



REPAIRS FIRST
ASSOCIATION

Repairs First Association Member Benefits



Plug Your Repair Shop Into a
National Revenue Network



“I’ve been in this industry for over 30 years. Built CPR to 400+ locations.”

- JEREMY KWATERSKI
CEO, REPAIRS FIRST ASSOCIATION

The other so called associations or groups out there just give you:

- Discounts
- Training

THAT’S NOT WHAT WE BUILT WITH RFA.

RFA IS BUILT TO HELP YOU MAKE MORE MONEY.

We connect repair shops to:

- Warranty companies
- Insurance providers
- Enterprise partners

That means real opportunities coming into your business.

ONE CLAIM CAN COVER YOUR MEMBERSHIP.



THIS ISN'T ANOTHER MEMBERSHIP

WHY SHOPS JOIN RFA

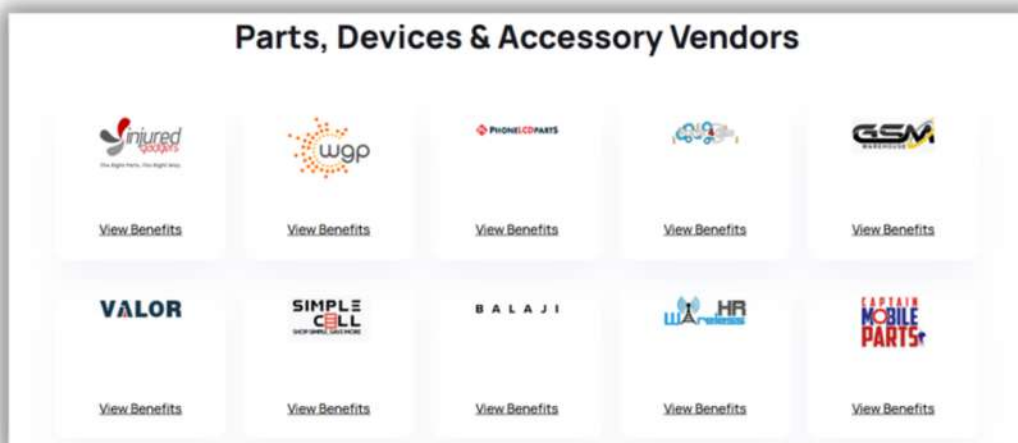


We help you get business

We're building relationships with companies that need repair work done at scale, and we connect those opportunities to shops in our network.

We help you keep more of what you make

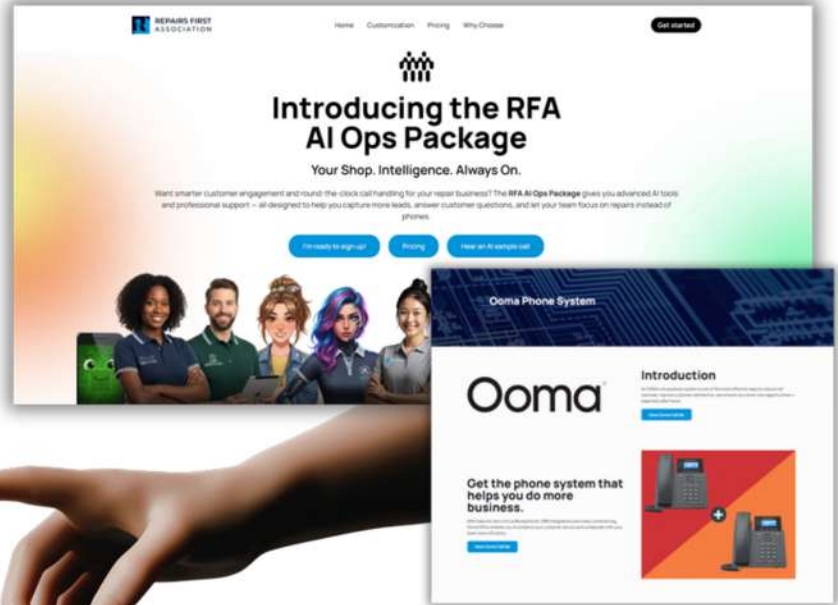
- Parts discounts (3–25%)
- Credit card processing as low as ~1.5%
- Vendor savings across your operation



WHY SHOPS JOIN RFA

We help you run a better operation

- Systems that actually work
- AI tools to handle calls and leads
- Support when you need it



Courses by CellBotics and REPAIRS FIRST ASSOCIATION

You can choose from 3 different login levels: Courses for Owners, Managers, and Courses for Employees

COURSE	RETAIL VALUE
Repair videos on iPhones & Android Devices old to the newest on screen, battery, housing, charge port, camera and other repairs in our video vaults	
10 Tips for your Mobile Repair Business Course	
15 Tips to make money in repair course	
Concentrated Course: Batteries Course, Electronic Connectors, Grounding, Use to Prevent Screw Damage and Sensors	
Intro to Multimeter	
Intake Course	
iPhone Charge Port Course	
iPhone Frame Swap Course	
Parts and what they do	
Owner/Store Manager Course	
Create your own Repair Business website + FREE theme course	
Customer Interaction Tracking Form	
Retail Business Course	
Mobile Repair Business Course	
How to Increase B2B Contracts	
DIY Marketing for your repair business course	
Employee New Hire, No Experience, Repair Training Course	
Find, Hire, and Retain amazing staff	
HR Document Center	
Repair Video Vaults with tons of content: Android (mix), iPhones, Androids, Diagnostics and so much more!	
Hiring a Repair Trainer	
Apple Watch Repair Course	
Micro Soldering Course (English & Spanish)	
Micro Soldering Info for Owners/Managers	
Gaming System HDMI Port Replacement Soldering Course (English & Spanish)	
Intro to Basic Soldering Course (English & Spanish)	
Gaming Repair Video Vault (Nintendo Switch, Nintendo Game Cube, PlayStation Xbox One 06, Xbox 360, Xbox One S, and MANY MORE)	
Gaming Repair System Slide Decks	
Apple Watch Screen Refurb	
Battery Spot Welding	
Samsung Charge Port Course	
\$75 OFF LIVE Cell Phone Repair Course in Philadelphia	

WHITE-LABELLED LEARNING MANAGEMENT SYSTEM

FEATURES

- USER MANAGEMENT & AUTHENTICATION**
 - Admin & Admin-User Types
 - CRM
 - Custom user types / roles
 - Extensible profiles
 - User import (By Certificate, LMS, Email)
- COURSE CREATION AND MANAGEMENT**
 - All course creation, editing, publishing and tracking handled by the Certificate's Page
 - Course categories
 - Learning paths
 - Course prerequisites
 - Mass actions (Email send and email users to a course)
 - Unlimited courses
- SOCIAL AND COLLABORATION TOOLS**
 - Discussion Boards
 - Messages
 - Video Conferences
 - Announcements (Internal and External)
 - Calendar

RFA MEMBER MICRO SOLDERING TRAINING WITH MARTIN ORGANISTA

Bi-Weekly Time: 6:00PM EST

How to join...
Log in to RFAMembers.com, click Products
Open 7. Weekly LIVE Session Links and Previous Recordings, Micro Soldering Training, and register for the live.

CONTENT CREATION

- Specialized Content from RFA on a Platform for, RFA Members
- How to use RepairDesk
 - Olympus Lending 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 Sol
 - Advanced iPhone
 - Apple Watch Screen Refurb
 - SOP Standard Operating Procedures:
 - Sales, Customer Service, Handling Theft
 - And more!!
 - How to use RepairDesk (RepairDesk Classic 1.0)
 - 5-Day Electronics Flipping Course (6 hours course)
 - iPhone 11 Screen Replacement with Soldering for Error Prevention
 - iPhone 13 Microsoldering Memory Upgrade
 - MacBook Repair Videos from RFA/Chris

REPAIRS FIRST ASSOCIATION PHONE FLIPPING CHALLENGE SESSION 1 OF 4

Guest: Chris Schroder, Buyback Expert & Author

FIRST TO ON THE CALL GET A FREE COPY OF BUYBACK REVELATION #121 @ 11AM EST!

ISP Project (WISE/Samsun 3/8/24,

Join us for our Members Only Mastermind!

Topic: Quickbooks 101 **with quickbooks**

This is call 1 in a series about Quickbooks. On this call, we will cover:

- Why is it important to use a bookkeeping software or a bookkeeper
- What are some things that may cause an audit
- What things that are looked at most during an audit that most small business owners fail to document
- Different QBO Products
- Setting Up QBO Online
- Why use QBO Online
- How to find a bookkeeper if you choose not to do it yourself

Log in to RFAMembers.com for the link
Click Products, Open 'Weekly LIVE call link', and open the Zoom link.

REPAIRS FIRST ASSOCIATION CONTENT EDITING WORKSHOP 10/2 12:00PM

Guests: Jeremy Knevels, Brian Allen, Brad Brown, Chris Smith, Nicole Russell, Jacobus George

Become a member Today! Visit www.rfamembers.com

We help you scale

- Training for owners and techs
- Multi-location systems
- Real-world experience you can apply immediately

CLAIMS & REVENUE OPPORTUNITIES



CPS (Consumer Priority Service)

We're working with CPS to route warranty claims into the RFA network.

What that means:

- Warranty repair opportunities
- Consumer service requests
- Jobs based on your location and capabilities

CPS Central – Consumer Priority Service

 **New Warranty Partner Live Now: CPS Central Claims Are Active**

Join the Program
CPS Central offers nationwide coverage. This partnership adds another revenue opportunity for RFA members, and we're excited to roll it out with CPS Central.

[Join the Program](#)

Exclusive access for RFA members
this partnership is launching exclusively through RFA's network, giving our members a head start on a high-margin, high-demand segment.

What This Means for You?

- CPS Central offers nationwide coverage
- RFA will handle all claim fulfillment services on behalf of CPS
- Claims are active now
- RFA stores will be contacted as claims are assigned
- Repairs will align with the service categories offered by CPS
- Covered Repairs & Services

What to Expect Next?

As CPS claims come in, RFA will reach out directly to participating stores with:

- Claim details
- Repair type and scope
- Fulfillment instructions

If your store is a good fit for the repair type, you'll be activated for those claims.

CPS CENTRAL'S NATIONWIDE WARRANTY NETWORK

 Bikes And E-Bikes	 BUSINESS EQUIPMENT	 FITNESS	 FURNITURE
 GRILLS	 HOME SECURITY	 Major Home Electronics	 MOBILE PRODUCTS
 PERSONAL COMPUTING	 SMALL HOME APPLIANCES	 SMALL HOME ELECTRONICS	

Not every shop gets every job, but this gives you access to work you wouldn't have on your own.

CLAIMS & REVENUE OPPORTUNITIES

OnPoint Insurance Technology and Warranty Services OnPoint Warranty Solutions

We're also opening up in-home service opportunities through OnPoint.

This includes:

- Home electronics
- Appliances
- Connected devices

REPAIRS FIRST ASSOCIATION **OnPoint**
Insurance Technology and Warranty Services

New Revenue Stream for RFA Members

The new RFA and OnPoint Warranty partnership provides RFA members with a high-margin, high-demand revenue streams by connecting you to In-Home Service - Electronic Repair opportunities covering Furniture, Small & Large Appliances, Workout Equipment, TV's & Projectors, Office Equipment & Computers, Alarm Systems, E Bikes, and Mobile Electronics Devices.

Visit RFAMembers.com and
BECOME A MEMBER TODAY!

RFA & OnPoint Warranty Partnership

In-Home Services Revolution

- E Bikes
- Computers / Office Equipment
- Workout Equipment
- Furniture
- TV's / Projectors
- Appliances
- Alarm Systems
- Grills
- Cell Phones / Tablets

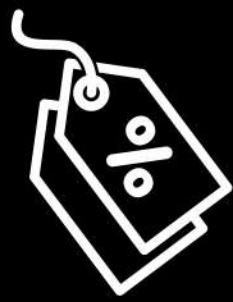
ONPOINT'S NATIONWIDE WARRANTY NETWORK

Bikes And E-Bikes	BUSINESS EQUIPMENT	FITNESS	FURNITURE
GRILLS	HOME SECURITY	Major Home Electronics	MOBILE PRODUCTS
PERSONAL COMPUTING	SMALL HOME APPLIANCES	SMALL HOME ELECTRONICS	

This is a growing category with strong revenue potential.



COST SAVINGS



Most members see savings that help offset the membership.

VENDOR DISCOUNTS

Parts, Devices & Accessory Vendors



Access to a wide range of vendors with real discounts on parts, tools, and services.



[View Benefits](#)



[View Benefits](#)



[View Benefits](#)



[View Benefits](#)



[View Benefits](#)



[View Benefits](#)



[View Benefits](#)



[View Benefits](#)



[View Benefits](#)



[View Benefits](#)

PAYMENT PROCESSING

Lending / Processing



Rates as low as ~1.5%



Free statement analysis



Better overall structure for most shops



[View Benefits](#)



[View Benefits](#)



[View Benefits](#)



[View Benefits](#)

EXCLUSIVE OFFER FOR RFA MEMBERS:



\$0 setup fees



No processing fees



Free statement analysis



EXCLUSIVE OFFER FOR RFA MEMBERS:



CC processing as low as 1.5%

BOOKKEEPING SUPPORT



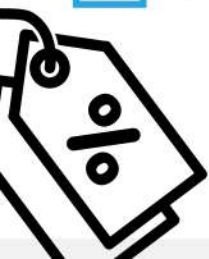
Monthly reconciliation



Profit & loss reporting



Ongoing support



Most members save more than the cost of membership.

REVENUE TOOLS

RTO MOBILE

A better way to finance



Offer financing directly in your store and close more sales.

Includes a **\$69 credit** for qualifying members.

What Can You Do With RTO Mobile?

 Build In-house Payment Plans Create personalized payment plans that fit your customers' budgets and delight them.	 Grow Revenues and Profits Create personalized payment plans for your customers that don't break the bank.	 Create Residual Cashflow Regardless of door swings, every payment plan that you create generates residual revenues all year long!	 Save Customers \$100s of Dollars Beat the competition with budget-friendly payment plans that save customers tons of money and boost your profits.
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Shop without
using credit*



acima
Leasing®

Lease-to-own option:

- No credit needed
- Fast approvals
- Helps increase average ticket

*Acima offers lease-to-own transactions. This is not an offer for a loan, credit, or financing.

AI & AUTOMATION

AI VOICE + PHONE SYSTEM

- ✓ Answers calls instantly
- ✓ Books appointments
- ✓ Handles after-hours calls
- ✓ Reduces missed opportunities

What's Included in the AI Ops Package

Get everything you need to automate communications and manage customer interactions professionally – without extra overhead.

MI-Beside AI Voice Chat

\$19.79 /month (Non RFA members \$29.99)

Turn your phone into a smart AI receptionist that

- ✓ Handles UNLIMITED CALLS
- ✓ Professionally answers incoming calls
- ✓ Provides instant repair quotes and appointment bookings
- ✓ Never misses a call or customer inquiry. Especially after hours/never misses a customer – even after hours
- ✓ Can forward AI chat calls directly to your store team when needed

This AI voice assistant ensures your customers are always greeted professionally and helped promptly, whether your team is in shop or out servicing customers.

[Get Started](#)

Optional Support & AI Package Add On

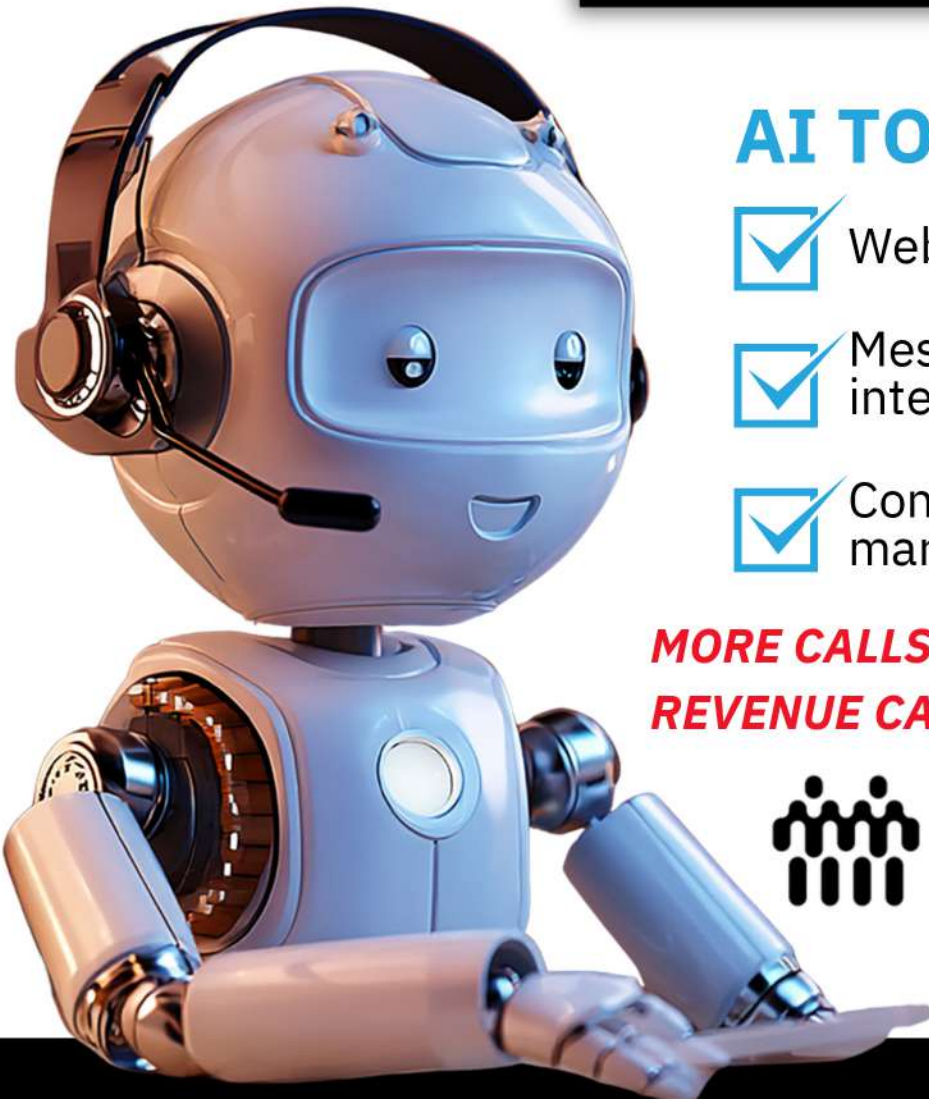
\$49.99 /month

For just \$49.99 per month, get hands-on support and peace of mind with a combined Support & AI Package that includes

- ✓ MI-Beside AI Voice Set Up and Monitor (unlimited calls)
- ✓ Chat Bot support – setup, management, and assistance
- ✓ Ooma support – technical, configuration, and backend help

Our team helps you maintain and optimize the full system – from voice AI to chatbot so your communications run smoothly and your customers stay satisfied. AI Chat voice calls can be forwarded back to your store team anytime.

[Get Started](#)



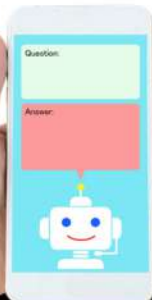
AI TOOLS

- ✓ Website chatbot
- ✓ Messaging integrations
- ✓ Content tools for marketing

MORE CALLS ANSWERED = MORE REVENUE CAPTURED.



Beside



AI & AUTOMATION

Ooma[®] PHONE SYSTEM

An OOMA virtual phone system is one of the most effective ways to reduce call overload, improve customer satisfaction, and ensure you never miss opportunities — especially after hours.



EXCLUSIVE OFFER FOR RFA MEMBERS:

- Discounted activation fees and discounts on hardware (for purchase or rent)
- 45 days free to the first 5 people who sign up to help with their promotional videos, anyone after this will get one month of free service



WHY THIS PHONE SYSTEM IS SO EFFECTIVE?

- Cuts down 60–80% of unnecessary calls
- Improves performance inside the store
- Dramatically increases after-hours interactions
- Ensures every high-value call is answered instantly
- Provides a consistent, professional experience

These are all special discounts that aren't available if you sign up online, SIGN UP INSIDE RFA MEMBER PORTAL ONLY!



MAX AI & AUTOMATION

Beside/M1 and RFA Together!

Introducing the RFA AI Ops Package

Your Shop. Fully Automated. Instantly.

I'm ready to sign up!

Pricing

Test Out the AI

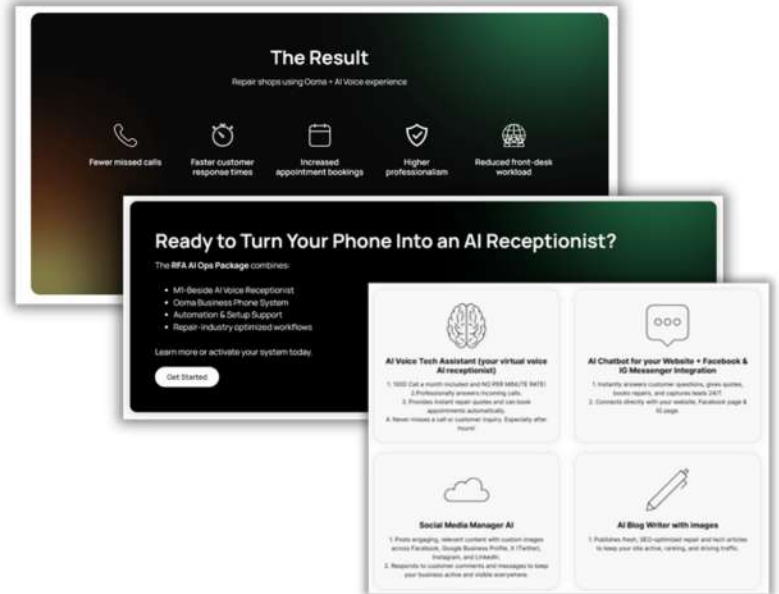


Ooma® + Beside

Only \$19 per Month

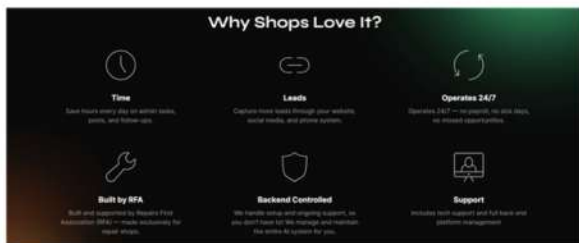
← \$29 for non-members

- AI Voice Tech Assistant
- AI Chatbot for your Website + Facebook & IG Messenger Integration
- Social Media Manager AI
- AI Blog Writer with images



Pair with Ooma 2-Line Phone System and have a PRO level system!

- Upgrade to a professional business phone setup with two dedicated lines for your shop.
- Ooma provides text messaging, giving customers another easy way to reach you.



- Seamlessly integrates with your AI Tech Assistant for a complete, automated front-desk solution.
- Includes a full user dashboard to monitor calls, messages, and overall phone activity in real time.

Take your phone system to the next level for just \$40 MORE per month with Ooma!

TRAINING FOR YOU AND YOUR STAFF ——— \$8000 VALUE IN COURSES

Access a full training platform for you and your team.

-  Repair training (micro soldering, refurb, diagnostics)
-  Sales training
-  SOPs and operations
-  New hire onboarding

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!



You can choose from 3 different login levels: Courses for Owners, Managers and Courses for Employees!

COURSE	All included with RFA Membership!	RETAIL VALUE
Repair videos on iPhones & Android Devices old to the newest on screen, battery, housing, charge port, camera and other repairs in our video vaults.....		Not for sale
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
\$75 OFF LIVE Cell Phone Repair Course in Philadelphia		
TOTAL VALUE		\$8,117.96

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

- How to use RepairDesk
- Olympus Lending Training
- Customer Service
- How to Answer a Phone for Retail Repair Store Staff
- Gaming System HDMI Port Replacement Soldering Course (English & Spanish)
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- Advanced iPhone Micro Soldering Course (English & Spanish)
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 - And more!!!
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- 5-Day Electronics Flipping Course (6 hours course)
- iPhone 11 Screen Replacement with Soldering for Error Prevention
- iPhone 13 Microsoldering Memory Upgrade
- MacBook Repair Videos from RFA/Chris

Better technicians and better systems lead to higher profits.

TRAINING FROM COMPANIES

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



More added regularly!

ADVANCED TRAINING FROM THE PROS

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!*

REPAIRS FIRST ASSOCIATION
SMALL IDEA... GLOBAL PLAN

Gaming HDMI Port Soldering Course

Visit RFAMembers.com

iPad Screen Refurb Course FREE FOR ALL RFA MEMBERS

Now available on CellBoticsOnline.com
for RFA Members ONLY through our partnership!

Mr. PHONE DOCTOR

Become a member today!

Visit RFAMembers.com

UNIQUE TRAINING TOPICS YOU WON'T FIND ANYWHERE ELSE



FIND, HIRE AND RETAIN AMAZING STAFF COURSE

Courses 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.



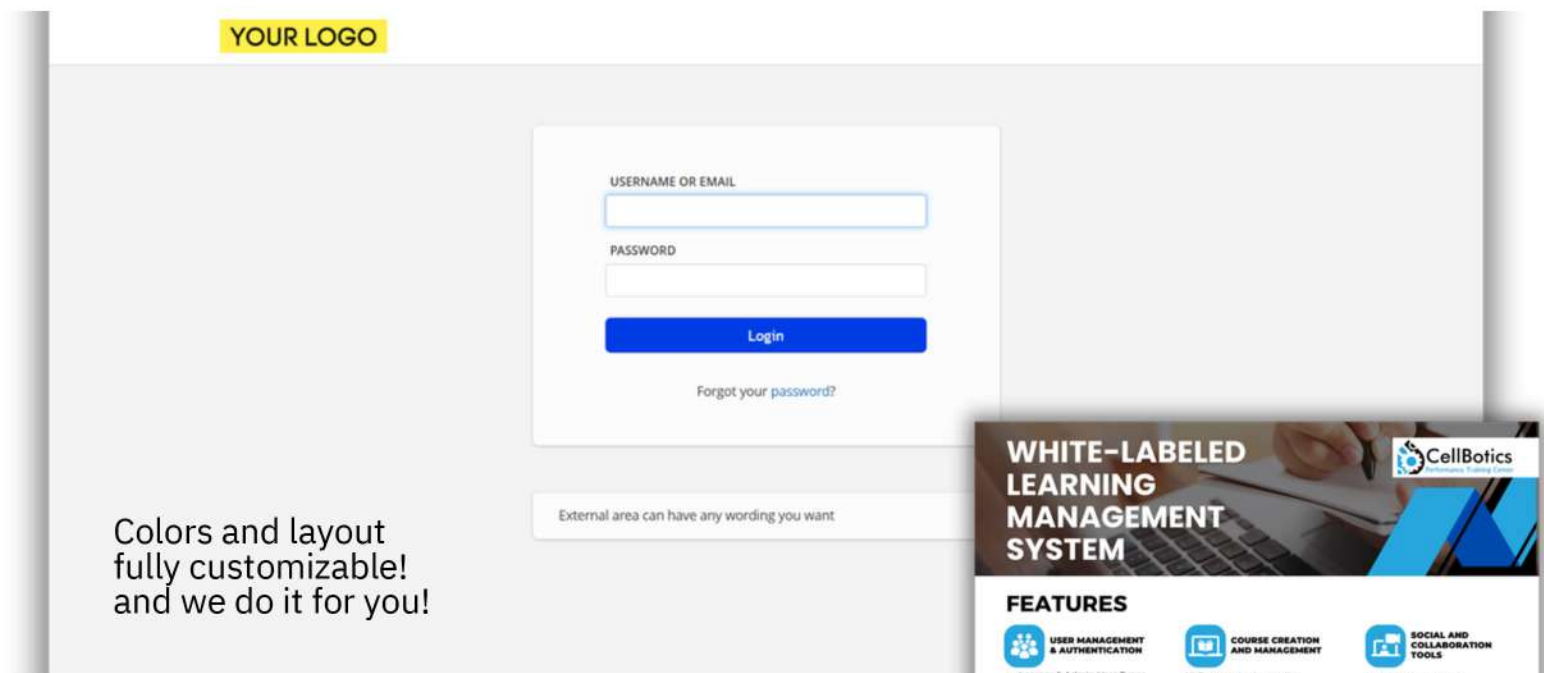
Unique courses like Velocity banking for Cell Phone Shops to get out of debt from well-known expert and YouTube Christy Vann!

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

MULTI-LOCATION SUPPORT

Running multiple stores?
We help you build structure!

Example LMS landing page, COMPLETELY CUSTOMIZABLE FOR YOUR BRAND!



WHITE-LABELED LMS

- Your branding
- Your systems
- Your training

***Includes RFA
+ CellBotics
content plus
your internal
processes.***

Scale with consistency.

WHITE-LABELED LEARNING MANAGEMENT SYSTEM

CellBotics
Performance Training Center

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.

SUPPORT & COMMUNITY

You're not doing this alone!

What you get...



Regular mastermind calls

REGISTER NOW

Christopher Aarron Smith
42K followers • 1K following

ISP Project (WISE/Samsun 3/8/24,



Join us for our Members Only Mastermind!

Topic: Quickbooks 101 **quickbooks.**

This is call 1 in a series about Quickbooks. On this call, we will cover:

- Why is it important to use a bookkeeping software or a bookkeeper
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- What things that are looked at most during an audit that most small business owners fail to document
- Different QBO Products
- Setting Up QBO Online
- Why use QBO Online
- How to find a bookkeeper if you choose not to do it yourself



Log in to [RFAMembers.com](https://www.rfamembers.com) for the link
Click Products, Open 'Weekly LIVE call links', and open the Zoom link.

WEEKLY LIVE: 7/24/25 10AM EST



JOIN THIS WEEKS LIVE SESSION

Recording content doesn't have to be complicated—but let's be real, most people get stuck before they even hit "record."

This week, I'm taking you behind the scenes to show you exactly how I film my viral short-form videos—step by step. From gear setup to lighting, scripting to shooting, I'll walk you through my full process.

Bring your notepad and get ready to level up your content game. Let's create something amazing together!



Behind the scenes: How it's recorded!

iPhone 13 Screen Refurb Tutorial! Bring your team!
hosted by Chris Smith 'the iDoctor' & RFA Board Member - moderated by Nicole Russell



Join Chris & Nicole for this week's
RFA Mastermind: 5/28/25 2:00PM EST

Jeremy Kwaterski Brian Ahern Brad Broome
Nicole Russell

RFA MEMBERS ONLY



Log in to [www.RFAMembers.com](https://www.rfamembers.com) for the link
Click Products, Open 'Weekly LIVE call links', and open the Zoom link, register to hold your spot and get reminders.



JOIN THIS WEEKS LIVE SESSION

APPLE WATCH GLASS REPAIR TRAINING



WEEKLY LIVE: 8/28/25 12PM EST

REPAIRS FIRST ASSOCIATION
PHONE FLIPPING CHALLENGE
SESSION 1 OF 4

Guest:
Chris Schroder, Buyback Expert & Author
FIRST 5 ON THE CALL GET A FREE COPY OF BUYBACK REVOLUTION
8/21 @ 10AM EST

REPAIRS FIRST ASSOCIATION
CONTENT EDITING WORKSHOP
10/2 12:00PM

Jeremy Kwaterski Brian Ahern Brad Broome
Chris Smith Nicole Russell Jonathan Strange

Become a member Today! Visit www.rfamembers.com

SUPPORT & COMMUNITY

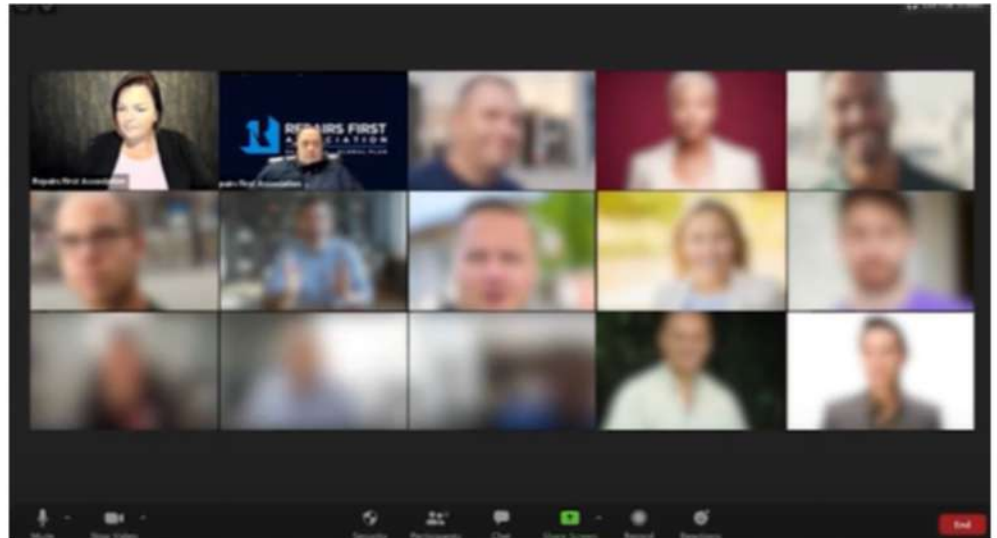
LIVE

Regular mastermind calls

Topics:

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

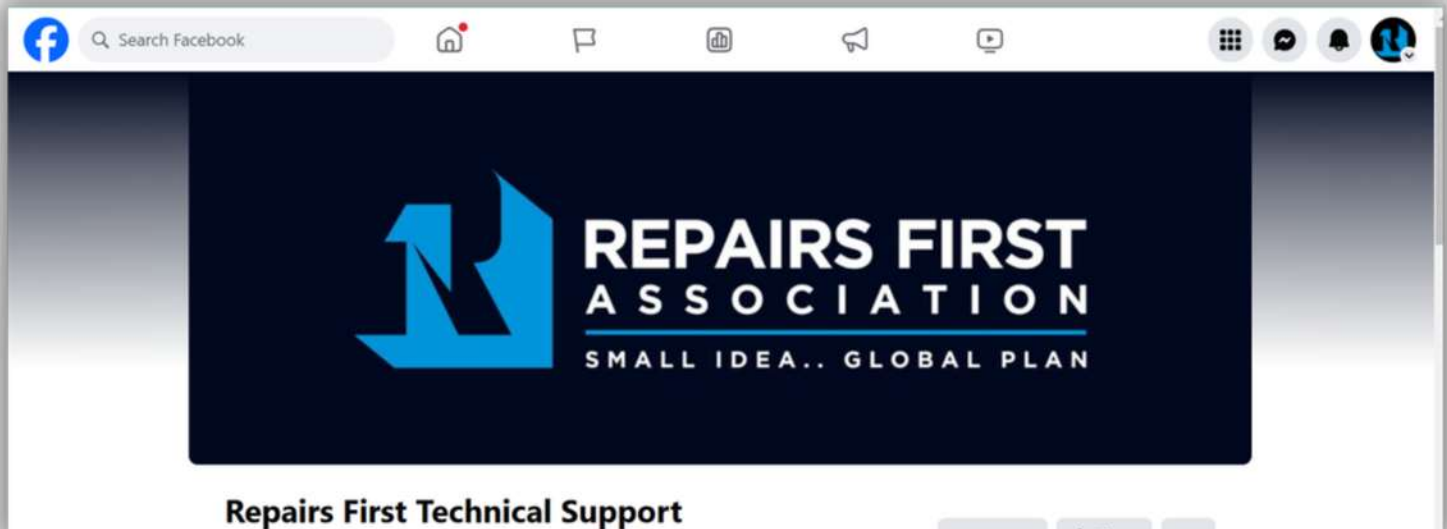
Members can even request mastermind topics!



Tech support group

Access to other shop owners

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



SUPPORT & COMMUNITY

Monthly Masterminds with Chris

LIVE

Christopher is a powerhouse in the repair industry, *known for his creative genius, community-first mindset, and viral “iDoc In The Shop” content.* As RFA’s lead for *Content Creation & Optimization*, he is helping members grow their visibility, tell better stories, and stand out in their markets.

- ✓ Monthly LIVE store operation calls & masterminds
- ✓ Strategy and support for member content creation
- Development of an enhanced Member Benefits Package
- ✓ with automation tools, software, and growth-focused services

The collage features several promotional graphics for live events and workshops:

- ORGANIC CONTENT = FIRE FB/IG ADS**: DATE: 10/23/25 12:00PM. Includes a list of speakers: Jeremy Kasperoff, Brian Abreu, Brad Branson, Chris Smith, Nicole Russell, and Jonathan Strang.
- COMMUNITY CALL "CHECK IN & SUPPORT"**: DATE: 10/30/25. Includes a list of speakers: Jeremy Kasperoff, Brian Abreu, Brad Branson, Chris Smith, Nicole Russell, and Jonathan Strang.
- HDMI PORT REPAIR WALKTHROUGH**: DATE: 12/4 12:00PM. Includes a list of speakers: Jeremy Kasperoff, Brian Abreu, Brad Branson, Chris Smith, Nicole Russell, and Jonathan Strang.
- REPAIRS FIRST ASSOCIATION PHONE FLIPPING CHALLENGE**: SESSION 1 OF 4. Includes a list of speakers: Jeremy Kasperoff, Brian Abreu, Brad Branson, Chris Smith, Nicole Russell, and Jonathan Strang.
- REPAIRS FIRST ASSOCIATION PRESENTS REPAIRS + RETAIL = ROCKET FUEL**: DATE: 9/18/2025 12:00PM. Includes a list of speakers: Jeremy Kasperoff, Brian Abreu, Brad Branson, Chris Smith, Nicole Russell, and Jonathan Strang.
- COME GET 1 MILLION VIEWS!!**: DATE: 12/11 12:00PM. Includes a list of speakers: Jeremy Kasperoff, Brian Abreu, Brad Branson, Chris Smith, Nicole Russell, and Jonathan Strang.
- REPAIRS FIRST ASSOCIATION CONTENT EDITING WORKSHOP**: 10/2 12:00PM. Guest: Chris Schroder, Buyback Expert & Author. FIRST 5 ON THE CALL GET A FREE COPY OF BUYBACK REVOLUTION 8/21 @ 10AM EST.
- ORGANIC CONTENT = FIRE FB/IG ADS**: DATE: 10/23/25 12:00PM. Includes a list of speakers: Jeremy Kasperoff, Brian Abreu, Brad Branson, Chris Smith, Nicole Russell, and Jonathan Strang.
- REPAIRS FIRST ASSOCIATION AI FOR REPAIR SHOPS "USE IT OR GET LEFT BEHIND"**: DATE: 9/4/2025 12:00PM. Includes a list of speakers: Jeremy Kasperoff, Brian Abreu, Brad Branson, Chris Smith, Nicole Russell, and Jonathan Strang.
- BLACK FRIDAY CHRISTMAS PREPARATION**: DATE: 11/06 12:00PM. Includes a list of speakers: Jeremy Kasperoff, Brian Abreu, Brad Branson, Chris Smith, Nicole Russell, and Jonathan Strang.

Christopher is on a mission to empower repair shop owners with tools that work — and content that converts.

SUPPORT & COMMUNITY

LIVE

✓ Bi-Weekly LIVE

MICRO SOLDERING TRAINING WITH MARTIN



REPAIRS FIRST ASSOCIATION

RFA MEMBER
MICRO SOLDERING
TRAINING

WITH MARTIN ORGANISTA

Bi-Weekly
Time: 6:00PM EST

How to join....

Log in to RFAMembers.com, click Products
Open '7. Weekly LIVE Session Links and Previous Recordings', Micro
Soldering Training, and register for the link.

Martin Organista is a *highly skilled micro-soldering technician* and *content creator* known for his expertise in complex logic board repairs and mobile device diagnostics.

Through his YouTube channel, he provides in-depth *educational tutorials* and *repair demonstrations* that have become a go-to resource for both aspiring and professional technicians in the electronics repair industry.



E-z Fix / Martin Organista

@EzFixMartin · 60.6K subscribers · 2.8K videos

Martin Organista Aquil ...more

[e-zfixline.com/mail-in-service](#) and 3 more links

Subscribe Join



SUPPORT & COMMUNITY

LIVE

 **1-on-1 support when needed**

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.



The graphic features the Repairs First Association logo in the top left. The main text is on a dark blue background that looks like a torn piece of paper. It says 'LIVE' in large red letters, followed by 'FREE Team Sales Training for all RFA Members with Brian Ahern'. A circular portrait of Brian Ahern is on the right. A 'DID YOU KNOW?' graphic is in the top right. A black box at the bottom left contains the text: '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!'. A white button at the bottom says 'Book your team training today!'. The website 'www.RFAMembers.com' is at the bottom left.

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

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

VENDOR SESSIONS



Regular Sessions to learn about vendors

Level Up Your Shop: Slashing Fees with the Coastal Pay & RFA Partnership

OPEN TO ANYONE!

Discover Coastal Pay, Join our RFA Vendor LIVE!
Tuesday 2/24/26 at 2:00 PM EST



Jeremy Kwaterski Brian Ahern Brad Broome



How to Save Thousands & Maximize Accessory Margins with Red Wolf Technology & RFA

- Save on every transaction
- Eliminate your credit card fees
- Enjoy 24/7 dedicated support
- Accept payments
- Get transparent reporting

OPEN TO ANYONE!

Discover Red Wolf Technology, Join our RFA Vendor LIVE!
Tuesday 3/17/26 at 2:00 PM EST



Jeremy Kwaterski Brian Ahern Brad Broome



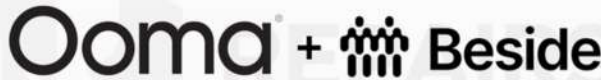
Never Miss Another Repair Call Again (AI Is Answering Now)

OPEN TO ANYONE!

Discover Ooma + M1 AI, Join our RFA Vendor LIVE!
Tuesday 3/24/26 at 3:00 PM EST



Jeremy Kwaterski Brian Ahern Brad Broome



www.Ooma.com

www.beside.com

- Ooma provides the professional business phone system
- M1 AI Voice Receptionist answers calls instantly
- Customers get quotes, answers, and appointment scheduling
- Calls are handled 24/7 – even when you're closed



Log in to RFAMembers.com for the link
Click Products, Open 'Weekly LIVE call links', and open the Zoom link.

RFA Holds regular video calls with a wide range of approved VETTED vendors. Join these to learn more about vendors and their services/products, and ask the hard questions!



With Moderator
Nicole Russell



ADDITIONAL BENEFITS

Contract review support

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.



Operational guidance

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



ADDITIONAL BENEFITS



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) Media Compete At The Expo Events At The Expo (Items) 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 Demos by industry leading YouTubers!
- Over \$50,000 in prizes!
- Learn from the best!
- Meet the industry leaders!
- Get your hands on the latest gear!
- Utilize the expo to your advantage!



BECOME A SPONSOR

LEARN MORE

TRAINING DEMOS AT THE EXPO



Jessa Jones
iFixit



Martin Organista
iFixit



Javier Guzman Jr.
iFixit



ADDITIONAL BENEFITS



Access to virtual assistants



Exclusive Offer for Repair First Association Members:

- \$0 onboarding cost for the VA
- FREE 1-hour consulting

We Handle It All:



We Hire VAs for Your Exact Needs



We Co-Train with You (You're Not Alone)



We Manage Daily Performance



You Get Results - Not Headaches

**SCALE WITH CONFIDENCE
DELEGATE LIKE A PRO**

If your to-do list is longer than your client list... It's time for a VA.

Signed, The Truth



**HIRING A VA
SHOULDN'T BE
ANOTHER
FULL-TIME JOB**

Elite support without the hiring & managing headaches



"We love it when your plan come together."

ADDITIONAL BENEFITS



Health insurance options



For the first time,

repair shops of all sizes—whether you're an RFA member or not—can access

-  Real PPO health insurance with nationwide networks
-  Custom-built plans for owners, teams, and families
-  Scalable coverage that grows with your business
-  Dental, vision, life insurance, and supplemental benefits
-  Direct support from licensed advisors who understand the repair industry

This industry-wide program helps repair shops attract and retain top talent, protect their teams, and compete on a higher level—without dealing with complicated insurance systems or overpriced alternatives.

Repairs First Association has partnered with Compass Health Consultants to bring the repair industry a powerful new benefit: affordable, customizable, ACA-compliant health insurance plans built specifically for technicians, service businesses, and growing repair teams.



**Industry-Wide Health Benefit for
Repair Shops
Not Just for RFA Members!**

*Strengthen your business.
Support your employees.
Elevate the entire repair industry.*

GETTING STARTED

Simple and quick to get started.

Schedule your onboarding call and we'll walk you through everything.



**Sign up at RFAMembers.com,
follow the sign up steps**



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 get emails welcoming you and you can even sign up for a call with Founder Brian Ahern

Sign up today!
RFAMembers.com



**REPAIRS FIRST
ASSOCIATION**

PRICING PLAN



\$69

**/MONTH PER LOCATION
WITH 1 YEAR COMMITMENT**

\$79

**MONTH-TO-MONTH
NO COMMITMENT**

\$699

ANNUALLY

**ONE CLAIM CAN COVER
YOUR MEMBERSHIP.**



**REPAIRS FIRST
ASSOCIATION**

**If you're just looking for discounts or training,
there are other options.**

If you want:

- More opportunities
- Better systems
- Real growth

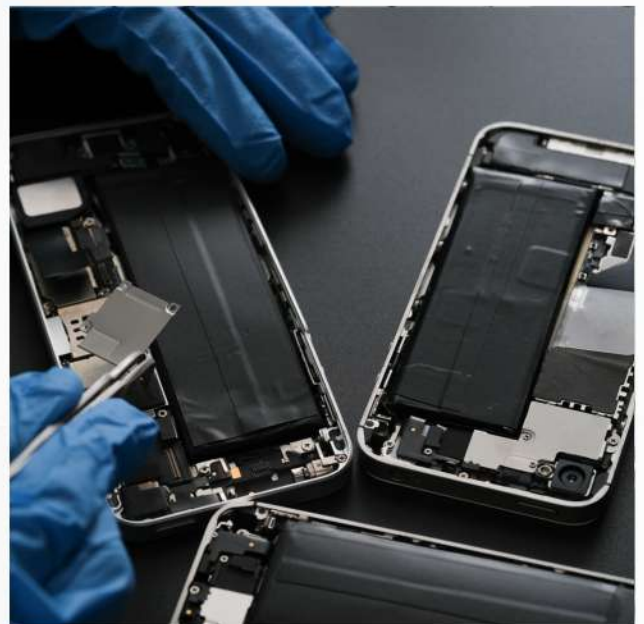
That's what we built RFA for.

JOIN NOW

Sign up for instant access at:
www.RFAMembers.com

Email: Info@repairsfirst.org

 **(423) 388-6600**



**REPAIRS FIRST
ASSOCIATION**



Founders and Board Members



Jeremy Kwaterski

Chief Executive Office (CEO) and Co-Founder



Brian Ahern

Chief Operations Officer (COO) and Co-Founder



Bradley Broome

Chief Financial Officer (CFO) and Co-Founder



Nicole Russell

Chief Training Officer (CTO)



Christopher Smith

Board Member



Jonathan Strange

Board Member



Bob Lafon

Board Member