

## Failed Dell HD – Warranty

Unfortunately the hard drive in your Dell laptop is failing Dell diagnostics and needs to be replaced. The problem is too serious to try to fix by a hard drive reformat.

Your computer hard drive is covered under the Dell warranty therefore the **hard drive** will be replaced by at no cost to you by the manufacturer, who will ship us the hard drive.

I have ordered the drive from the Dell and should have it within two business days.

**The hard drive will likely be blank** - no Windows operating system will be installed as the warranty does not cover the software installation therefore if you have your CDs that shipped with the laptop, you may want to install the operating system yourself. This takes anywhere from 2 - 3 hours to install the OS and updated with all the drivers as well as the PSU ResNET configuration.

**If you would prefer to have us to install, update and configure the operating system for PSU wireless network, we would be happy to do this. The labor charges that would apply are at these sites:**

### Reimage the computer:

- Student labor rates: <http://www.plymouth.edu/infotech/computer/repair-rates-student.html>
  - Highlight: Students labor for reinstalling the operating system on a dell is **zero**.
- PSU employee labor rates: <http://www.plymouth.edu/infotech/computer/repair-rates.html>

### Data backup - \$ 20.00

- Successful data recovery success depends on the status of the failed hard drive
- *Data typically includes only documents, pictures and music.*

### Notes:

1. Installing the operating system does not include Microsoft Office, as this is a different CD. You will need to locate your CD and license code and install this yourself.

2. If you approve the above work, we will ensure the laptop is ready for the PSU network (if you are a student). We will install the free Avira antivirus program unless instructed otherwise by you.

- *Only one antivirus program should be installed on a computer at any given time.*

3. Reimage does not include programs such as iTunes, printer drivers, etc....

This link <http://www.plymouth.edu/infotech/computer/repair-policy.html> is a better explanation of what a reimage includes and what it does not include

If you decline the recommended data backup / restore labor, we will install the new warranty hard drive and the operating system only.

I look forward to hearing from you.