

# - Jim McKnight's Free PC Repair -

## Conditions of PC Service ©

Jim McKnight www.jimopi.net ConditionsOfService.lwp revised 3-22-2012

NAME \_\_\_\_\_ PHONES: \_\_\_\_\_

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 several days. During this time, 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 PC Tune-up Summary on the next page for 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, as well as 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, the PC must show proof that a legal copy of XP, VISTA, or WINDOWS 7 is installed. This is usually indicated by a valid "Certificate of Authentication" (Product Key) Sticker on the side or bottom of the PC. In addition, both Windows and Microsoft Office must pass the 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. Please bring all available install CDs/DVDs with the PC.
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. Note: Jim does not do any Laptop hardware repairs except for hard-drive and memory-stick replacements.
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. Jim does not accept payment of any kind for his services. He does suggest that if you are happy, please buy a friend a one-year Gift Membership to LACS.

## Jim's PC Tune-up Summary

**Jim's Tune-up includes the following tasks. If there is anything listed here that you do not want done, you must let me know ahead of time:**

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. Check the PC operating Temperatures for excessive heat (*SpeedFan utility program*).
4. Investigate and solve any specific complaints from the owner.
5. Scan and remove all malware, viruses, trojans, rootkits, etc.
6. Hard-drive maintenance:
  - ✓ Run a performance analysis and health scan (*HD TUNE and CRYSTAL DISK INFO*).
  - ✓ Delete all junk files, temporary files, cookies, & bad Registry entries (*CCLEANER*).
  - ✓ Run an Error-Check scan & defrag (*chkdsk /f/r with the System built-in Utilities*).
  - ✓ Run a Reliability scan (*SpinRite*).
7. Install all the latest available Windows Updates, Service Packs, and Software for XP/VISTA/WIN7, Microsoft Office, Internet Explorer, Windows Media Player, Windows MSE, .Net Framework, Silverlight, and Root Certificates. Set the system for "Automatic Updates". (For Vista and Win 7, this includes all "Recommended" and "Optional" 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 the "All Programs" Menu.
12. Optimize Internet Explorer browser configuration settings to improve security.
13. 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*).
14. Install and customize the Firefox browser. (*Internet Explorer is left as the default browser*).
15. Install all the latest multimedia Utilities: Adobe Reader, Java, Flash for IE, & Flash for Firefox.
16. Secure the browsers by installing: WOT for IE, WOT for Firefox, and Sandboxie.
17. Install and run a variety of Anti-malware programs: Microsoft Security Essentials, MalwareBytes Anti-Malware, SuperAntiSpyware, ESET On-line scan, MSRT.
18. Run a vulnerability scan for most of the installed software (Secunia PSI).
19. Verify that all installed hardware devices & multimedia utilities are working correctly.
20. For full details, see the full "TUNE-UP CHECKLIST" for either XP, VISTA, or WINDOWS 7 at [www.jimopi.net](http://www.jimopi.net)

## PC TUNE-UP "PRE-OP" QUESTIONNAIRE

*Please fill this out as best you can, so I can do an effective and error-free Tune-up. --- Jim McKnight*

1. **USERS:** List the User Account Names & log-on PASSWORDS for each and every User Account on the PC. If no passwords put NONE.
2. **PROBLEMS:** List any specific complaints or problems you have with this PC:
3. **PROGRAMS TO FIX OR REMOVE:** List any programs you want updated, fixed, or removed:
4. **PROGRAMS TO NOT TOUCH:** List any programs you do NOT want me to touch or remove.

5. HOME MONITOR/DISPLAY
  - a. What is your home Monitor's size (*diagonal measurement of the screen*) 17", 19", 24", etc.
  - b. What is the resolution setting for your home setup? (IE: 1024x768, 1920x800 )  
(*To find your Resolution = Right-click the Desktop, click Properties, then the Settings tab*)
6. PRINTERS: List all the Printers you use at home. Please include make and model of each:
7. INTERNET ACCESS: Describe how you access the internet at home:
  - a. Circle one: Dial-up, DSL, Broadband (Time Warner)
  - b. Who is your ISP (*Internet Service Provider*)?
  - c. Do you use a Router? Yes / No
  - d. Do you have a wired or wireless Network? Wired / Wireless
8. BROWSER INFO
  - a. Circle your preferred (default) Internet BROWSER? Internet Explorer, Firefox, Other\_\_\_\_\_
  - b. List your default HOMEPAGE/s on Internet Explorer (*It is usually Google*)
  - c. List your default HOMEPAGE/s on FIREFOX: (*It is usually Google*)
9. E-MAIL (Optional)
  - a. Circle your e-mail Provider: AOL, GMAIL, AT&T, YAHOO, HOTMAIL, VERIZON, TIME WARNER, EARTHLINK, Other\_\_\_\_\_
  - b. If you want me to work on e-mail issues, list your the E-MAIL ADDRESSES, including all PASSWORDS:
  - c. How do you access your e-mail? Circle one: Internet Explorer, Firefox, Outlook, Outlook Express, Windows Live Mail, Thunderbird, other\_\_\_\_\_
  - d. If your email is from AOL; Do you use the AOL program to get your mail?  
Do you pay for AOL or do you use the AOL Free address?  
*If you only use AOL free e-mail, I will be removing all the AOL programs from the PC.*
  - e. Unless specified otherwise, I will compact all mail folders to speed up the e-mail. OK?
10. MESSENGER PROGRAMS: Do you use a Messenger program? Yes/No  
 Yahoo Messenger                      Windows (Live) Messenger                      AOL/AIM Messenger
11. ANTI-MALWARE: What is your current Anti-virus program? \_\_\_\_\_. Do you need to keep it?  
 Yes / No *Unless you specify otherwise, I will remove it and install the Microsoft Security Essentials.*
12. How is your personal data backed up? CD's, DVD's, external Hard-drive, FlashDrives?
13. Do you have System Recovery CD/DVD's for your PC? (*They hopefully came with the new PC*)

14. FOLDER VIEW: Unless specified otherwise, your "Default" Folder View will be set to the "Details".
15. TEMP FILES & COOKIES: Unless specified otherwise, all Temporary files and all internet cookies will be deleted for all users on the PC.
16. TOOLBARS: Unless specified otherwise, all Toolbars and Desktop Search Tools will be removed (They slow down a PC significantly. Are there any Tools/Toolbars to want to keep?)
17. AUTOPLAY: Unless specified otherwise, I will be turning off "Autoplay/autorun" for all removable devices (not for CD/DVD's). This is for the security of your PC. After this change, newly inserted flash drives or external hard-drives, will not start doing anything automatically. OK?
18. MOUSE: Unless specified otherwise, I will set up the Mouse pointer theme to "Magnified" for easy visibility and if your PC is a laptop, I will disable "Tap to Click" feature on the trackpad.
19. WINDOWS UPDATE: Unless specified otherwise, I will install the following program updates. For XP: Service Pack 3, IE7 (IE8 if you desire), Windows Media Player 11, Silverlight, and .NET FRAMEWORK. Plus I will install all critical Windows updates. NOTE: I will not install Windows Desktop Search 4.0 or Windows Live Essentials. For Windows 7, I will install Service Pack 1 & all Important, Recommended, and Optional updates)
20. UTILITY PROGRAMS: Be aware that I will install the latest versions of the following programs and multimedia utilities: Firefox, WOT for Firefox, WOT for IE, Adobe Reader 10, Flash (for IE), Flash (for Firefox), & JAVA. All older versions will be removed.
21. If you do not understand some of these questions, please discuss with me in detail before I start work.

**For the free service, you must bring the following paperwork with your PC:**

- a. LACS MEMBERS: *Check off each item that you have read and understand it.*
  - A completed and signed copy of this "Conditions of Service" document, including the Questionnaire section.
- b. NON-MEMBERS: In addition to the above item, you must bring:
  - A completed LACS Membership Application.
  - A \$40.00 check made out to LACS, for a one-year's membership.

**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, and only call Jim between 8AM and 7 PM.
- If you have the original Windows Install CD/DVD's & Program CD's, bring them.
- If the PC is a laptop, be sure to bring the Power Adapter along with the Laptop.

**I have COMPLETELY READ AND AGREE to all the conditions described in this document:**

Signed \_\_\_\_\_ Date \_\_\_\_\_