

Jim McKnight's Conditions of PC Service

1. Jim offers free PC diagnosis, repair, and malware removal on a best effort basis to all Members of the Los Angeles Computer Society. Since Jim is retired, PC's are a hobby not a business. All work is done in his own good time. Jim will work on XP, Vista, or Windows 7 PC's, but currently does not support Printers, Scanners, or any Apple products, including MAC's.
2. In general, Jim does not make house-calls nor work to deadlines. Members must bring their hardware either to his house or to an LACS Meeting where he can take it home for a several days. Jim does a time-consuming series of hardware, software, and malware cleanup scans that take many, many hours to run. The average time a PC is "in house" is 5 - 7 days, and this assumes that Jim is in town and available the entire time. *See the XP PC Tune-up Summary on the next page for task details.*
3. Jim does not do any PC work for pay, therefore he does not make guarantees or promises of any kind. Since most PC problems are software related and easily fixed, Jim does solve most issues.
4. Can a non-member of LACS buy a one-year membership just so Jim will look at a problem? Yes, but if Jim cannot diagnose or fix the problem, the membership fee is non-refundable. Although Jim offers no guarantees, investing in a \$40.00 membership to get a year's worth of help from Jim and other technically inclined members of LACS is always worthwhile. Plus, the person gets a full year's access to phone and e-mail technical assistance from various LACS Members, plus the monthly hardcopy LACS Newsletter. Our cadre of technically savvy members can diagnose and help solve most any PC problem or question that pops up.
5. For service, there must be proof that a legal copy of the XP, Vista, or Windows 7 Operating System is installed. This is usually indicated by a valid "Certificate of Authentication" (Product Key) Sticker on the side or bottom of the PC. Also, both Windows and Microsoft Office must pass Microsoft WGA (Windows Genuine Advantage) certification during Windows Updates or all work will stop.
6. Prior to service, the owner is responsible for backing up all personal data to external media.
7. PC's that run slowly are frequently bogged down by unnecessary software eating up a PC's resources and slowing everything down. During the maintenance time, Jim will be removing certain Software, especially Desktop Search and Toolbar programs, unless the owner specifies otherwise.
8. Many PC problems are due to malware. Occasionally, removing malware can result in a PC becoming unbootable and may require that Jim to do a full re-installation of the Windows Operating system. If this is necessary, the owner is responsible for providing any needed software CD's.
9. If a hardware repair or upgrade is needed, Jim will need separate approval to go ahead. If any parts are required, the owner must either purchase the parts and bring them to Jim's house, or plan to pay Jim for the parts as well as any costs associated with obtaining them.
10. If a problem on a PC cannot be fixed, Jim will give good advice and direction of what needs to be done next, especially if the problem turns out to be broken hardware that needs a professional repair beyond Jim's capabilities.
11. For service to be performed, you must bring the following paperwork along with the PC:
 - a. LACS MEMBERS: ***Check off each item that you have read and understand it.***
 - A signed copy of this "Conditions of Service" document.
 - A completed copy of the "XP Tune-up Pre-Op Questionnaire".
 - b. NON-MEMBERS: In addition to the above two items, you must bring:
 - A completed LACS Membership Application.
 - A \$40.00 check made out to LACS, for a one-year's membership.
12. Rules for coming to Jim's house. ***Check off each item that you have read and understand it.***
 - Call just before heading over, to make sure he is home. He does not make appointments.**
 - Do not wear any fragrance of any kind.**
 - Do not park in the driveway. It is very steep, causing most cars to leak oil on the concrete.**
 - Do not plan on coming over after dark.**
 - If you have the original Windows Install CD/DVD's, bring them.**
 - If the PC is a laptop, be sure to bring the Power Adapter along with the Laptop.**

Jim's XP PC Tune-up Summary

Jim's PC Tune-up includes the following tasks:

1. Clean out all air vents, fans, grills, and heatsinks.
2. Check "backup battery" voltage and replace the battery if voltage is below 3.0 vdc. *(This applies to Desktop PC's only. Laptops are only done by special request).*
3. Investigate and solve any specific complaints from the owner.
4. Scan and remove all malware, viruses, trojans, rootkits, etc.
5. Hard-drive maintenance:
 - ✓ Run a performance analysis and health scan (HD TUNE).
 - ✓ Delete all junk files, temporary files & bad Registry entries (CCLEANER).
 - ✓ Run an Error Check scan & defrag (chkdsk /f /r with XP built-in Utilities.)
 - ✓ Reliability scan (SpinRite).
6. Update the BIOS *(Only at owner's request).*
7. Install all the latest available Windows Updates, Service Packs, and Software for XP, Microsoft Office, Internet Explorer, Windows Media Player, Windows MSE, .Net Framework, Silverlight, and Root Certificates. Set the system for "Automatic Updates".
8. Optimize the "System Properties" and "Virtual Memory" settings for best PC speed.
9. Optimize the "Display Properties" for best viewing and text readability.
10. Optimize the "Mouse Properties" for ease of use and pointer visibility. *(For laptops, Jim always turns off "Tap to Click" on the trackpad unless specified otherwise by the owner).*
11. Clean up & optimize the Start Menu and "All Programs" Menu.
12. Compact the Mail Folders in the e-mail client to speed up the mail. *(Only at owner's request).*
13. Optimize Internet Explorer browser configuration settings.
14. Unless specified otherwise, Jim will remove any unnecessary software including all browser "Toolbars", all "Desktop Search" utilities, and any of the following anti-malware program suites: Norton, McAfee, Panda, Trend Micro, or CA (Computer Associates).
15. Install and customize the Firefox browser. *(Internet Explorer is left as the default browser).*
16. Install all the latest multimedia Utilities: Java, Flash, Shockwave, Adobe Reader (and at owner's request: Quicktime, Winamp, RealPlayer).
17. Install and run a variety of Anti-malware programs: Microsoft Security Essentials, SpywareBlaster, Windows OneCare Online Protection Scan, MSRT.
18. Run a vulnerability scan for most of the installed software (Secunia PSI).
19. Run a checkup scan of the PC operating Temperatures (SpeedFan).
20. Verify that all installed hardware devices & multimedia utilities are working correctly.
21. For full details, see the "XP TUNE-UP CHECKLIST" at www.jimopi.net

I have COMPLETELY read, understand, and agree to all the above conditions & information:

Signed _____ **Date** _____

Contact Phone Numbers: Home: _____ **Cell:** _____

Comments/Requests: _____