Repair Settings & Configuration

Configure repair deposits, diagnostic fees, smart part learning, loaners, labels, and repair receipts.

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1. Pricing and Deposits

Configure minimum deposits and diagnostic fees.

How to require a minimum repair deposit

1. Open **Repair > Manage > General**.
2. Enable the minimum deposit requirement.
3. Enter the required deposit percentage.
4. Save Repair Settings.
5. Start a controlled new repair and verify the deposit rule.

Choose a percentage that matches business policy. Explain the deposit and refund terms to customers before collecting it.

How to configure a diagnostic fee

1. Open General Repair Settings.
2. Enable **Diagnostic Fee**.
3. Enter the fee amount.
4. Save the settings.

During repair completion, employees can be offered the configured diagnostic fee when a repair is marked Fixed or Cannot Fix. Policy and customer authorization should explain when the fee applies.

2. Parts, Loaners and Labels

Configure smart part learning, automatic parts, loaners, and label printing.

How smart part learning works

Smart part learning helps RepairNest POS remember parts associated with repair work.

1. Open General Repair Settings.
2. Enable **Smart Part Learning**.
3. Enable automatic insertion of learned parts only when the business wants suggestions added automatically.
4. Save and monitor several repairs.

Review suggested parts before completion. Learning assists the technician; it does not replace stock, compatibility, or cost verification.

How to enable loaner devices for repairs

1. Open General Repair Settings.
2. Enable **Loaner Device**.
3. Save the settings.
4. Verify the loaner workflow appears on eligible repairs.

Create a business policy for eligibility, condition, return deadlines, deposits, and customer responsibility. Track the handoff and return so outstanding loaners appear accurately on the dashboard.

How to enable automatic repair-label printing

1. Configure DYMO on the intake computer.
2. Open General Repair Settings.
3. Enable automatic DYMO label printing.
4. Save the settings.
5. Create a controlled repair ticket and confirm one accurate label prints.

The new-repair workflow also provides a per-ticket automatic label option. Do not place device passwords or sensitive data on labels.

3. Repair Receipt Settings

Choose which repair details appear on receipts.

How to choose details shown on repair receipts

Repair Receipt Settings control customer-facing repair details.

1. Open **Repair > Manage > Receipt**.
2. Choose whether to show or hide the problem description.
3. Choose whether to show or hide the solution or completion note.
4. Choose whether to show or hide the IMEI or serial number.
5. Save the settings.
6. Preview or print a controlled repair receipt.

Show enough information to identify the work while protecting customer and device privacy.

Repair Settings & Configuration overview

Repair Settings control minimum deposits, diagnostic fees, smart part learning, automatic learned parts, loaner availability, automatic DYMO labels, and receipt detail visibility.

Settings apply only when the Repair module and related features are enabled. Test changes with a controlled repair before using them with customers.

For general aging thresholds, see Register aging alerts.