|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Client type | Student | Student | Non-student | Non-student |
| Manufacturer | Apple / Dell | Other brand | Apple / Dell | Other brand |
| Diagnosis – – If additional work is required that incurs labor charges above $ 60.00 this diagnosis fee is waived – if further work which we recommend is declined after diagnosis, this fee stands | 0 | 20 | 20 | 20 |
| Standard Network configuration | See Help Desk | See Help Desk | See Help Desk | See Help Desk |
| Network configuration – involving OS updates and/or drivers. | 20 | 20 | 25 | 25 |
| Dust removal due to overheat issue | 10 | 20 | 20 | 40 \* some models not serviced here |
| Malware / Toolbar / Virus / Spyware removal | --- see below --- | --- see below --- | --- see below --- | --- see below --- |
| * Less than 1 hour | 20 | 20 | 25 | 25 |
| * Other | 40 | 40 | 50 | 50 |
| O.S. repair – If windows files are damaged and require a quick repair – not available on some manufacturer’s models | 10 | 10 | 30 | 30 |
| OS installation / re-installation– original media provided by customer or possibly available in shop. Read *Terminology* section to fully understand what is involved. If data backup is required see labor for backup | 20 | 50 | 30 - plus cost of Operating system media if needed | 60 - Correct OS media may need to be purchased by customer to facilitate this repair |
| Application installation - ie: Office, Adobe suite. Etc …. | 10 | 10 | 20 | 20 |
| Data backup or transfer | --- see below --- | --- see below --- | --- see below --- | --- see below --- |
| * Data backup or transfer – up to 5GB | 0 | 0 | 0 | 0 |
| * Data backup or transfer - 5GB up to 25GB | 20 | 20 | 40 | 40 |
| * Data backup or transfer - 25GB or higher | 40 | 40 | 60 | 60 |
| Data recovery from failed hard drive – data recovery can be time-consuming and is not always possible. In many situations either no data or partial data is recoverable   * If 100% unsuccessful - * If partial / fully successful - See data backup rates | 40  data backup rates | 40  data backup rates | 50  data backup rates | 50  data backup rates |
| Installation of non-warranty system board or laptop display when part is purchased through us | 20 | Service is NOT available | 30 | Service is NOT available |
| Installation of other component purchased through us - ( RAM, HD, Keyboard, optical drive) | 0 | 10 – limited to keyboard, HD, memory, optical drive | 0 | 10 – limited to keyboard, HD, memory, optical drive |
| Installation of component NOT purchased through us | Service is NOT available | Service is NOT available | Service is NOT available | Service is NOT available |