

## Hardware Repair Services

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Hardware Repair Services is part of CCIT's Customer Relations and Learning Technology Group, and we are located in 201 Cooper Library. Our technicians are A+ CompTIA Certified and vendor certified. Hardware Repair provides service to students, staff, and faculty. Check out our list of services. Authorized Apple Service Center Authorized Dell Self-Supporting Service Center Authorized HP Self-Supporting Service Center Authorized Lenovo/IBM Service Center Non-warranty Repairs

Cost of non-warranty repairs consists of labor charges and the cost of parts used. We currently charge \$75 per hour for labor. Estimates We charge an hour of labor (\$75) for estimates. If the computer is a recommended unit, only 1/2 hour of labor is charged for estimates. If you decide to proceed with the repair, this amount will be deducted from the cost of repair. **Note:** "Self-Supporting" denotes that we can only service hardware purchased through the Clemson purchasing sites or is considered a "business" model. We cannot perform warranty service on computers purchased at Best-Buy, Circuit City, or some other venue. **Non-Warranty Repairs** To facilitate a repair, bring the faulty equipment to the Help Desk at the Support Center located on the second floor of the Cooper Library. For departmental repairs, we require an IDO. We also accept Visa, MasterCard, Discover Card, and personal checks. **We cannot accept cash nor can we accept Clemson University departmental credit cards.** A ticket will be created by our support staff at the Help Desk. Once serviced, someone will either call or email you notification that your equipment is ready for pickup. **Laptop Information** Your department will more than likely issue you a laptop for your use if required. Many professors may need the use of a laptop in the Smart Classroom environment. Your College Consultant should be your first contact with computer issues. If the computer is experiencing a hardware issue, they may direct you to the Support Center. If you wish to purchase a laptop for your personal use, the laptop prices negotiated with the vendors usually is passed onto all Clemson employees. **CCIT Software and Hardware Roadmap** CCIT has released a software and hardware roadmap recommendations. If you are purchasing a new machine a baseline specification is available or if using an existing machine please ensure it meets the minimum specifications. Windows OS and MacOS both are listed for Laptops, Faculty/Staff Systems, Public Lab Systems, and Teaching and Learning Podiums. Software Applications are also listed for Reference. [CCIT Recommended Roadmap Software And Hardware](#) For more questions, email [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) or call 864-656-3494.

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