

Team KnowHow: Repair and Support Plan

General: I have just resolved my issue with the Team KnowHow Repair service that they offer. I did have this review typed up months ago but due to the laptop being fixed and then not fixed, after awhile I decided not to post the repair, but i changed my mind.

Repairs: Now I booked my old laptop in for repair with them on the 20/12/18, Due to the laptop having faded pixels on the display. It was away for repair no longer than a week because Team KnowHow have a 7 day repair guarantee The laptop was returned with the display replaced. I was happy with that I went to use the laptop and noticed that it had some terrible backlight bleed. The panel that they fitted in the laptop was faulty. So in that case I took the laptop back in for repair and was without the laptop for another week.

I had the laptop back and when I turned the thing on and saw that Lenovo logo, it had the same fault. Lucky this time I checked this in the store. So I did not have to cart the laptop around they sent it back off while I was there. Now this repair took the same amount of time as the first time.

When I got the laptop back from the 3rd repair, they once again changed the LCD panel. I thought that it was no problem I probably just had faulty panel. I took the laptop home once again with intention of getting on with some work for my personal website. I needed to get some posts drafted. I think after the repair I was using the laptop for roughly two days, and then that when I started having some more problems. In the middle of writing out this blog post that I was trying to get up and on the website the laptops display just started flickering. As I have worked in repairing laptops previously I checked to see if there was any windows updates and or any driver updated that might be causing this.

Now I thought that this is the last repair this laptop can possibly have. I took the laptop home once again with the intention of getting some work done. I opened the laptop and it looked like new they replaced the top case lcd panel and ribbon cable. I got on with some writing on Google Docs and did not find any issues. When I finished my work I opened up the Netflix app in Windows 10, now this is a dark application. I was watching some tv series on there and then I spotted it, a single dead pixel constantly showing red. I was fed up by this time it was the end of February. This has been going on for two months. I took the laptop back into store and put in a request for a write off. This is apart of the Repair and Support plan with their laptops is if the laptop you have has 3 or more repairs for manufacturing defects then they will give you a voucher to purchase a different laptop.

They offered me a replacement first which was nowhere near the specification that I had so I did turn that down. Then the next day I had a write off voucher, and I went to purchase a different laptop.

Conclusion: I understand why some people can get frustrated on the service that their repair centres do give but the do follow their terms and conditions. So if I would give a recommendation, read the terms and conditions of the Repair and Support plan before

making a decision of purchasing it. All in all it is not a insurance, it is there to offer you a repair service outside of your guarantee.