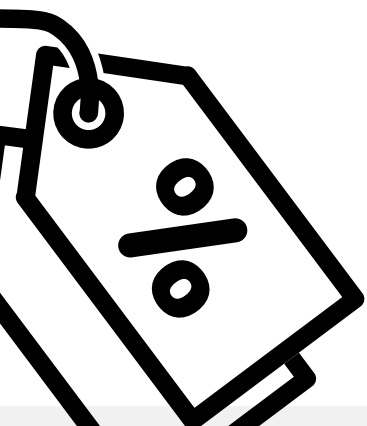
No selling!  
No activations!  
No payments  
to collect!

Just refer &  
earn! \$175  
per line!

Program for active RFA members only. To take advantage of this exclusive RFA benefit: Log into your portal at [www.rfamembers.com](http://www.rfamembers.com), click on Product in the right corner, Search T-Mobile. Complete the form to get started! Not a member? You are welcome to join this LIVE and Sign up for RFA at RFAMembers.com. \*Payment is made to referring agent, once the customer activates.



**T-MOBILE  
FOR BUSINESS**



# 3. AKKO

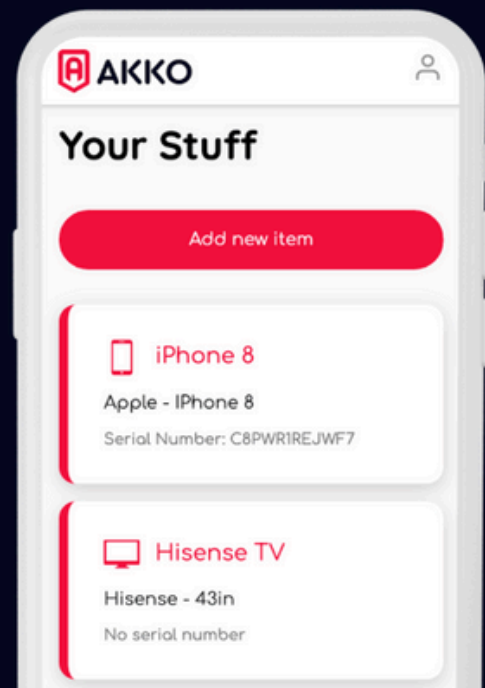
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**EXCLUSIVE PARTNERSHIP**



The Repairs First Association is AKKO's exclusive provider of vetting and quality assurance for their North American repair shop network. By becoming a member of Repair First, you're automatically admitted into the AKKO authorized repair provider network!



# #1 Rated Phone & Device Insurance

Protect any phone or device against costly  
damages, breakdowns, and theft.

# 4. Massive Training

---

## Invest in Your Team with an RFA Membership and give you and them access to the RFA/ CellBotics Training Platform

*Access a wide range of training courses to enhance your skills and business operations.*



Repair, SOPs, Owners Courses, Tech Courses, New Hire Courses, Growth Courses, Micro Soldering Courses, Screen Refurb Courses, Apple watch repair courses and more!



Login levles for Owners and Techs so owners get the business support and techs can focus on their tech excellence!



Not just courses but also Training on how to use different documents for analyzing your business numbers!

# CellBotics Content Included

**\$8000** VALUE

**Our Partnership with CellBotics gives RFA Members full access to all of these courses and more! PLUS you and your team receive logins with special content just for you on your login!**



**For the most recent list of courses, visit the homepage of CellBoticsOnline.com**



COURSE	RETAIL VALUE
10 Tips for your Mobile Repair Business Course .....	\$49.99
15 Tips to make money in repair Course .....	\$59.00
Concentrated Course: Batteries Course, Electronic Connectors, Grounding, Magnetism, Proper Tool Use to Prevent Screw Damage and Sensors .....	\$300.00+
Intro to Multimeter .....	\$125.00
Intake Course .....	\$125.00
iPhone Charge Port Course .....	\$125.00
iPhone Frame Swap Course .....	\$300.00
Parts and what they do .....	\$59.00
Owner/Store Manager Course .....	\$500.00
Create your own Repair Business website + FREE theme course .....	\$54.99
Customer Interaction Tracking Form .....	\$9.99
Retail Business Course .....	\$599.00
Mobile Repair Business Course.....	\$599.00
How to Increase B2B Contracts .....	\$1200.00
DIY Marketing for your repair business course .....	\$79.99
Employee New Hire, No Experience, Repair Training Course .....	\$600.00
Find, Hire, and Retain amazing staff .....	\$99.00
HR Document Center .....	\$500.00
Repair Video Vaults with tons of content: Android (mix), iPhones, Androids, iPads, and Tablets. Diagnostics and so much more! .....	\$200.00
Hiring a Repair Trainer .....	\$199.00
Apple Watch Repair Course .....	\$250.00
Micro Soldering Course (English & Spanish).....	\$950.00
Micro Soldering Info for Owners/Managers.....	\$200.00
Gaming System HDMI Port Replacement Soldering Course (English & Spanish).....	\$200.00
Intro to Basic Soldering Course (English & Spanish).....	\$300.00
Gaming Repair Video Vault (Nintendo Switch, Nintendo Game Cube, PlayStation 3, PlayStation 4, Xbox One OG, Xbox 360, Xbox One S, and MANY MORE).....	\$ 25.00
Gaming Repair System Slide Decks.....	\$ 25.00
Apple Watch Screen Refurb.....	\$200.00
Battery Spot Welding.....	\$ 35.00
Samsung Charge Port Course.....	\$ 149.00
<b>\$75 OFF LIVE Cell Phone Repair Course in Philadelphia</b>	<b>TOTAL VALUE .....\$8,117.96</b>

**All included with RFA Membership!**

## Specialized Content from RFA on the CellBotics Platform for, RFA Members ONLY!

**PRICELESS**

- How to use RepairDesk
- Olympus Lending Training
- Repair Spots Hardware Options
- Repair Spots POS
- AKKO Sales Training
- AKKO Claims Training
- Customer Service
- How to Answer a Phone for Retail Repair Store Staff
- Gaming System HDMI Port Replacement Soldering Course (English & Spanish)
- Owner/Store Manager Course
- Course on How to Sign up for WISE/Samsung ISP
- iPhone 13 Screen Refurb by Mr. Phone Doctor
- iPad Screen Refurb by Mr. Phone Doctor
- Micro Soldering Course (English & Spanish)
- Micro Soldering Info for Owners/Managers
- Intro to Basic Soldering Course (English & Spanish)
- Advanced iPhone Micro Soldering Course (English & Spanish)
- Apple Watch Screen Refurb
- SOP Standard Operating Procedures:
  - Sales, Customer Service, Handling Theft
  - And more!!!
- How to use RepairDesk (RepairDesk Classic 1.0)

# Samsung ISP Project for Owners

---

**Just 1 of the many programs you gain access to is a program custom-designed by RFA with support from Samsung to help you understand the process of how to become ISP Certified.**

## The Goal

To ensure a smooth transition for your location(s) to get through the process of WISE and on to Samsung ISP. Eliminate the fear and confusion associated with achieving WISE and Samsung ISP certification. Being the greatest brand for you, the team, and the customer is our top priority.



# SAMSUNG

# Take your techs to the next level

---

Not only do you get New Hire Courses to make hiring and onboarding simple you can give access to your team or take courses yourself for everything from Micro Soldering, Screen Refurb, Diagnosing, and other high-level repairs to up their skill level and increase your income.



***Our courses are from Industry leading trainers like Martin Organista and Mr Phone Doctor!***



# Unique Programs



## FIND, HIRE AND RETAIN AMAZING STAFF COURSE

Course for hiring, SOPs and operations, programs you won't find anywhere else!

## LinkedIn

Master LinkedIn with a program from Nicole Russell on using LinkedIn to gain B2B contracts for repair, a \$1500 value!

## B2B FAST TRACK COURSE

AVAILABLE ON THE RFA TRAINING PLATFORM!

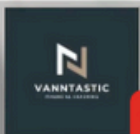
Become a member of RFA and enjoy more training benefits! Members, log in to learn how to access the course.



## VELOCITY BANKING FOR SHOP OWNERS FREE FOR ALL RFA MEMBERS

Available on the RFA Training Platform!

Become a member of RFA and enjoy more training benefits! Members, log in to learn how to access the course.



Unique courses like Velocity banking for Cell Phone Shops to get out of debt from well-known expert and YouTube Christy Vann!

**From Mastering Tech to Mastering Social Media, RFA Members get it all!**

# Training from Vendors

Not only do Vendors give RFA exclusive benefits, but we also have training inside the training platform from a wide range of companies.



 RepairDesk



 PHONELCDPARTS



 AKKO



 OLYMPUS LENDING



 MyRepairApp



 ResellDeck

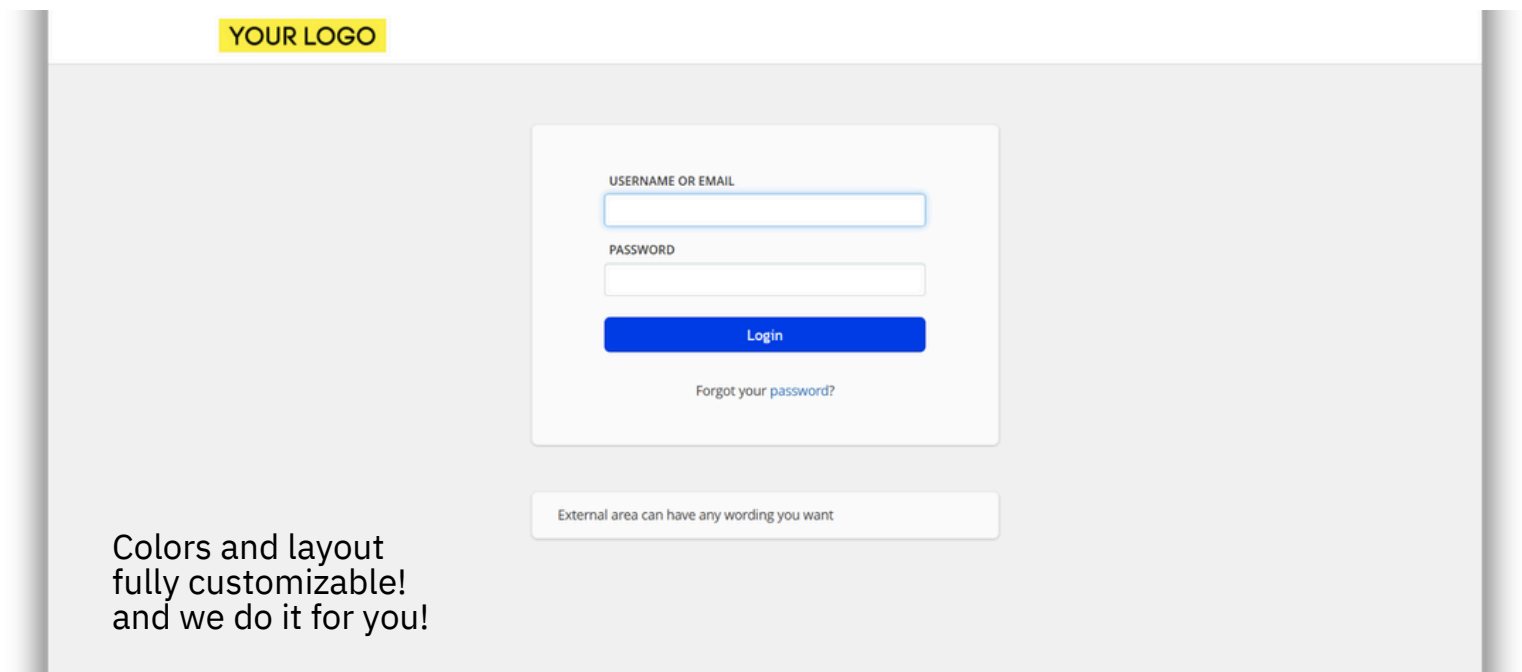
**MORE COMING SOON!**

# Have more than 10 locations?

---

**We will design a White Labeled LMS (Learning Management System) with your brand's logo at **NO EXTRA COST!****

**Example LMS landing page, COMPLETELY CUSTOMIZABLE FOR YOUR BRAND!**



**It also comes with all this:**

- **We edit content and make it LMS friendly**
- **We help you understand your own systems and processes and which should be put into the LMS**
- **You have automatically over 800 pieces of training content ready to go from RFA & CellBotics for Technical and Office staff**



**Check out the next page for even more of what's included!**

# WHITE-LABELED LEARNING MANAGEMENT SYSTEM

## FEATURES



### USER MANAGEMENT & AUTHENTICATION

- Learner & Admin User Types
- Groups
- Custom user types / roles
- Extensible profiles
- User Import (by CellBotics LMS Team)



### COURSE CREATION AND MANAGEMENT

- All Course creations, edits, cutting and loading handled by the CellBotics Team
- Course categories
  - Learning paths
  - Course prerequisites
  - Mass actions (Mass enroll and unenroll users to a course)
  - Unlimited courses



### SOCIAL AND COLLABORATION TOOLS

- Discussion Boards
- Messages
- Video Conference
- Announcements (Internal and External)
- Calendar



### ASSESSMENTS

- Assignments
- Test builder
- ILT Assignments (instructors can host courses via Zoom)



### REPORTING AND TRACKING SYSTEM

- Real-time reports
- Custom reports
- Data visualization
- Report scheduling



### GAMIFICATION

- Badges
- Levels
- Points
- Rewards



### TRAINING AND CUSTOMER SUPPORT

- Some content included
- Additional Content included if RFA Member
- Message support (to CellBotics LMS Team)
- Email support (to CellBotics LMS Team)
- Personalized onboarding call
- Resizing of content (by CellBotics LMS Team)
- Loading of content (by CellBotics LMS Team)



### CUSTOMIZATION

- Custom branding (domain, logo, colors)
- Custom themes
- Custom homepage
- Customized course automation
- Custom email notifications
- Customized groups for your company



### CONTENT TYPES

- Documents
- Videos
- Audio
- Record audio & video from browser

*CellBotics can provide the Google Drive link to load your training content to. We then handle all the loading to the LMS.*

## CONTENT CREATION

Content creation comes with an additional fee if you don't want to create your own content for the LMS. We are here to help in CREATING content for you and your company!

The prices differ depending on the content type if its a video, voice over, white board, bstock , slides or other. Also, the length and number of words affects the pricing.

# 5. Community

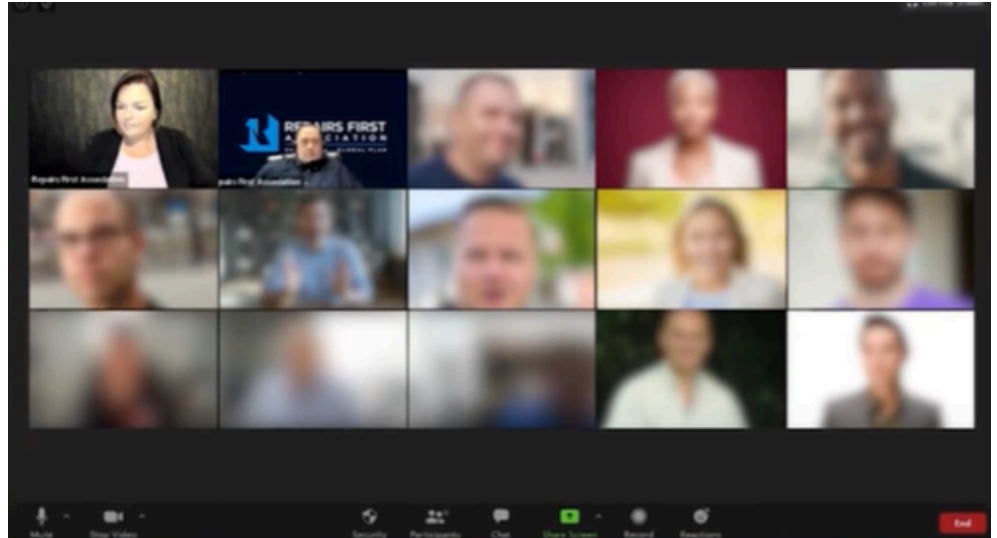
 LIVE

Learn from experts in the industry and hear from peers with these monthly Master Minds!

## Topics:

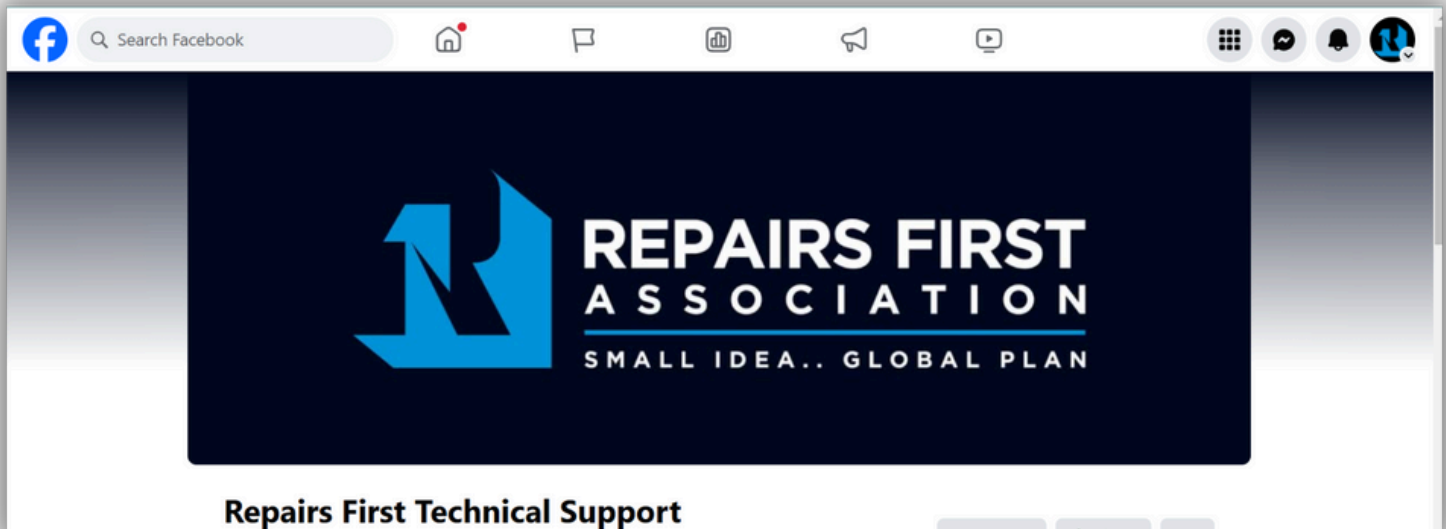
- ✓ QuickBooks
- ✓ Scalability
- ✓ Industry Trends
- ✓ Productivity
- ✓ And more!!!

*Members can even request mastermind topics!*



## Tech Support Group for you and your technicians!

Connect with fellow technicians in RFA's tech-support Facebook group. Ask your questions and share your expertise to help your business grow.



## 6. Sales Training Hosting

**LIVE**

**All companies that are RFA Members can get FREE LIVE sales training for their team at any time by simply logging into RFAMembers.com and scheduling!**

*Sales Training for your team hosted by Founder, Brian Ahern.*

**REPAIRS FIRST ASSOCIATION**

**LIVE**

**DID YOU KNOW?**

**FREE Team Sales Training for all RFA Members with Brian Ahern**

All companies that are RFA Members can get FREE LIVE sales training for their team at any time by simply logging into RFAMembers.com and scheduling!

**Book your team training today!**

[www.RFAMembers.com](http://www.RFAMembers.com)

***RFA Members also get 1 on 1 coaching with any board member when needed!***

# 7. Vendor Zoom Calls

 **LIVE**

Meet vendors face to face!

Join us for a LIVE Chat with Vendor, Axiom Armor 2/19/25 2PM EST



**NEW**  
**PRODUCT ANNOUNCEMENT!**  
axiom armor



**RFA Vendor Chat 12/3/24, 2:00PM EST**  
Topic: Using AI to increase profits in your Repair Shop



Join us for a LIVE Chat with Vendor  
Member, RepairLift



Repa

**RFA Approved Vendor Chat 2/22/24, 11:00AM EST**



Join us for an engaging LIVE Chat with RFA  
Vendor Member - Grazie Payments



Benefit for RFA Members:  
**\$0 credit card fees**



**RFA Holds regular Zoom calls  
with a wide range of approved  
vendors that RFA Members can  
join. To learn about vendors and  
their services/products, and ask  
the hard questions!**



With Moderator  
Nicole Russell

# 8. Gadget Repair Expo

## FREE GADGET REPAIR EXPO TICKET ANNUALLY

All RFA Members get a FREE ticket to the GRE!



Home Become A Sponsor Exhibitors Our Sponsors Buy A Ticket Event Schedule (Coming Soon) Hotels Compete At The Expo Events At The Expo (Miami) More

### Network, Learn & Earn® !

- This expo is jam-packed! Stay the FULL 2 days to take advantage of all this Repair Industry Expo has to offer!
- Network with your peers
- Discover fantastic new vendor opportunities! Tons of Exhibitor Booths!
- Check out our incredible back to back Repair Demo's by Industry leading YouTubers!
- Over \$55,000 in prizes!
- Learn from the best!
- Meet the industry leaders!
- Get your hands on the latest gear!
- Utilize the expo to your advantage!



Home Become A Sponsor Exhibitors Our Sponsors Buy A Ticket Event Schedule (Coming Soon) Hotels Compete At The Expo Events At The Expo (Miami) More

### BECOME A SPONSOR

LEARN MORE

### TRAINING DEMOS AT THE EXPO



Jessa Jones  
Founder  
TUM



Martin Organista  
CEO/Owner  
Micro Soldering Demos/Training



Javier Guzman Jr.  
CEO/Owner  
Screen Refurb Demos/Training





# BUSINESS SUPPORT

## 9. Contract Review

Ensure your business agreements are sound. All RFA Members have the ability to send in contracts for anything from a lease to buying contracts for the RFA Founders to review and make recommendations.



## 10. Operations Assistance

Whether it's repair, sales, inventory, opening a new store, contract negotiating, issues with current business or new, we help our members with operations! All members can book a 1 on 1 with the RFA team for support through difficult situations!

# The Onboarding Process

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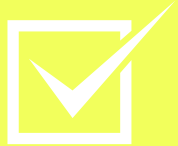
**Our onboarding process is easy and quick!**



Sign up at [RFAMembers.com](https://RFAMembers.com), follow the sign up steps and select if you have 1 location or multiple



Scan to sign up



Get instant access to all the benefits in this document by clicking **Products**. Complete the forms for discounts, sign up for masterminds, sign up for access for training for your whole team and more!



During the signup process, you'll be taken to a calendar. Set up your onboarding call with Founder Brian Ahern and he will get you set up with AKKO and go over the platform and benefits

***Sign up today!***  
***[RFAMembers.com](https://RFAMembers.com)***




**REPAIRS FIRST**  
**ASSOCIATION**

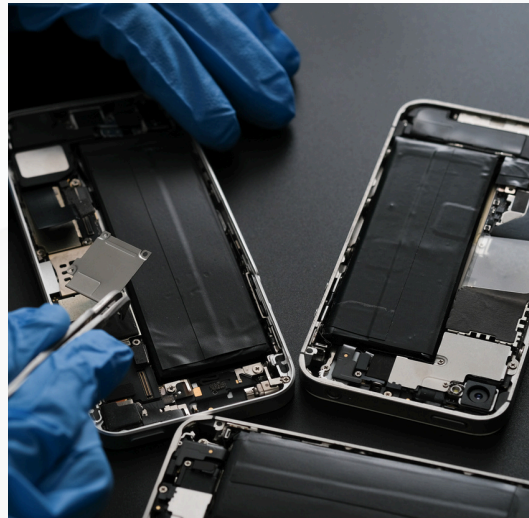
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# JOIN NOW

Sign up for instant access at:  
[www.RFAMembers.com](http://www.RFAMembers.com)

Email: [Info@repairsfirst.org](mailto:Info@repairsfirst.org)

 (800) 597-1870



REPAIRS FIRST  
ASSOCIATION

## All of this for only \$69 a month per location

