Fixr8 Founding Pilot

Step-by-step repair answers from your own service manuals, with the page cited on every answer.

Who it's for

Equipment service businesses with roughly 10-250 technicians: independent service organizations, third-party service providers, and OEM service teams. Imaging and medical equipment service is our first focus.

The problem

Techs search 300-page PDFs on a phone while equipment is down.
Wrong steps mean repeat visits.
Senior engineers become everyone's search engine.

What you get

- One recurring diagnostic workflow and one priority source subset
- A guided path built from your manuals, reviewed by your senior expert
- Technician Q&A with page citations, and escalation when the manual doesn't cover it
- Closeout records: symptoms, steps tried, escalation reasons, final fix
- A results package: usage, AI cost, pilot metrics, and an expand-or-pause recommendation

Timeline

1. **Week 1:** Pick the workflow, review sources, agree on success criteria
2. **Weeks 2-3:** Build the guided path, expert review
3. **Weeks 4-8:** Technicians use it; we observe and iterate
4. **Final review:** Results, gaps, pricing, expansion decision

What we need

A workflow owner and a senior expert,
the relevant manuals or SOPs,
a small group of techs,
one baseline metric.

Example answer

Technician asks: "ECORAY ORANGE 1040HF is showing Err10."

Fixr8: "Err10 means the high-voltage tank has overheated (55 °C). Stop exposures, wait until the tank reaches 50 °C and the CHECK LED turns off, then reset the main switch."

Source: ECORAY ORANGE 1040HF User Manual, Error code and Corrective Actions, p. 30.

Book a 30-minute demo: fixr8.com/book-demo · hello@fixr8.com

Pilots are paid and scoped after discovery, with a 60-day money-back guarantee.