

**TEC SERVICES COMPUTER & PRINTER REPAIR
FIXED-RATE REPAIR SCHEDULE – Effective August 1, 2011**

The following fixed-rate labor charges apply to computer and printer repair services performed by TEC Services. These fees exclude the price for parts. **Please note that a diagnostic fee of \$75.00 for all brands of computers and a \$20 surcharge for brands other than Dell, Apple and Lenovo is due when the equipment is accepted for service. If the repair estimate is approved, the diagnostic fee will be applied to the total repair price. Fees paid in advance are not refundable.**

DESCRIPTION	PRICE
Hardware Repairs	
APPLE	
Repair an Apple Notebook Computer	\$155.00
Repair an Apple Desktop Computer	\$165.00
PC	
Repair a PC Notebook Computer	\$155.00
Repair a PC Desktop Computer	\$125.00
Other Hardware Repairs	
Upgrade computer with single card/device & install Drivers; or install a new primary hard drive & transfer Image. Does not include motherboards. Power Clean - Flush fans, case & power supply	\$75.00
New Dell Rates	
Basic service option for replacing a Mandatory Self-Replaceable (MCSR) part in a Dell computer under warranty.	\$50.00
Basic service option for replacing an Optional Self-Replaceable (OSCR) part in a Dell Computer under warranty.	\$25.00
Full service option for replacing a Mandatory Self-Replaceable (MSCR) part in a Dell Computer under warranty.	\$90.00
Full service option for replacing an Optional Self-Replaceable (OSCR) part in a Dell Computer under warranty.	\$50.00

Software Repairs	
A software repair or procedure that requires 20 minutes or less to complete.	\$25.00
Basic Malware removal, OS install, image transfer, or any other single basic software repair.	\$75.00
Back-up data files	\$100.00
Computer health check	\$75.00
Other Computer Services	
Perform Diagnostic Phase of Computer Repair	\$75.00
Perform repair at the Customer's site	\$50.00
Facilitate repair at off-campus facility –includes shipping fees	\$100.00
A software repair/procedure or minor hardware adjustment that requires 20 minutes or less minutes to complete.	\$25.00
Surcharge for computer brand other than Apple, Dell, or Lenovo	\$20.00
Printer Repairs	
Perform diagnostics phase of the printer repair.	\$75.00
Perform a minor adjustment on a printer that requires 20 minutes or less to complete.	\$25.00
Repair black/white laser printer – low volume output (<35 ppm)	\$75.00
Repair black/white laser printer - high volume output (> 34 ppm)	\$125.00
Repair color laser printer - low volume output (< 22 ppm)	\$95.00
Repair color laser printer - high volume output (>21 ppm)	\$145.00
Repair wide format printer (HP DesignJet series)	\$175.00