



iMobileDoctor
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Apple™ & Android Mobility Repair Solutions





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iMobileDoctor Contact Information:

Availability: M-F (9am - 6pm); Sat (10am - 6:00pm);

Primary Technician: Andrew Moore (763) 218-6048

Ace Relationship Manager: Derek Judkins (612) 916-0966



Standard 24-48hr Drop-Off Service

All participating Ace Hardware stores offer the 48hr standard repair service (does not include Weekends). Bring in your broken Android, iPhone, iPad or iPod Touch and our experienced technicians professionally repair the device. We'll give you a call to pickup after the repair is completed.

All stores also provide a full selection of Do-It-Yourself parts. If you are highly technical and can follow a YouTube you might be able to repair your own device. The parts inventory includes batteries, glass screens, & LCD's.

Note: All Android, iPhone, iPad and iPod Touch devices are extremely difficult to open and repair. There is a good probability a first-timer could break or further damage the device. You are performing the repair at your own risk!



Fast Repair Service (only at select Ace locations)

Fast Repair service is managed on a first come, first serve basis. Walk-in's are welcome, however we recommend calling and adding your name to the reservation list for that morning. You should also verify the part is in stock that is required to repair your iPhone or iPad. You **MUST** arrive during the time specified for that store. If two people are on the list and both arrive at the same time we go by last name in alphabetic order.

Each repair takes on average of 1hr as long as there are no complications. The technician can usually perform 3-4 repairs each morning so we will take no more than 4 reservations for that day.

Visit **www.iMobileDoctor.com** and click on the Ace Hardware logo to find the closest Fast Repair location near you!

Water Damage Policy:

Our chemical restoration success rate is 75%-80% effective when device are brought in within a few days of being wet. We charge \$100 for the chemical process and diagnostics. If the process fails, we will refund \$50 back to the customer. Additional parts and labor could be applied if other parts are damaged beyond restoration such as the battery. **We do not warranty water damaged repairs.**

Return Policy:

30 days to return unopened and unused products for a full refund. No return will be allowed if visible evidence exists that installation was attempted with the product. 60 days to exchange defective products (**excluding** cracked or broken screens and LCD's). Original receipt must be present to process return.

Warranty Policy:

All iMobileDoctor products have a 60 day warranty against manufacture defects. (This excludes cracked or broken screens and LCD's). Original receipt must be present to process a warranty return or repair. During your warranty period, if any of the liquid damage indicators or void stickers have been tripped or show any sign of tampering, you warranty will be void.

Who Do I Contact If I have Problems?

Billing related issues would be addressed by Ace Hardware employees. All technical questions or issues related to the installation are first handled by iMobileDoctor technicians and resources. Refer to the contact information at the

Website Installation Resources:

www.iPhoneBatteryRepair.com

www.iMobileDoctor.com

www.YouTube.com

DIY - Installation Difficulty (iPhone vs. iPod Touch)



The **iPod Touch** is more difficult to repair when compared to the iPhone. All of the iPod Touch models have really tight case tolerances which make them difficult to open. We HIGHLY recommend using Pro-Installation options for any iPod Touch repairs. iMobileDoctor and Ace Hardware are not responsible for any additional damage that could be caused by opening the case.

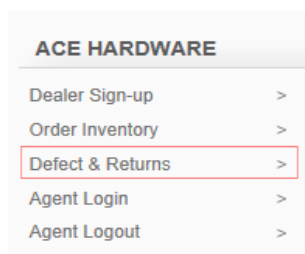
The **iPhone** repairs are rated medium and hard depending on what part is being replaced. There is slightly more tolerance for error on the iPhone repairs (less can go wrong during the repair). Opening the iPhone is easier when compared to the iPod Touch. Still, a fair level of technical ability is required to complete the installation. The installation videos are Step by Step which helps alot.

How to Process a Pro-Installation (Standard Repair & Fast Repair):

1. Identify model the iPhone, iPad or iPod Touch
2. Select and remove parts from inventory that needs to be installed and keep with the device
3. Customer must complete the top half of the iRepair information form
 - Customer receives "Pink" copy
 - iMobileDoctor receives "Yellow" copy (keep with device)
 - Ace Hardware maintains "White" copy
4. Secure device in bubble wrap
5. Device should be charged to at least 50%
6. Place device & part in locking container along with the "Yellow" copy of the repair form
7. Let customer know device will be ready for pickup within 48 business hours (weekends NOT included)
8. iMobileDoctor will document the part #, unit price and total price of service on "Yellow" copy
9. Ace Hardware will charge customer at time of checkout

How to Process Defective Part:

1. Verify no physical damage exists on the part
 2. Send an email to support@TopTechies.com with subject line "**iMobileDoctor Defective Part**"
 3. Include the part number, location and problem in the body of the email
 4. Visit and login to www.iMobileDoctor.com and click on the "Defect & Returns" to monitor status
- Note:** You'll need your Ace locations login information. If you need help send an email to support.





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iPod Touch Original (Not Supported)

Capacity Sizes: 8GB, 16GB, or 32GB

Distinguishing Details: Corner shaped antennae cover and bevel frame on front touch screen.



iPod Touch 2nd Generation (2G)

Capacity Sizes: 8GB, 16GB, or 32GB

Distinguishing Details: Contoured design and oval shaped antennae cover in the upper left hand corner. iPod touch (2nd generation) is model A1288 which is engraved on the backside.



iPod Touch 3rd Generation (3G)

Capacity Sizes: 16GB, or 32GB

Distinguishing Details: The iPod touch (3rd generation) can be distinguished from iPod touch (2nd generation) by looking at the back of the device. In the text below the engraving, look for the model number. iPod touch (3rd



iPod Touch 4th Generation (4G)

Capacity Sizes: 8GB, 32GB, or 64GB

Distinguishing Details: The iPod touch 4th generation has 2 cameras located on the front and back of the device.



iPhone 2G (Not Supported)

Capacity Sizes: 8GB, or 16GB

Model: A1203

Distinguishing Details: Metal case and the serial number etched on the back.



iPhone 3G

Capacity Sizes: 4GB, 8GB, or 16GB

Model: A1241

Distinguishing Details: You can distinguish iPhone 3G from iPhone by its plastic case. Additionally, the serial number is no longer on the back case imprint. You'll find the serial number for the iPhone 3G on the SIM tray. The imprint on the back of the phone has a faded look. Only the Apple logo is bright silver.



iPhone 3Gs

Capacity Sizes: 16GB & 32GB

Model: A1303

Distinguishing Details: You can distinguish iPhone 3GS from iPhone by its plastic case. Additionally, the serial number is no longer on the back case imprint. You'll find the serial number for the iPhone 3GS on the SIM tray. You can distinguish iPhone 3GS from iPhone 3G by the imprint on the back of the phone. The entire imprint on the back



iPhone 4 (GSM - AT&T Model)

Capacity Sizes: 8GB, 16GB & 32GB

Model: A1332

Distinguishing Details: Model A1332 - You can easily identify iPhone 4 by its glass and steel design. iPhone 4 is flat on the front and back and has a stainless steel band around the edges. The volume up and down buttons are marked with a "+" and "-" sign. iPhone 4 (GSM model) has a SIM tray on the right side of the case for holding a micro-SIM card. iPhone 4 (CDMA model) does not have a SIM tray.



iPhone 4 (CDMA - Verizon & Sprint Model)

Capacity Sizes: 8GB, 16GB & 32GB

Model: A1349

Distinguishing Details: Model A1349 - You can easily identify iPhone 4 by its glass and steel design. iPhone 4 is flat on the front and back and has a stainless steel band around the edges. The volume up and down buttons are marked with a "+" and "-" sign. iPhone 4 (CDMA model) does not have a SIM tray.



iPhone 4s

Capacity Sizes: 16GB, 32GB & 64GB

Model: A1387

Distinguishing Details: Model A1387 - You can easily identify iPhone 4 by its glass and steel design. iPhone 4 is flat on the front and back and has a stainless steel band around the edges.



iPad 1

Capacity Sizes: 16GB, 32GB & 64GB

Model: A1219 or A1337

Distinguishing Details: The iPad 1 does NOT have any cameras on the front or back. The front glass bezel of this model also only came in the color black. Compare the model number on the back of the unit.



iPad 2

Capacity Sizes: 16GB, 32GB & 64GB

Model: A1395 or A1396 or A1397

Distinguishing Details: The iPad 2 contains 2 camera on the front and back. The front bezel of this model come in white or black. Compare the model number on the back of the unit.



iPad 3

Capacity Sizes: 16GB, 32GB & 64GB

Model: A14xx

Distinguishing Details: The iPad 3 is very similar to the iPad 2 in design. Both have front and backside cameras. You'll want to review the model number on the back side and it should start with A14xx.



**Ace Hardware**

14760 Pennock Ave
Apple Valley, MN 55124

Phone 952-432-1004

Frattallone's Ace Hardware

13735 Round Lake Blvd Nw
Andover, MN 55304

Phone (763) 712-9833

Ace Hardware

108 West 98th Street
Bloomington, MN 5542

Phone 952-767-2981

Frattallone's Ace Hardware

3566 Winnetka Ave N
New Hope, MN 55427

Phone (763) 450-3080

Ace Hardware

3098 65th St East
Inver Grove Heights, MN 55076

Phone 651-455-2228

Frattallone's Ace Hardware

9225 Lexington Ave N
Circle Pines, MN 55014

Phone (763) 783-9161

Frattallone's Ace Hardware

2737 Hennepin Ave
Minneapolis, MN 55408

Phone (612) 238-0196

Frattallone's Ace Hardware

1750 Weir Dr
Woodbury, MN 55125

Phone (651) 738-1697

Frattallone's Ace Hardware

1676 Grand Ave
Saint Paul, MN 55105

Phone (651) 288-5981


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Part #	Vendor	Device & Part	MSRP	Labor	Part + Labor
D-DROD-DIAG	Android	Android Diagnostic	\$0.00	\$50.00	\$50.00
D-DROD-WATER	Android	Android Water Damage Repair	\$0.00	\$100.00	\$100.00
D-APPL-DIAG	Apple	Apple Diagnostic	\$0.00	\$50.00	\$50.00
D-APPL-WATER	Apple	Apple Water Damage Repair	\$0.00	\$100.00	\$100.00
D-iPAD-1-4	Apple	iPad 1 Battery	\$48.95	\$66.00	\$114.95
D-iPAD-1-1	Apple	iPad 1 Digitizer, Frame, Glass Touch Screen (Black)	\$69.95	\$66.00	\$135.95
D-iPAD-1-3	Apple	iPad 1 LCD Screen	\$130.00	\$89.00	\$219.00
D-iPAD-2-4	Apple	iPad 2 Battery	\$45.90	\$66.00	\$111.90
D-iPAD-2-1	Apple	iPad 2 Digitizer & Glass Touch Screen (Black)	\$69.95	\$95.00	\$164.95
D-iPAD-2-7	Apple	iPad 2 Digitizer & Glass Touch Screen (White)	\$69.95	\$95.00	\$164.95
D-iPAD-2-3	Apple	iPad 2 LCD Screen	\$125.00	\$95.00	\$220.00
D-iPAD-3-1	Apple	iPad 3 Digitizer & Glass Touch Screen (Black)	\$84.95	\$105.00	\$189.95
D-iPAD-3-7	Apple	iPad 3 Digitizer & Glass Touch Screen (White)	\$84.95	\$105.00	\$189.95
D-iPAD-2-12	Apple	iPad Case Opening Tools	\$13.95	\$0.00	13.95
D-iPHO-3G-4	Apple	iPhone 3G Battery	\$19.95	\$45.00	\$64.95
D-iPHO-3G-1	Apple	iPhone 3G Glass\Digitizer	\$29.95	\$50.00	\$79.95
D-iPHO-3G-2	Apple	iPhone 3G LCD	\$39.95	\$45.00	84.95
D-iPHO-3Gs-4	Apple	iPhone 3Gs Battery	\$19.95	\$45.00	\$64.95
D-iPHO-3Gs-1	Apple	iPhone 3Gs Glass\Digitizer	\$29.95	\$50.00	\$79.95
D-iPHO-3Gs-2	Apple	iPhone 3Gs LCD	\$39.95	\$45.00	84.95
D-ACC-13	Apple	iPhone 4 & 4S Case Opening Tool Kit	\$9.95	\$0.00	9.95
D-iPHO-4-4	Apple	iPhone 4 Battery	\$19.95	\$39.00	\$58.95
D-iPHO-4-11	Apple	iPhone 4 LCD-Digitizer-Glass (CDMA - White)	\$59.95	\$66.00	\$125.95
D-iPHO-4-1	Apple	iPhone 4 LCD-Digitizer-Glass (GSM - Black)	\$59.95	\$66.00	\$125.95
D-iPHO-4-20	Apple	iPhone 4 LCD-Digitizer-Glass (GSM - White)	\$59.95	\$66.00	\$125.95
D-iPHO-4-3	Apple	iPhone 4 LCD-Digitizer-Glass(CDMA - Black)	\$59.95	\$66.00	\$125.95
D-iPHO-4s-4	Apple	iPhone 4s Battery	\$19.95	\$39.00	\$58.95
D-iPHO-4s-1	Apple	iPhone 4s LCD-Digitizer-Glass (GSM + CDMA)	\$64.95	\$66.00	\$130.95
D-iPHO-4s-20	Apple	iPhone 4s LCD-Digitizer-Glass (GSM + CDMA)	\$64.95	\$66.00	\$130.95
D-iPHO-5-1	Apple	iPhone 5 LCD-Digitizer-Glass (GSM + CDMA)	\$360.00	\$66.00	\$426.00
D-iPHO-5-20	Apple	iPhone 5 LCD-Digitizer-Glass (GSM + CDMA)	\$360.00	\$66.00	\$426.00
D-iPOD-2G-4	Apple	iPod Touch 2G Battery	\$19.95	\$45.00	64.95
D-iPOD-2G-1	Apple	iPod Touch 2G Glass\Digitizer	\$29.95	\$45.00	74.95
D-iPOD-2G-2	Apple	iPod Touch 2G LCD	\$24.95	\$45.00	69.95
D-iPOD-3G-4	Apple	iPod Touch 3G Battery	\$19.95	\$45.00	64.95
D-iPOD-3G-1	Apple	iPod Touch 3G Glass\Digitizer	\$29.95	\$50.00	\$79.95
D-iPOD-3G-2	Apple	iPod Touch 3G LCD	\$24.95	\$45.00	69.95
D-iPOD-4G-4	Apple	iPod Touch 4G Battery	\$19.95	\$66.00	\$85.95
D-iPOD-4G-1	Apple	iPod Touch 4G Glass\Digitizer\LCD Combo (Black)	\$49.95	\$66.00	\$115.95
D-iPOD-4G-2	Apple	iPod Touch 4G Glass\Digitizer\LCD Combo (White)	\$49.95	\$66.00	\$115.95
D-iPOD-5G-1	Apple	iPod Touch 5G Glass\Digitizer (Black)	\$0.00	\$50.00	\$50.00
D-iPOD-5G-2	Apple	iPod Touch 5G Glass\Digitizer (White)	\$0.00	\$50.00	\$50.00
D-DROD-HTC-3	HTC	HTC Amaze Screen\Digitizer	\$60.00	\$75.00	\$135.00
D-DROD-HTC-10	HTC	HTC Evo 3D Screen\Digitizer	\$50.00	\$80.00	\$130.00
D-DROD-HTC-11	HTC	HTC Evo 4G Screen\Digitizer	\$32.00	\$75.00	\$107.00
D-DROD-HTC-6	HTC	HTC HD 2 Screen\Digitizer	\$65.00	\$80.00	\$145.00
D-DROD-HTC-7	HTC	HTC HD 7 Screen\Digitizer	\$59.00	\$80.00	\$139.00
D-DROD-HTC-5	HTC	HTC Incredible 4G Screen\Digitizer	\$64.00	\$75.00	\$139.00
D-DROD-HTC-9	HTC	HTC MyTouch 4G Screen\Digitizer	\$50.00	\$75.00	\$125.00

D-DROD-HTC-2	HTC	HTC One S Screen\Digitizer	\$240.00	\$60.00	\$300.00
D-DROD-HTC-8	HTC	HTC Rezound Screen\Digitizer	\$59.00	\$75.00	\$134.00
D-DROD-HTC-1	HTC	HTC Sensation Screen\Digitizer	\$64.00	\$75.00	\$139.00
D-DROD-HTC-4	HTC	HTC Thunderbolt Screen\Digitizer	\$45.00	\$75.00	\$120.00
D-DROD-MOT-3	Motorola	Motorola Bionic Screen\Digitizer	\$96.00	\$65.00	\$161.00
D-DROD-MOT-2	Motorola	Motorola DROD 4 Screen\Digitizer	\$79.00	\$100.00	\$179.00
D-DROD-MOT-1	Motorola	Motorola DROD Razr/Maxx Screen\Digitizer	\$249.00	\$75.00	\$324.00
D-DROD-SAM-7	Samsung	Galaxy S Captivate Screen\Digitizer	\$155.00	\$60.00	\$215.00
D-DROD-SAM-9	Samsung	Galaxy S Epic Screen\Digitizer	\$145.00	\$95.00	\$240.00
D-DROD-SAM-8	Samsung	Galaxy S Fascinate Screen\Digitizer	\$155.00	\$60.00	\$215.00
D-DROD-SAM-10	Samsung	Galaxy S Vibrant Screen\Digitizer	\$160.00	\$60.00	\$220.00
D-DROD-SAM-5	Samsung	Galaxy S2 AT&T Screen\Digitizer	\$230.00	\$55.00	\$285.00
D-DROD-SAM-6	Samsung	Galaxy S2 T-Mobile Screen\Digitizer	\$230.00	\$55.00	\$285.00
D-DROD-SAM-1	Samsung	Galaxy S3 Screen\Digitizer	\$290.00	\$50.00	\$340.00
D-DROD-SAM-4	Samsung	Galaxy Tab 10.1 Screen\Digitizer	\$90.00	\$95.00	\$185.00
D-DROD-SAM-3	Samsung	Galaxy Tab 7.0 Screen\Digitizer	\$65.00	\$85.00	\$150.00
D-DROD-SAM-2	Samsung	Samsung Stratosphere Screen\Digitizer	\$195.00	\$80.00	\$275.00

Water Damage Policy:

Our chemical restoration success rate is 75%-80% effective when device are brought in within a few days of being wet. We charge \$100 for the chemical process and diagnostics. If the process fails, we will refund \$50 back to the customer. Additional parts and labor could be applied if other parts are damaged such as the battery. **We do not warranty water damaged repairs.**

Diagnostic Policy:

If the problem is unknown, we charge \$50 diagnostic fee to determine failed parts. This \$50 is applied to the final bill if the customer decides to move forward with the repairs.