

Activity Code	
CM	Corrective Maintenance
PM	Preventive Maintenance
E	Environment
I	Add-On Installations
G	Client Meetings
L	Media Maintenance (tape, CD, printer)
M	Modifications FCO
N	Network Trouble Shooting
R	Uninstall - Reconfiguration
Y	Site Preparation
X	Consulting - non-corrective

Action / Solution Code	
AD	Adjusted
RP	Repaired
RE	Replaced
IN	Installed
CL	Cleaned
MO	Monitoring
PO	Part Ordered - waiting
D	Diagnostic
T	Troubleshooting
OH	Other Hardware
OS	Other Software
TS	Telephone Support
RA	Remote Assistance
EN	Equipment not available

SN
V
R
W
J
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K
Q
Z

Terms and Conditions

When applicable, we will work with you to obtain all parts under any manufacturers warranty still in effect. If no warranty is in effect on the failed equipment the cost of replacing the equipment as needed.

All systems must be evaluated and diagnosed before an estimation can be given. We are not responsible for Hardware or Software deficiency from the OEM process. Software and Parts are at Additional cost. All repairs / upgrades are final.

Evaluation and Diagnostics - Customer will be notified with a list of failed parts, recommendations, total cost for repair, and an expected time to repair complete not to have the computer(s) repaired, the troubleshooting rate of \$150.00 per hour still applies.

Back Up - Customer will fill up a form to request which files will be backed up. We are not responsible for lost information NOT required in form with filename responsible for any information loss due to a hardware malfunction or user misuse.

Software / Operating system - There is no warranty on software repairs after 3 days of repair. Applications and Authenticity of software are responsibility Drivers and Application updates will be applicable as the last version published. Customer is responsible for all Software licensing and Expenses.

Hardware - Warranty of 30 days with Original Receipt Only

Payment Terms - Payment of services is due in full at the time of delivery unless defined in service agreement. Parts and Software will be charge in advance

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