

## OVERVIEW: Laptop Service and Repair

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**To discover more information regarding CCIT laptop service and repair, please read the description below:**

In order for CCIT to perform services where we would have to check in your laptop (such as reimaging/reinstalling the operating system, resolving a hardware issue, or troubleshooting an issue the help desk was unable to resolve), **you will need to back up your data** onto some form of media outside of the computer (such as a flash drive, external hard drive, Google Drive, Clemson Box, or MS OneDrive). Once you have backed up your data, you can drop the laptop off at our support center (located at the 2nd floor of Cooper Library). If you have issues backing up your data, please visit us at the 2nd floor of Cooper Library with your backup media for assistance. **If you have a recommended laptop** (the list of recommended laptops can be seen at the following URL: [http://www.clemson.edu/ccit/help\\_support/laptops/index.html](http://www.clemson.edu/ccit/help_support/laptops/index.html)): We can repair the laptop for you free of charge (provided it is still under warranty). **If you do not have a recommended laptop:** If a non-recommended laptop has a hardware issue, we charge a hardware diagnostic fee and labor costs to resolve the issue. The Hardware Diagnostic Fee is \$37.50, and labor is \$75/hr. These fees do not cover the cost of parts. Operating System upgrades will cost a fee and reinstalls will also be subject to a labor fee.

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Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=142>