

Frequently Asked Questions

- 1 **Is it cheaper to repair my computer or buy a new computer?**

This really depends on how old your computer is and also what is wrong with your computer. Sometimes it isn't worth spending the money to fix your old computer or is actually cheaper to purchase a new one. We will always advise you of the costs and benefits in each case and offer the best options available
- 2 **What types of hardware upgrades do you perform?**

We offer all types of hardware upgrades from simple video card installations, power supply replacements, memory upgrades to changing out the motherboard and CPU.
- 3 **How do I know whether my computer is due for an upgrade or service?**

 - ➔ Do you find yourself fidgeting while your processor, or one of your peripherals, goes on and on doing something?
 - ➔ Is your computer too under-powered to run the applications you want to run?
 - ➔ Is your hard drive too small to store all your "stuff"?
 - ➔ Do you need to send and receive faxes from your computer and you can't?
 - ➔ Do you want sound you don't have?
 - ➔ Do you want something for your computer you don't have.
 - ➔ If you can answer "no" to ALL these questions then maybe you don't need to Upgrade
- 4 **Can you troubleshoot an existing small network?**

Yes. We can troubleshoot most home and small business networks even if we did not originally install it.
- 5 **Do you charge any cancellations fees?**

No, but we do ask that you give us a couple of hours notice if you'd like to cancel a booking due to unforeseen circumstances.
- 6 **Do you offer on-site service?**

Yes. We specialise in timely onsite service. Most upgrades, repairs, maintenance, and troubleshooting can be performed on-site. Depending on the nature of the problem we can also offer Remote/Phone support at reduced rates.
- 7 **What types of data recovery services do you offer?**

Some of the data recovery services we offer are the following:

 - ➔ Unable to boot
 - ➔ Virus attacks
 - ➔ Inaccessible drives or partitions
 - ➔ Unable to run or load data
 - ➔ Data corrupted
 - ➔ Hard drive failure
 - ➔ Hard drive crashes
- 8 **Do you offer service agreements to small business?**

Yes. For businesses with regular service requirements we offer special pricing and dedicated technicians that will learn your business requirements.
- 9 **Do you charge a credit card surcharge?**

Never. Not even if you are using American Express.

10 Do you accept payment
via BPAY?

Yes. Details are provided on the invoices we issue. We also accept cheques, money
orders and cash.