

TECHNOLOGY

The Tristar

Tristar (or "Hydra" in newer models) is an IC on the logic board of iDevices that is used for authentication of USB devices. Its purpose is to check the authenticity of any attached cable or device via the Lightning Port and to allow or deny data transmission or charging processes. By using uncertified accessories (such as knock-off data cables or Lightning-port-fans) this very sensitive chip can easily get damaged and stop working correctly.

The Problem

The symptoms of a faulty Tristar/Hydra (no function, rapid battery drain, etc.) are mostly similar to those of a faulty battery. This is why differential diagnosis between battery and logicboard problems is very complicated. If a faulty Tristar is not discovered and a new battery is installed instead, this may bring the phone back to life instantly. However, the new battery will be damaged within weeks if not days and the symptoms will return. This not only results in damaged batteries but also in unsatisfied customers.

The Solution

Tristar tester can show typical Tristar/Hydra faults within seconds without opening the device. This enables you to detect these errors before or while checking the device in for repair and allows you to discuss the needed repairs right at the point of sale, avoiding unneeded repairs (such as battery replacements) and wasted parts. This not only lowers your parts costs, but also increases customer satisfaction, as it is widely known that customers hate nothing more than subsequently increased repair quotes.

Taking diagnostics to the next level

Say goodbye to needlessly replaced batteries, dissatisfied customers and increased part and labor costs. Tristar tester helps you diagnose the mostly wide-spread hardware fault in iDevices within seconds.

Safe transactions. No surprises.

Buyback

A faulty Tristar/Hydra IC is the most wide-spread defect found in used iPhones, iPods and iPads. Avoid spending too much money on faulty devices by checking before the purchase is made.

Solid diagnoses. Satisfied customers.

Point of Sale

Impress your customers with precise diagnoses right at the Point of Sale. Increase customer satisfaction and earn their trust by pointing out the real problem of their phone after they had their battery replaced countless times by your competitors.

Boost your repair efficiency.

Repair centers

Stop spending time on false diagnoses and start making money. Bring your time spent on diagnostics down to a minimum and avoid wasting batteries due to undiscovered logicboard problems. tristar tester helps you diagnose devices in lightspeed.