

Personal computer labor rates for campus community members other than students. Must have valid PSU account to create work order -

Rates valid August 15, 2013

Service	Apple / Dell	Other brand
Diagnosis – If additional work is required that incurs labor charges above \$ 40.00 this diagnosis fee is voided – if further recommended work is declined after diagnosis, this fee stands	20	20
ResNet configuration - Easy – (Help Desk should be first stop)	0	0
ResNet configuration – involving OS updates (windows and/or drivers, )	10	15
Dust removal due to overheat issue - – not available on all manufacturer computers	15	40
Virus / spyware removal	--- see below ---	--- see below ---
- Less than ½ hour	0	0
- Other	30	30
O.S. repair – If windows files are damaged and require a quick repair – not available on some manufacturer’s models	0	0
OS installation – <u>with original media provided by customer</u> or possibly available in shop. Read <i>Terminology</i> section to fully understand what is involved. Data backup is required ( see labor for backup)	10 - plus cost of Operating system media if needed	35 - Correct OEM OS media may need to be purchased by customer to facilitate this repair
Application installation - ie: Office, Adobe suite	10	10
Data backup or transfer	--- see below ---	--- see below ---
- Data backup or transfer – up to 5GB	0	0
- Data backup or transfer - 5GB up to 25GB	20	20
- Data backup or transfer - 25GB or higher	40	40
Installation of non-warranty system board or laptop display when part is purchased through us	20	Not done in the Computer Repair Center
Installation of other component purchased through us	0	0 – limited to keyboard, HD, memory, optical drive
Installation of component NOT purchased through us	Not done in the Computer Repair Center	Not done in the Computer Repair Center

Payment method:

Payment can be made with check, Visa or Master Card.

We do not accept cash and the payment due cannot be put on your tuition bill.