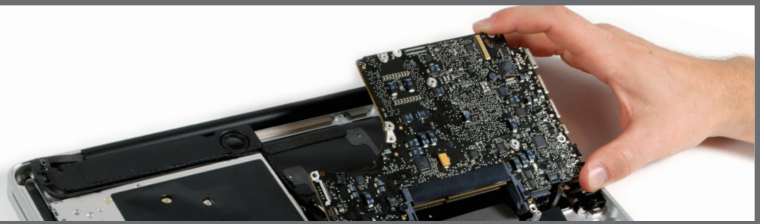























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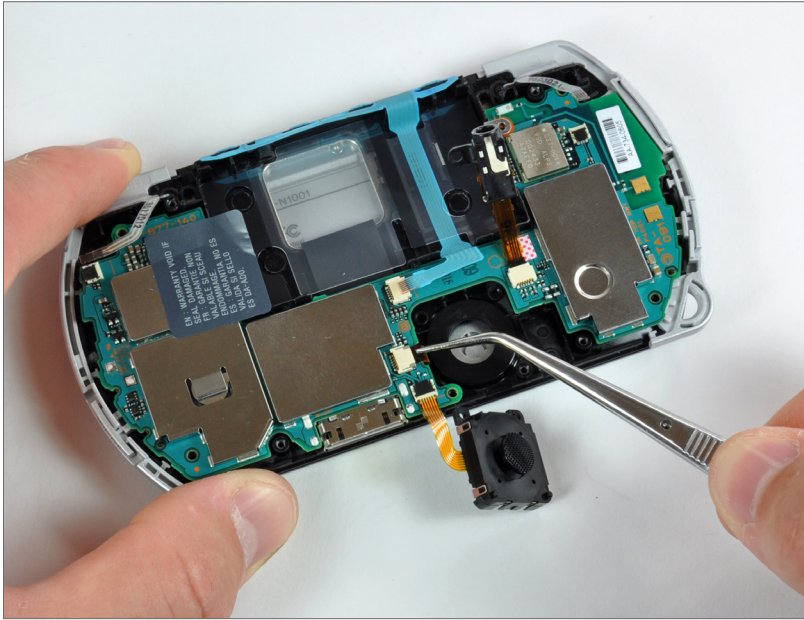
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An outdated manual can be worse than having no manual at all: incorrect information can cause expensive mistakes. For a document to be truly useful for years to come, it has to get better with use. In our manuals, every single step has an edit button, allowing field technicians to fix errors and make improvements. Field edits are queued for review. Once approved, our system automatically regenerates an updated version of the document in every format.



Sony PSP Go

We initially took apart the PSP Go as a promotional teardown. But we knew that repair guides for the PSP would better serve the public, so we took pictures for repair guides during the teardown. It took us only a little extra time to create a full set of repair guides for the PSP Go, which are now the #2 hit on Google for "PSP Go repair."



iPhone 3G

Our own repair guides become better over time. Prior to April of 2009, the best known method of opening an iPhone 3G was to insert a metal tool in between the glass and silver front bezel – potentially scratching or cracking

the glass. We received email tips on using a suction cup instead, so we went back to our lab and thoroughly tested this new way of opening the device. Our tests showed the suction cup method to be reliable, so we implemented the easier and safer method in our guides.



Dell Adamo

We worked directly with Dell's industrial design group to showcase their sleek laptop. We were able to promote the teardown through hundreds of blogs and dozens of mainstream news sites, and have over 44,000 visitors look into the Adamo's internals.



PowerBook G4 Aluminum 15"

The PowerBook G4 line had a very unique latching mechanism that connected the top and bottom cases together. We went through six iterations of the guide before we were finally satisfied with how the motion was described to the guide user.

Excerpt: Removing an iPhone front panel



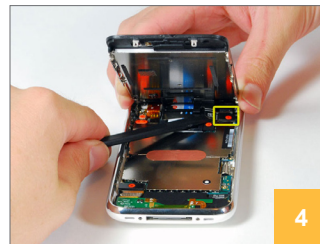
- Remove the two Phillips #00 screws from the dock-connector end of the iPhone.



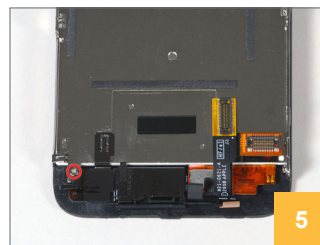
- Use a small suction cup near the Home button to gently pull up the bottom portion of the iPhone's display assembly.



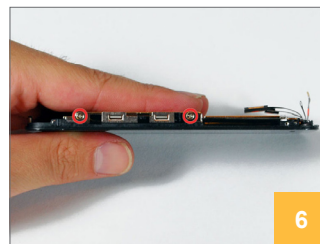
- The display assembly is still connected to the iPhone by several cables, so don't try to remove it entirely just yet. Rotate the display assembly up until it is at an angle of approximately 45 degrees.



- Use a spudger to disconnect the black ribbon cables labeled "1," "2," and "3." Slide the ribbon cables out of their connectors, and remove the display assembly from the iPhone.



- Remove the single Phillips #00 screw from the corner of the display assembly.



- Remove the two Phillips #00 screws from the right side of the display assembly.

See the complete manual at <http://bit.ly/8aR1r1>