

## Residential & Business Services

### Setup & Installation

Take the hassle out of computer and computer peripheral setup with this PC service. We will set up your computer (including your monitor, keyboard, mouse and speakers), install 1 software application and 1 external peripheral device, configure your existing Internet configuration and existing e-mail accounts and PC for proper functionality.

Setup Includes:

- Computer set up (includes monitor, keyboard, mouse and speaker configuration)
- Install basic software applications
- Install 1 external peripheral device (printer or scanner, etc.)
- Configure your existing Internet connection
- Configure existing e-mail account
- Test your PC for proper functionality

### OS & Software Installation

We will install and/or repair, configure and update operating system and software. We can also add convenient desktop icons, start menus and quick launch bar shortcuts for quick and easy access. Software not included.

Installation includes: *(Number and types of applications determines time & cost)*

- Determine computer compatibility for, install / repair and configure
- Perform necessary software updates
- Create any desktop, start menu and quick launch bar access shortcuts desired

### PC Diagnostics & Repair

We will test software and hardware on your computer, scan for viruses, spyware, malware and root kits, diagnose and explain any problems with your PC. We will then give an estimate for repair and a report so that an informed decision can be made.

Service Includes:

- Troubleshoot 1 computer
- Repair any operating system issues (boot issues, blue screens, etc.)
- Remove all viruses, spyware, malware and root-kits on the computer
- Apply operating system critical updates
- Test operating system for proper functionality
- Perform computer optimization
- Provide an estimated cost for hardware repair(s) or upgrade(s) for a solution

## Pricing

### Residential

Our residential pricing is aimed at being affordable for the average user. We offer the 2 pricing structures listed below.

#### Per Hour

In Office Pricing (drop off at our office) ..... \$30  
In Home Pricing (Mechanic coming to your home) ..... \$45

### PC Maintenance Program

#### Per Quarter

Launch Pricing\* PC Maintenance ..... \$45  
Maintenance Plan ..... \$65

*\* Sign up now to lock in this rate for the entire time that you are a customer with PC Mechanic*

### Business

Our business pricing is custom tailored for your business. Call today to set up a free site survey and maintenance quote.

## Contact

### PC Mechanic

200 North West  
Coudersport, PA 16915  
(814) 260-9144

[www.pcmechanic.fortress-studios.com](http://www.pcmechanic.fortress-studios.com)  
[pcmechanic@fortress-studios.com](mailto:pcmechanic@fortress-studios.com)

Visit website or call for emergency repair needs.



# PC MECHANIC

## Residential and Business Maintenance Program

200 North West Street  
PO Box 68  
Coudersport, PA 16915  
(814) 260-9144  
[pcmechanic.fortress-studios.com](http://pcmechanic.fortress-studios.com)

## Optimization

Ensure your PC runs smoothly and securely with this PC enhancement and optimization service. We will enhance PC speed and performance, enable basic security features, remove unwanted programs and ensure your PC is functional for everyday use

Service includes:

- Perform system updates and improve speed and performance, including startup and shutdown optimization, Windows updating, menu navigation improvement, quick launch and taskbar cleanup and program shortcut creation
- Enable basic security functions, including antiphishing and pop-up blocking activation in Internet Explorer
- Remove unwanted programs and trial ware
- Create desired user accounts (if applicable)
- Test and verify PC hardware and software functionality

## Electronic Device Setup

Add compatible electronic device to your wired or wireless network.

Service Includes Installation:

- Mac
- PC
- Printer
- Print Server
- Wireless Range Extender
- Game Console



## Device Troubleshooting

If you are having trouble connecting or a problem has started let us know. We can trouble shoot the problem and give you an estimate or recommendation.

## Data Backup

Transfer important data to another storage location or device. We can transfer data from your computer to network-attached storage, an internal or external hard drive or another computer and import it to an installed program or other desired location if applicable.

Service Includes:

- Transfer data to a storage device or medium, such as network-attached storage, an internal or external hard drive or another computer
- Import the data to an installed program or other desired location if applicable

The following are not included with this service:

- Service excludes data recovery from previous loss
- Service excludes transfer of programs and other non-transferable applications

## Data Recovery

Please note the following information pertaining to data recovery.

- Recovering data can be a complicated process, price of recovery depends on the difficulty or severity of issues found.
- Because we want to be thorough in the recovery process, timing may vary, but our Mechanic will be in contact throughout the process to ensure you are well informed.
- We can generally recover data on PCs, external hard drives, or disks.

*\*There are various instances in which data can be lost or damaged such as accidents, natural disasters, power surges, malfunctioning devices, or viruses. It's important to remember that laptop hard drives prone to be vulnerable.*

## Networking

We can help you with installing a wireless network, add devices or computers, and trouble shoot your network.

### Wireless

We can set up and configure your home computer's wireless router and network connection with your ISP, enable wireless encryption, troubleshoot connectivity issues and network up computers or devices.

- Set up and configure wireless network connection with ISP
- Connect a wireless router to ISP modem and update router firmware
- Change your SSID, administrator username and administrator password
- Enable wireless network encryption for added security
- Network compatible computers or devices, including file and print servers, network-ready printers, VoIP devices (Vonage/Zito), game consoles.
- Test your connection for proper functionality
- Troubleshoot connectivity issues, including reconfiguration and reconnection to the Internet

The following are not included with this service:

- Computer repair
- Computer hardware or software troubleshooting



## Add Device to Existing Network

Add a compatible electronic device to your wired or wireless network to a Mac or PC. We can install electronic devices, such as a Mac, PC, access point, print server, wireless range extender, game console, on your home network.

### Troubleshoot Network

Reinstate crashed network connection to normal use. We can determine why the network is not functioning, troubleshoot and repair connection and ensure networked peripherals are properly reconnected.

- Determine the reason for network not functioning
- Troubleshoot and repair connection
- Ensure networked peripherals are reconnected and functioning properly



## PC Maintenance Program

In our maintenance program we will scan and solve any system irregularities, remove viruses, spyware and optimize your PC for the best performance that is possible.



Maintenance Program Covers

- Troubleshoot computer(s)
- Repair operating system issues (boot issues, blue screens, etc.)
- Remove all viruses, spyware, malware, and rootkits on the computer
- Perform computer optimization
- Test operating system for proper functionality
- Install operating system critical updates