

Supported Hardware

Hardware Repair will facilitate repairs during and after the warranty for the following hardware. All hardware that does not meet the minimum specifications is repaired best effort and at the customer's expense.

Equipment Type	Manufacturer, Make & Model	* Minimum Specifications
** Laptop / Desktop Computers and original hardware. (Keyboard, monitor, & mouse)	Lenovo, Apple, or Dell	Less than 5 years old. (Manufactured Date)
** Laser Printers	HP Laser Jet (All Models) Ricoh (Contact Ricoh for support)	Less than 5 years old. (Manufactured Date)

Hardware Repair will facilitate repairs during the warranty period for the devices listed below. After the warranty period Hardware Repair can make recommendations on a replacement.

Equipment Type	Manufacturer, Make & Model
iPad	Apple
** Batteries	Laptop batteries outside of warranty will be replaced at the customer's expense.

If the repair falls outside of the manufacturer's warranty it will be completed using the cost for parts and the labor rate listed below.

Hourly Labor Rate - \$60

Diagnostic Fee - \$30

This fee may be due if the customer decides not to repair hardware that falls outside of the manufacturer's warranty. If a repair is completed, the diagnostic fee is waived.

Because of the trends in the computer industry we often experience situations where it is desirable to replace a piece of equipment with a newer and faster model even though the old one still works. This becomes a real dilemma when we are called on to repair an older piece of equipment that, while technically fixable, is not worth fixing. As a result, our supported products list is regularly updated to add newer products and to eliminate older products. University departments should budget in

anticipation of replacing older computer equipment. When possible, we will project dates for which a model's "retirement" is anticipated.

Likewise, it is possible that manufacturers' most recently released hardware devices and models may not be as supportable as those that have been in use for a while due to their newness and our ability to obtain and test them.

Unless noted otherwise, we warrant that hardware products will function properly with other hardware and software products of common operating platform. This includes installation, configuration, printer driver support, trouble-shooting and problem resolution. Models whose phase-out date has passed may be serviced at our discretion and at the user's expense.

***If the device does not meet the minimum specifications we do not recommend spending any money repairing or upgrading the equipment; however if we agree to do repairs, all of those repairs (including parts and labor) will be done at the customer's expense.**

**** Ribbons, ink and toner cartridges, maintenance kits, transfer kits, fusers (for laser printers, color laser jets), and batteries are considered user consumable, and therefore the responsibility of the customer.**