



## Repair Depot Offerings

The equipment that the Technology Depot can work on/not work on are listed below by manufacturer. Computers which are not under warranty will be charged for parts and labor. For items not under warranty, we charge for parts and \$45 per hour for labor (effective 07/01/10). If we cannot work on your equipment, we provide information on where you can receive service.

### Apple

To check warranty status, visit <https://selfsolve.apple.com/GetWarranty.do>

#### **The following Apple equipment we CAN perform hardware repairs:**

Notebooks:

- iBook, iBook G4, MacBook, MacBook Air, MacBook Pro, PowerBook G4

Desktops:

- eMac, iMac, Mac mini, Mac Pro, Power Mac G4, Power Mac G5

#### **The following Apple equipment we CAN NOT perform hardware repairs:**

Notebooks:

- iBook clamshells, Macintosh PowerBook and G3, PowerBook G3 Series

Desktops:

- Classic Macintosh (Plus, SE, LC, Centris and Quadra), iMac (Bondi Blue and colored), Performa, Power Macintosh

iPods & iPads

- To check available Apple Service Options: <http://www.apple.com/support/serviceassistant/overview.html>

Accidental Damage (is not covered in your Apple warranty): If a computer is covered by warranty and repair work is performed by the Tech Depot, we have to return the defective part(s) to the manufacturer so we can be reimbursed for the warranty work/part. If the part being returned is determined (by the manufacturer) to not be a manufacturer defect and is actually damage caused by an accident, the Tech Depot will charge the customer for the part. Examples of this are water or other liquid damage that is detected by internal sensors in the computer that cannot be seen until the parts are inspected.

### Dell

We will work on Dell "business-class" machines only (under warranty or manufactured after 12-31-04). We do not work on Inspiron, Studio, Alienware or other 'consumer-line" machines (even if the machine is under warranty since we cannot obtain reimbursement from Dell.

- To check warranty status or purchase date, visit:
  - <http://support.dell.com/support/index.aspx?c=us&l=en&s=hied>

- If a “consumer-line” machine, out of warranty or manufactured before 12/31/03, you can call a local vendor (see below list) or go thru Dell directly (payment required).
  - [http://support.dell.com/support/topics/global.aspx/support/dellcare/en/expired\\_warranty\\_opts?c=us&cs=RC956904&l=en&s=hied&~ck=anavml](http://support.dell.com/support/topics/global.aspx/support/dellcare/en/expired_warranty_opts?c=us&cs=RC956904&l=en&s=hied&~ck=anavml)

## HP/Compaq

We will work on HP “business-class” machines only (under warranty or manufactured after 12-31-04). We do not work on Presario, Pavilion or other “consumer-line” machines (even if the machine is under warranty).

- To check warranty status:
  - <http://h10025.www1.hp.com/ewfrf/wc/weInput?lc=en&dlc=en&cc=uk>
- If a “consumer-line” machine, out of warranty or manufactured before 12/31/04, you can call a local vendor (see below list) or call HP directly (payment required) at 1-800-474-6836

## Lenovo

We will work on Lenovo “business-class” machines (i.e. ThinkPad & ThinkCentre) if under warranty or manufactured after 12-31-04. We do NOT work on Lenovo consumer-line machines (i.e. Ideapad, Mini S10, etc.)

- To check warranty status:
  - <http://www-307.ibm.com/pc/support/site.wss/document.do?Indocid=LOOK-WARNTY>
  - Lenovo Direct #: 800-426-7378
- If “consumer-class” machine, out of warranty, or manufactured before 12/31/04, you can call a local vendor (see below list)

## Printer Service

The Tech Depot CANNOT provide warranty work for any brand of printer. If the printer is no longer under warranty, OIT can provide service (labor rate applies).

## Local Vendors:

The Tech Depot is not providing a recommendation for the below vendors; we are only providing the information.

- Athens Computers & Multimedia Enterprises, LLC – Athens – 740-592-1345
- Don't Panic Consulting LLC – Athens – 740-331-4560 – [www.dontpanicllc.com](http://www.dontpanicllc.com)
- Image Computer Solutions – Zanesville – 740-453-5953 – [www.imagecomputersolutions.com](http://www.imagecomputersolutions.com)
- Matrix J Technologies – Athens – 740-592-2000
- NetData Inc. – Guysville – 740-662-3282
- Net Enterprises – Athens – 740-594-3400
- Paul's Quantum Mechanics-Computer Networking & Bus. Consulting Firm – Athens – 740-591-9604
- PC Plus – Nelsonville – 740-753-1083
- Pilos PC – Athens – 740-592-0564
- Voltrix – Athens – 740-249-1192 – [www.voltrixltd.com](http://www.voltrixltd.com)
- Whitmore Computer Sales & Services – Athens – 740-593-3683