

Preview Edition — Free Sample

Bench Technician Operations & Training System

A look inside the complete 199-page bench manual used at the OurITPerson PC and laptop repair bench — the technician training system, shop-operations guide, customer paperwork, troubleshooting matrix, and certification framework.

01

Diagnose before replacing.

02

Backup before changing.

03

Document before forgetting.

04

Test before delivering.

WHAT YOU ARE PREVIEWING

Inside the complete edition

The full manual is a single, self-contained reference that takes a repair bench from the customer's first phone call to a certified technician. This preview shows a small sample of each part — the complete edition contains everything below.

199

printable pages

276

tools in the encyclopedia

100

real-world case studies

16

step-by-step bench SOPs

8

printable customer forms

8

troubleshooting flowcharts

Part I **Bench Tools & Utilities Encyclopedia**

Part II **Bench Procedures & Shop Operations SOPs**

Part III **Printable Customer Forms Package**

Part IV **Parts & Tool Inventory System**

Part V **Troubleshooting Flowcharts & Reference Tables**

Part VI **100 Real-World Technician Case Studies**

Part VII **Technician Certification Program**

Part VIII **Quick Reference Cards & Roadmap**

• PREVIEW — PARTIAL SAMPLE

This preview contains **6 of 276** tools and **2 of 100** case studies. The complete edition unlocks all eight parts in full, plus the certification exam and printable bench cards. **Get the complete edition**



SAMPLE — PART I

Tool Encyclopedia

The heart of the manual: every diagnostic, recovery, and repair utility on the bench, each with purpose, use cases, difficulty, licensing, and a basic-use procedure. Six of 276 entries are shown here.

#006 Malwarebytes

INTERMEDIATE TO ADVANCED

PURPOSE	Malware scanner used to detect and remove common infections, adware, potentially unwanted programs, and persistence leftovers.
USE WHEN	Suspected malware, popups, browser hijacks, slow startup, suspicious persistence, customer reports of scam popups.
LICENSE	Usually free for personal use; verify commercial terms if used for paid repair work.
BASIC USE	1. Boot Mini Windows if installed Windows is unstable. 2. Update definitions if network access is available. 3. Run a scan against the affected Windows drive. 4. Quarantine detections and review Autoruns for persistence. 5. Reboot the repaired system and confirm symptoms are gone.

CAUTION Do not assume one clean scan proves the system is safe. Check persistence and browser settings too.

#047 CrystalDiskInfoPortable

INTERMEDIATE

PURPOSE	Reads drive SMART health data to identify failing disks and SSDs.
USE WHEN	Slow boot, clicking drives, freezes, CRC errors, Windows repair loops, file corruption, or suspected bad sectors.
LICENSE	Usually free for personal use; verify commercial terms if used for paid repair work.
BASIC USE	1. Run a non-destructive health check first. 2. Review SMART values, temperature, reallocated sectors, and pending sectors. 3. If health is poor, stop unnecessary scans and image the drive. 4. Run deeper read-only tests only when safe. 5. Do not run write, erase, remap, or low-level format unless data is already backed up.

CAUTION Avoid long stress scans on clicking or failing drives. Image first if the data matters.

#073 MemTest86

INTERMEDIATE

PURPOSE	Bootable memory test used to verify RAM stability and find defective memory modules.
USE WHEN	Random crashes and freezes, repeated BSODs (MEMORY_MANAGEMENT, IRQL_NOT_LESS_OR_EQUAL), errors after a RAM upgrade, or whenever you need to clear RAM as a cause before replacing other parts.
LICENSE	Usually free for personal use; verify commercial terms if used for paid repair work.
BASIC USE	1. Boot the memory test directly from your bootable technician USB (MediCat or equivalent). 2. Run at least one full pass; four passes is better. 3. If errors appear, test one RAM stick at a time. 4. Document the slot and module that failed. 5. Replace defective memory and retest.

CAUTION False errors are common when the motherboard or PSU is unstable — test one stick at a time in a known-good slot to localise the fault before quoting RAM.

#079 DDU

BEGINNER TO INTERMEDIATE

PURPOSE	Display Driver Uninstaller removes GPU drivers cleanly before reinstalling fresh drivers.
USE WHEN	GPU driver corruption, repeated install/uninstall loops, residual driver conflicts before swapping a GPU card, or cleaning up before installing a fresh vendor driver.
LICENSE	Usually free for personal use; verify commercial terms if used for paid repair work.
BASIC USE	1. Create a restore point or backup if Windows boots. 2. Identify missing or broken device drivers. 3. Install only the drivers needed first, especially network, chipset, video, and audio. 4. For GPU driver corruption, use DDU then install the fresh vendor driver. 5. Reboot and verify Device Manager.

CAUTION Run in Safe Mode for the cleanest removal. Disable Windows Update temporarily so it doesn't auto-reinstall an old driver before you can lay down the fresh one.

#020 Macrium Reflect

INTERMEDIATE

PURPOSE	Disk imaging, cloning, and recovery tool used before risky repairs and for SSD replacements.
USE WHEN	Before any risky repair, before an SSD swap, when a customer drive is degrading and needs imaging ahead of recovery, and for full system disaster-recovery jobs.
LICENSE	Commercial or trialware likely. Use only within its license and verify before business use.
BASIC USE	1. Identify source and destination drives by size and model. 2. If the source drive is failing, image it before attempting repairs. 3. Choose clone or image depending on the job. 4. Verify the backup or clone after completion. 5. Do not overwrite the customer original until recovery is confirmed.

CAUTION Confirm source and destination drives by serial number, not just drive letter. A clone running the wrong direction will overwrite the customer's only copy of their data.

#085 AutorunsPortable**BEGINNER TO INTERMEDIATE**

PURPOSE	Startup and persistence analyzer used to find programs, services, drivers, and scheduled tasks that launch automatically.
USE WHEN	Slow startup, suspicious services or scheduled tasks, post-infection persistence cleanup, and verifying nothing unwanted is launching at boot.
LICENSE	Usually free for personal use; verify commercial terms if used for paid repair work.
BASIC USE	1. Launch the tool from your bootable technician USB (MediCat or equivalent). 2. Select the affected device, folder, or Windows installation. 3. Use read-only or preview modes first when available. 4. Apply changes only after confirming the target. 5. Document results before closing the repair ticket.

CAUTION Disable suspect entries first and reboot to confirm the system still works — only delete after that. Legitimate startup items can look junk-like at a glance.

• 270 MORE TOOLS LOCKED

The full encyclopedia covers every tool on the bench — anti-malware, drive imaging, data recovery, hardware diagnostics, Windows repair, networking, partitioning, and more. **Unlock the complete edition →**

SAMPLE — FRONT MATTER

General Diagnostic Principles

These five principles govern every job on the bench. They are the backbone the rest of the manual is built on.

- 01 Confirm the customer complaint before replacing parts.
- 02 Back up or image customer data before risky repairs.
- 03 Run the least destructive diagnostic first.
- 04 Escalate from read-only inspection to repair / write operations only after backup and approval.
- 05 Document findings, work performed, parts used, and final validation before delivery.

Stop & image the drive

Stop work and image the drive immediately if there are clicking noises, SMART warnings, read errors, disappearing partitions, or irreplaceable customer files.

Working rhythm

Read → reproduce → isolate → back up → repair → retest → document. Every part of the full manual is organized around that loop.

SAMPLE — PART VI

Real-World Case Studies

100 worked bench scenarios trace the path from the customer's words through diagnosis, tool selection, repair, and validation — ideal for training and for calibrating on unfamiliar symptoms. Two are shown here.

01

Laptop Extremely Slow

"laptop extremely slow" or an equivalent customer description.

LIKELY CAUSES

- Heavy startup load (autoruns / services)
- Failing storage with slow read errors
- Memory pressure or runaway process
- Malware or PUP slowing the system

DIAGNOSTIC TOOLS

- CrystalDiskInfo
- Process Explorer
- Autoruns
- Malwarebytes

PROCEDURE

1. Record the customer statement exactly
2. Reproduce the issue if safe
3. Run the primary diagnostic tool
4. Confirm with a secondary tool
5. Document the finding
6. Perform the approved repair
7. Retest the original symptom

Diagnosis. Identify the most likely confirmed cause based on tool results, physical inspection, and symptom reproduction. Do not replace parts until evidence supports the recommendation.

REPAIR

- Apply the approved repair
- Avoid unnecessary changes
- Protect customer data
- Record parts and labour

FINAL VALIDATION

- ☐ Original complaint no longer occurs
- ☐ Multiple reboots successful when applicable
- ☐ Customer files or functions verified
- ☐ Ticket notes completed
- ☐ Customer informed

17

Ransomware Infection

"ransomware infection" or an equivalent customer description.

LIKELY CAUSES

- Malware or PUP
- Browser hijacker
- Startup persistence
- User-installed unwanted software

DIAGNOSTIC TOOLS

- Malwarebytes
- Autoruns
- Process Explorer
- TCPView

PROCEDURE

1. Disconnect network immediately
2. Disconnect external drives
3. Document ransom note and file extensions
4. Create a safe image if possible
5. Check offline backups
6. Proceed only with customer approval

Diagnosis. Identify the most likely confirmed cause based on tool results, physical inspection, and symptom reproduction. Do not replace parts until evidence supports the recommendation.

REPAIR

- Apply the approved repair
- Avoid unnecessary changes
- Protect customer data
- Record parts and labour

FINAL VALIDATION

- ☐ Original complaint no longer occurs
- ☐ Multiple reboots successful when applicable
- ☐ Customer files or functions verified
- ☐ Ticket notes completed
- ☐ Customer informed

• 98 MORE CASE STUDIES LOCKED

98 more worked cases in the complete edition — slow machines, no-boot laptops, liquid damage, ransomware, board-level faults, data recovery, and difficult-customer situations. **Get the complete edition →**

SAMPLE — PART II

Bench Procedures & SOPs

16 standardised procedures take common jobs from intake to pickup. One is shown here in full.

Customer Arrival to Pickup Workflow

PROCEDURE

1. Greet customer and assign repair number
2. Record customer symptoms exactly as stated
3. Inspect physical condition before powering on
4. Perform initial boot and symptom reproduction
5. Select diagnostic tools based on symptom
6. Document cause and repair recommendation
7. Obtain approval before paid repair
8. Perform final validation
9. Review results with customer at pickup

FINAL VALIDATION

- ☐ Record results in the bench worksheet
- ☐ Perform multiple reboots when appropriate
- ☐ Verify the original customer complaint is resolved
- ☐ Explain work completed to customer

• FORMS, INVENTORY & CERTIFICATION LOCKED

The complete edition also includes the paperwork: 8 printable customer forms, a parts-and-tool inventory system, 8 troubleshooting flowcharts with reference tables, a full technician certification program, and printable quick-reference bench cards. **See everything →**

THE COMPLETE EDITION

Run your whole bench from one manual.

You have seen the format and the quality. The complete edition is the entire system — ready to print, ready to train with, and fully editable so you can make it your shop's own.

- ✓ All **276** tool-encyclopedia entries, with an alphabetical index
- ✓ **16** start-to-finish bench procedures + shop-operations SOPs
- ✓ **8** printable customer forms — intake, approval, liability, pickup
- ✓ Parts & tool inventory system with reorder workflow
- ✓ **8** troubleshooting flowcharts and corrected reference tables
- ✓ All **100** real-world technician case studies
- ✓ Full technician certification program — exam, practical, checklist
- ✓ Printable quick-reference bench cards
- ✓ Editable source file — rebrand and adapt it freely

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