- Jim McKnight's Free PC Repair -
Conditions of Service ©

NAME _____ **PHONES:** _____

1. Jim offers free PC diagnosis, repair, and malware removal to all members of the Los Angeles Computer Society (LACS). Since Jim is retired and PC's are a hobby and not a business, all work is done in his own good time. He is available most days, but does not make appointments. Jim accepts work on XP, Vista, or Windows 7/8/10 PC's. *Jim does <u>NOT</u> support Printers, Scanners, Tablets, Cell Phones, or any Apple products, including MAC's.*

2. Since the work is free, Jim works on a best effort basis, and does not make guarantees or promises of any kind. Since most PC problems are software related and easily fixed, Jim does resolve most issues.

3. 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 turnaround time for a PC is 4-6 days, and this assumes that Jim is in town and available the entire time.

4. Can a NON-Member of LACS buy a one-year Regular 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 hard-copy LACS Newsletter. Our cadre of technically savvy members can diagnose and help solve most any PC related problem or question that pops up.

5. The PC must have proof that a legal copy of WINDOWS 7/8/10 is installed. Both the Windows System and Microsoft Office must pass the Microsoft WGA (Windows Genuine Advantage) certification during Windows Updates or all work will stop.

6. USER DATA: The owner is responsible for having all personal data backed up to external media prior to bringing your PC to Jim for service. Jim is not responsible for any lost data.

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's unless you specify otherwise in the following questionaire.

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/DVD's, & Product Keys.

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. Laptop 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 service offerings.

11. Jim does not accept payment or gifts 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.

For the free service, you must bring the following 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, <u>including the Questionnaire section.</u>

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 Regular Membership.

c. *MISC*

☐ Be sure to BRING THE POWER CORD along with the PC. For Laptops, bring the AC ADAPTER and CARRYING BAG along.. It is not necessary to bring the Monitor, Keyboard, or Mouse unless you are having a problem with one of them.

☐ If you have an External Hard-Drive, bring it as well, and its Power Cord if it has one.

Rules for coming to Jim's house. *Check off each item that you have read and understand it.*

☐ **CALL JUST BEFORE HEADING TO JIM'S HOUSE** to make sure he is home. *He does not ever make appointments and is in and out every day!*

☐ **NO FRAGRANCES: I am sensitive to FRAGRANCED PRODUCTS of any kind. This includes the use of fragranced Laundry Products, Shampoos, Soaps, After Shaves, Colognes, etc.**

☐ **NO PARKING in the driveway. It is very steep, causing most cars to leak oil on the concrete.**

☐ **DAYLIGHT ONLY: You must arrive during Daylight and leave before Dark.**

☐ **PHONE HOURS: Jim is only available between 8AM and 7 PM.**

I have COMPLETELY READ this document and AGREE to all the conditions described:

Signed _____ **Date**_____

<u>"PRE-TUNEUP" QUESTIONNAIRE</u>

Please answer these as best as you can, so I can do an effective and error-free Tune-up.

1. USERS: List the User Account Names & log-on PASSWORDS for <u>every</u> User Account on the PC.
   If no passwords put NONE.

2. COMPLAINTS: List any specific issues you have with this PC:

3. PROGRAMS TO FIX OR REMOVE: List any programs you want updated, fixed, or removed:

4. PROGRAMS I SHOULD NOT TOUCH: List any programs you do NOT want me to touch or remove.

5. HOME MONITOR/DISPLAY *(Desktop PC's Only)*
   a. How does your home monitor connect to your PC? *Usually it is one of these two connectors:*

   DVI (white connector)   or   VGA (smaller Blue connector)   or   HDMI

   b. If you can, please tell me the Display Resolution Setting at your home? IE: 1024x768, 1920x1080
      (To find your Resolution = Right-click the Desktop, click Properties, then the Settings tab)

6. INTERNET ACCESS: Describe how you access the internet at home:
   a. Circle one: Dial-up,   DSL,   Broadband Cable / FIOS
   b. Who is your ISP *(Internet Service Provider)*?
   c. Do you use a Router? Yes / No
   d. Do you use a wired or wireless Network with this PC?   Wired / Wireless

7. BROWSER INFO:
   a. Circle your primary (default) BROWSER? Internet Explorer, Firefox, Chrome, Other_____

   b. List your default HOMEPAGE/s of your Browser/s:
        (Use full URL. IE: www.google.com, my.yahoo.com, my.earthlink.net, www.earthlink.net)

8. MUSIC PLAYER: What is your preferred Music Program? Itunes, Groove, WindowsMediaPlayer, other

9. VIDEO PLAYER: What is your preferred Video Program.

10. ONE-DRIVE: Do you use Microsoft OneDrive?   YES / NO

11. E-MAIL INFO:
    a. Your main EMAIL ADDRESS:

    b. Circle your e-mail Provider: AOL,   AT&T/SBC,   EARTHLINK,   GMAIL,   YAHOO,
       HOTMAIL/LIVE/OUTLOOK.COM,   VERIZON,   TIME WARNER,   Other_____

    c. If you want me to work on e-mail problems, list any E-MAIL ADDRESSES and PASSWORDS.

    d. Do you access your e-mail through a browser? If so, which one?

    e. Do you use an email client? If so, Circle one: Outlook,   Outlook Express,   MAIL (Win 10)
          Windows Live Mail,   Thunderbird,   other_____

    f. IMAP or POP: If you know; Are your emails kept on the server (IMAP) or on your PC (POP)?

12. OFFICE SUITE: What is your primary Office Suite? Circle one:
       • Microsoft Office   • Libre Office   • Open Office   • Wordperfect   • Other

13. ANTI-MALWARE: What is your primary Anti-virus program? _____.
       Do you need to keep it? Yes / No
       *Unless you specify otherwise, I will remove it and install "Microsoft Security Essentials" or
        WINDOWS DEFENDER.*

14. DATA BACKUP: How is your personal data backed up? Circle one:
    • CD's   • DVD's   • External Hard-drive   • Carbonite (or other cloud backup).

15. FOLDER VIEW: Unless specified otherwise, the "Default" Folder View will be set to the "Details view"

16. "TEMP" Files & INTERNET COOKIE Files: Unless specified otherwise, all Temporary files and all
       internet cookies will be deleted for all users on the PC.

17. TOOLBARS: Unless specified otherwise, all Toolbars and Desktop Search Tools will be removed (They slow down a PC significantly. If there are any Tools/Toolbars to want to keep, LIST THEM HERE:

18. AUTOPLAY: Unless specified otherwise, I will be turning off "Autoplay" for all removable devices. This is for the security of your PC. After this change, newly inserted DVD's, Flash Drives or External Hard-Drives, will not start doing anything automatically. OK?

19. 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.

20. WINDOWS UPDATE: Unless specified otherwise, I will install the following program updates: All the latest available Service Packs and Windows Updates. NOTE: I will NOT install Windows Desktop Search, Windows Live Search, Bing Bar, or Windows Live Essentials.

21. WINDOWS "TRANSPARENCY" OFF: Unless specified otherwise, I will turn OFF Transparency.

22. CONFUSED? If you do not understand any of the above questions, please discuss with me in detail before I start work.

Jim's "PC Tune-up" Task Summary

The Tune-up includes the following tasks. If there is any item listed here that you do not want completed, 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,)*
7. Install all the latest available Windows Updates, Service Packs, and Software for WINDOWS7/8/10, 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 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 & Chrome browsers.
15. Install all the latest multimedia Utilities: Adobe Reader, Java, & Flash.
16. Secure the browsers by installing: WOT for IE, Firefox, & Chrome as well as SANDBOXIE.
17. Install and run a variety of Anti-malware programs: Microsoft Security Essentials, WINDOWS DEFENDER, MalwareBytes Anti-Malware, SuperAntiSpyware, ESET On-line scan.
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 7/8/10 at www.jimopi.net