

Doctors Orders

Well that's it, halfway through the year and only Christmas and a couple of weeks in the Seychelles to look forward to. Cor, what a hard life.

Lets hope I've spent all my savings by January 4th when the VAT goes up and Britain's high streets turn into wild west shanty towns with sagebrush rolling through PC World's car park.

Still, forget I mentioned the end of the modern world as we know it. We've still got lots of time to prepare ourselves for financial meltdown. So buy now before Northampton turns into Mumbai where your wealth is determined by the number of corrugated sheets on your house roof.

I shouldn't really be depressed because we have lots of great thing in this month's newsletter. A brand new No Frills PC tower for just £149.95 is unheard of and uses your existing version of Windows, Even the boss came out in hives when he saw the price. A quick conversation with the marketing manager ended with ...and if we lose money, its coming our of your wages! The marketing manager quickly scuttled off to double check his figures. Nothing like having your wages on the line to sharpen the mind.

The main news this month is our new Remote Repair software. We can literally connect to any PC in the world, with an Internet connection, and repair their PC for a one-off fee of £19.95. We're hoping that they will be so impressed they will want a monthly or yearly contract from £6.99.

I don't suppose we'll get many customers from Mumbai though, it's the home of BT tech support.

Craig



<http://twitter.com/CraigtheTrainee>



Inside this issue

- British Summer - Kills PC's!
- "No-Frills" PC Tower is Back!
- 20% VAT Shocker!
- Remote Access Repair £19.95 - No Contract!
- Microsoft Office 2010 Good, but not cheap.
- Don't be scammed by counterfeit software.
- Some people don't know their "R's" from their... "RW's"!
- Antivirus conflict cannot be resolved.
- Going on holiday without your PC?
- Laptop mainboard repairs. Pro's and con's.
- View from the Backside

British Summer - Kills PC's!

A bit of a startling headline I know, but we get more dead PC's in the summer months than all the other months put together.

I suppose it's obvious really, if a PC is going to overheat, then it's in the summer that it's going to do it. And why do they overheat? Well, the answer is GREAT BALLS OF FLUFF madam!

Take a look at the before and after shots of a Dell PC that we just caught in time before it self destructed into a £200 bill.



This is the aluminium processor heat sink which is seated on top of the processor and the fins dissipate the heat into the airflow in the case. If you removed the heatsink from the processor whilst running, you would cook the processor in around 10 seconds, but running the PC with a heatsink like this will slowly increase the temperature until the processor burns out. The PC may start behaving erratically or blue screening before it gets to burn out so that's when you need to take notice and get it looked at.

Most processors run at 30c - 50c depending on the demands being made on the PC and a processor will burn out at around 95c but running one at 75c for a few weeks will damage it irreparably, so that even if you clean the heatsink it will still run hot and probably crash and blue screen intermittently.

The case airflow is a bit of a double edged sword, as you obviously need a flow of air entering the case usually at the lower front, wafting over the hard drive, RAM memory, motherboard chipsets, processor heatsink and finally power supply before it exits at the top rear of the tower. But this flow of air also drag in hairs, dust and any other particulates that happen to be in the vicinity.

The biggest culprit is having your PC tower on the floor, especially a carpeted floor, if you also have animals and a smoker in the house, then you have all the makings of the above. The picture right had half the fan outlet blocked and the owner used to vacuum it from the outside. It didn't stop it cooking its processor.

If you want to clean out your PC, take off the left hand side panel (some Dell PC's use the right hand panel) and brush out the fluff with a paint-brush. Leave the mains lead in but the socket tuned off so that the case is earthed.

Never use a vacuum cleaner inside the PC, the fast moving air will create static electricity which will severely damage RAM modules and motherboard chipsets. Touch the earthed case before you touch any circuit boards or RAM to discharge any static electricity in your body.

Alternatively, we do all this and more as part of our **£40.00** health check so why not let us have your tower for a couple of days when you go on holiday and save yourself a future large bill.



"No-Frills" PC Tower is Back!

A few years back, the last time that money was a bit short in the UK, we sold over 1,000 "No-Frills" PC towers. Life had to go on and people still needed a reliable PC, but most of all, they wanted exceptional value.

There's quite a few places to get a cheap PC, supermarkets, eBay, car boot sales, but most of these treat the warranty as an optional extra and cheap doesn't always mean good value.

So to cut a long story short, we've re-introduced the "No-Frills" PC. We are assembling these ourselves using all brand new parts and we handle the 12 months warranty directly. So there is no waiting 6 weeks while we send it back to the manufacturer for them to replace a part. (In fact we always handle the initial warranty on all the towers and laptops we sell, just for the customer's convenience. We only send one back if the manufacturer won't supply us with the part that's failed).

A good slice of a PC or laptop's price is the Windows Licence. That's why many entry level PC's use a free Linux distribution instead of Windows, but it's not everybody's cup of tea, especially if you are used to Windows.



There are two ways around not having to buy a Windows licence. 1) Buy a PC with a hooky version of Windows installed and wait for the day that Microsoft will fail your PC's validation and shut you down.

2) Use the existing Windows licence from your old PC. This is what makes the "No-Frills" PC an

ideal replacement if your PC is on its last legs.

Naturally, option 2 is the way we go. You can install Windows yourself using any Windows CD of the same version as long as you use the Windows product key on your old PC.

Alternatively, we can install Windows for you using your existing product key for **£40.00** or a brand new licence of Windows 7 Home Premium installed for **£89.95**.

Its ideal for general home use, typing letters, emails, surfing the internet etc. Full spec below.

- Integrated Via 1.6MHz Processor**
- 1Gb DDR-2 RAM**
- 250Gb SATA-2 Hard drive**
- DVD rewriter x22**
- Onboard sound**
- Onboard Graphics**
- 12 Months RTB warranty**
- 1 month's trial of Remote repair**

£149.95 inc vat.

<http://www.computerdoctors.co.uk/shop/desktop.htm>

20% VAT Shocker!

Families face shelling out an extra £500 a year following George Osborne's decision to increase VAT from 17.5% to 20%.

The Chancellor hopes the increase will raise £13bn a year by 2014 and go some way to reducing the country's massive deficit.

But the decision was heavily criticised in the Commons during Osborne's Emergency Budget speech, with acting Labour leader Harriet Harman slamming the Tories for going back on a pre-election promise not to raise VAT.

"As the Prime Minister himself said on VAT, he said: "It's very regressive, it hits the poorest hardest". It does, I absolutely promise you," said Miss Harman to MPs.

The VAT rise will come in on 4 January 2011, meaning the important Christmas spending period will be unaffected.

But once it comes into effect, the Treasury estimates that each of the 26m households in Britain will have to pay an extra £517 in tax every year as a result of the hike.

The government maintains the rise will affect higher earners more than those on low income but official figures seem to back up Harman's claims that the poorer will be hit hardest.

The Office for National Statistics say that while the richest 10% in the UK spend £1 in every £25 of their income on VAT, the poorest 10% spend £1 in £7.

Meanwhile, retailers fear the rise will lead to a decrease in sales as consumers refuse to accept increased prices.

Stephen Robertson, director general of the British Retail Consortium, said: "We didn't want a VAT increase. It will hit jobs, consumer spending, the pace of recovery and add to inflation but we accept the Government has no easy options.

"It's some consolation that the range of VAT-able products isn't being extended. The start date, in the middle of the busy and crucial post-Christmas sales period, will be difficult but retailers would rather have more notice than less."

Computer Doctors Accountants view

An increase in VAT is bad news for everybody. In better times service providers and retailers could absorb the extra cost in their vat included prices. But this far into a recession most have no fat to trim, so this time it looks like the VAT increase will have to be passed onto customers.

The good news is there's 6 months before all prices go up, so there has never been a better time to buy at pre vat increase prices.

Remote Access Repair £19.95 - No Contract!



We've had lots of our customers sign up for remote access repair since we started a monthly contract last year.

We've learnt a lot about the best methods of accessing large numbers of PC's remotely and the software required to do this.

The software that we are using at present requires that we install software on the users PC to allow access to that PC from our servers. This is no problem when our customers are local as it allows our on-site engineers to install in their area.

We have had requests from people from all over the UK, responding to information on our website, requesting that we connect to their PC's to sort out their problems. This has not been possible up to now, due to the limitations of our software.

So we have just launched version 3 of our remote software. We can now link to any PC in the world that has an internet connection, with the owner's permission. We can email them a link or they can click a web link to give permission for us to connect. No permanent software is installed and once the remote session is finished, no software is left on the user's PC.

Best of all it allows us to remotely connect to users that don't want to sign up for a monthly contract but just need the occasional help with their PC. (although a contract is still by far the cheapest option)

Our existing monthly contract customers aren't left out in the cold either. We have a new annual contract which saves a few pounds and a brand new contract that includes 4 free visits to our workshop each year in case your PC has a hardware fault that cannot be fixed remotely.

In addition we can now take regular monthly payments from credit or debit cards if this is more convenient.

We are trying hard to slash the overall costs of owning a computer and to make it easy for users to access advanced services such as remote repair.

It works like this:

One-off remote repair.

1. Ring any of our telephone numbers and purchase 30 minutes remote access with your credit/debit card over the phone.
2. We will automatically receive an email receipt for your payment and a link to connect remotely.
3. An engineer will call you and ask you to click the link in the email. (If you can't receive an email, he'll direct you to a web link to click).
4. Enter the access code given by the engineer.

That it, sit back and watch us fix your PC.

Once you've seen remote repair in action, we're sure that you will want to take out a contract. This makes it even easier to connect. Here's how.

Remote Repair contract

1. Ring the dedicated support number you have been given.
2. Click the support icon on your desktop, then OK.
3. Enter the access code given by the engineer.

That's it, you are now connected to a remote support engineer.

To take out a monthly or annual contract you can buy online at:

www.computerdoctors.co.uk/care/buy_now.htm

Or telephone our sales line on **01604 415984** and they will take your order over the phone and explain anything that you are not sure of.

The cost of the standard remote repair contract remains at £6.99 per month but in addition customers can save some money by paying annually if they prefer, at a cost of £79.95.

The Remote Repair Plus contract (which includes 4 free visits to our workshop each year) costs £9.99 per month or 99.95 per year.

You can convert any of these free workshop visits to an on-site visit at a cost of £30.00, which is half the cost of a normal call out, but an attempt to fix the fault remotely must have been made prior to the on-site visit.

If you are an existing remote support customers you can transfer to the new system or remain on the existing system, the monthly cost is the same.

But remember, the new system allows us to do a lot more to your PC remotely and requires no permanent software installed on your PC.

If you need further information on this service just call 01604 415984, email sales@computerdoctors.co.uk or go to: www.computerdoctors.co.uk/care

Microsoft Office 2010 Good, but not cheap.

It should come as no surprise that UK customers are paying more than their US counterparts for copies of Microsoft's Office 2010 suite.

The US and EU will pay less for Office 2010 than the UK - but even Microsoft admits that's no surprise.

UK customers are paying as much as 34 per cent more than their American counterparts for the full version - although the local prices do include VAT.

At £109.99, the retail version of Office Home and Student will cost 14 per cent more than the same edition in the US, while the £239.99 Office Home and Business edition will cost 34 per cent more.

Buying Office Professional in the US is 25 per cent cheaper than in the UK, where it will cost £429.99.

Microsoft's Office Product Manager Chris Adams told us that the prices reflect the differences in doing business.

"There are different market dynamics - channel margins, for example, local market conditions, foreign exchange - that we need to take on board," he said.

"It's a range of different factors, but ultimately, the cost of doing business is different in different markets around the world," he said. "We feel that the prices we've landed on represent good value for UK customers as part of the broader offering of 2010."

"It's a very similar story when we look at any of our pricing compared to the US - you'll also have a similar view later on this year when we announce EU pricing as well," he added.

Product key cards

Microsoft aren't offering upgrades from 2007 to 2010, mostly because with the last release it didn't sell that many. "While it was a great deal for many people, there wasn't that many people that purchased upgrade media," Adams noted.

This is where product key cards (PKC) come in. The three Office editions are available as standard retail copies as well as on newly bought computers via a "product key card."

That will let users pick which edition they'd like, pay about a third less than a boxed or download version, and receive a code to enter to activate the software without downloading anything or waiting for an install disc.

Unlike the boxed products, the pre-installed PKC copies of Office will not be transferable to another PC. In addition, the price covers a single licence, while buying a boxed edition offers multiple licences.

The software is "tied to the PC... very similar to an OEM licence that Microsoft would have had in the past," Adams noted. "That licence is tied to the PC for the life that you own it."

While anyone buying a single new PC might find the PKC

experience cheaper, small and medium-sized businesses or families picking up multiple new computers would find it less expensive to simply buy the boxed version, Adams admitted.



Here's the full pricing:

Office Home and Student - £109.99 boxed, £89.99 for key card

Office Home and Business - £239.99 boxed, £189.99 for key card

Office Professional - £429.99 boxed, £299.99 for key card

Adams said there would be a Office Professional Academic version in the UK, but pricing had yet to be decided. In the US, that will cost \$99.

If you simply must have it now, you can download a trial version or buy online at:

<http://office.microsoft.com/en-gb/try/>

We've had a quick look at Office 2010 and the "Office Button" introduced in 2007 in Word and Excel, is now used in the other programs.

If you are already using Office 2007, there doesn't seem a lot of good reason to upgrade to 2010. However, if you are using Office 2003 or earlier now is the time to upgrade.

All in all, Microsoft office is still the best out there, but its hard to ignore free products like "Open Office" which can open and save as, earlier versions of MS Office (Office 97-2003) and still offer 95% of the functionality of MS Office.

If you want to give Open Office a try, you can download it from our download page.

www.computerdoctors.co.uk/pages/links.htm

Don't be scammed by counterfeit software.

You've probably frequently received spam e-mail offering you software at a fraction of its cost in high street shops. It can be anything from Windows XP to Adobe Photoshop. At times the price might seem tempting, especially if you're on a budget. But in most cases these are illegal programmes. Not only might they not work properly, there's a good possibility they could actively damage your computer and lead to identity theft. Pirated and counterfeit software is a huge global problem. In Western Europe alone it costs about £2 billion annually.

How It Works

You receive a spam e-mail offering you cheap software, at a very attractive price. You reply and agree to buy, paying at a web site by credit card. In return you receive either a download or a CD in the mail and install the software. That seems straightforward, but what have you actually done?

What It Means

Counterfeit software is one way organised crime in Eastern Europe and Asia launder their money. By purchasing it, you're helping them solve their problems. Also the CD you get will more than likely be a CD-R or burned copy, with no supporting documentation. How do you know that what you ordered is exactly what you received? It's quite common for the software, to be largely ineffective, or even malicious, installing its own spyware on your system, so the criminals can steal your information (and don't forget, they already have your credit card information).

How To Identify Counterfeit Software

It's not always easy to distinguish the real from the fake. But these tips might help you:

- The price. Ask yourself why it's so cheap.
- How is it packaged? If it's CD-R discs in cheap sleeves, with none of the manufacturer's logs, it's counterfeit.
- What type of software is it? If it's marketed as OEM, NFR or academic versions, beware. OEM software is intended only to be sold with new hardware, such as a new computer, NFR (not for resale) are evaluation copies, and academic versions are intended only for teachers and students.
- Can it be registered? If not, it's a fake.
- If it's advertised as a "backup copy" it's counterfeit.
- Is there a warranty? Legitimate software and retailers always offer one.

How To Avoid Being Scammed

- Besides simply not responding to this spam, there are ways to avoid being the victim of software counterfeiters.
- Look at the web site. Does it claim that their software is legal? If they even need to make the claim, they're probably counterfeiters.
- How long have they been in business, and where is the site registered? Be especially careful if the address bar on your browser displays a numerical IP address (e.g. /68.37.33.167) rather than a real domain name when you visit the company's site.
- Does their site provide a landline phone number and a street address? A legitimate company will show both.
- Read the user agreement. All too often these companies will include a clause that doesn't permit you to charge back on your credit card if the software. If you see this, stop the transaction immediately.

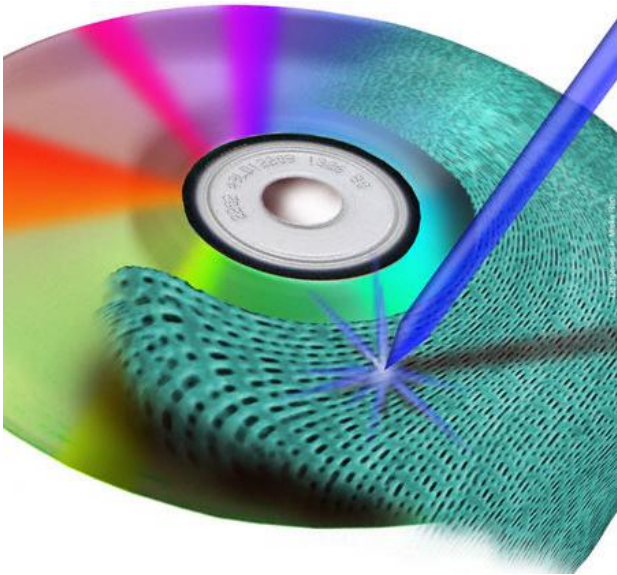
What Happens If You're Scammed

- You will be ineligible for software updates and technical support from the manufacturer.
- You might simply not receive the software you'd paid for.
- You might end up having your credit card number stolen. Check your statements carefully and challenge any activity that seems unusual.
- You may well be installing spyware on your computer. If you seek an anti-spyware programme, there are some good ones out there. But go to a trusted site.

There are some legitimate software deals on the Internet. But the best rules of thumb are if it seems too good to be true, then it probably is, and you get what you pay for. Use caution and common sense, and investigate thoroughly before you spend your money.

[Reproduced courtesy of www.SafeFromScams.co.uk](http://www.SafeFromScams.co.uk) - staying safe from scams

Some people don't know their "R's" from their.. "RW's"!



One of our customers asked for a walkthrough on the different types of CD and DVD.

Unfortunately, a full description of the differences between all of the CD and DVD formats would fill an entire book. There are many, many different types of physical media, methods for storing the data, methods for writing the data and media formats (MPEG-2, MP3, AVI, MP4, etc.)

But since most people use just a few of the CD/DVD formats, we'll cover just those. The most common formats are generically known as CD-ROM, DVD-ROM, CD-R, CD-RW, DVD-R, DVD+R, DVD-RW, CD-Audio, DVD-Video, and the newer HD DVD and Blu-ray discs.

Vocabulary

First off we need to define a few expressions and words.

- Burning – This is the process used to store data on the media. Which means we burn "holes" in the writable layer inside the disk.
- Session - "Period of time in which something occurs". Which translated means a file or files added in the same operation.
- Single Session – All files on disk are added in one operation.
- Multi Session – Several sessions on one disk.

What is burned on disk, stays on disk

ROM stands for Read Only Memory. This means that any information stored on the disk is there to stay. This is commonly used on the Music CD's or Movie DVD's you buy in a shop. These disks are not Burned but pressed, much like the good old LP Records. An inverted original (or master) is pressed onto a heated sheet of polycarbonate which is then coated with aluminium powder to create a reflective coating.

What is the difference -R +R and RW?

Basically the minus, plus and R's tells you what kind of burnable media you are using and how the data is stored upon them. The different markings also show you how long lifespan you can expect. The different kinds of media, use different types of degradable materials. The ROM media can easily (with proper care and storage) be expected to last many years, and the cheapest RW media can be expected to be unreadable after as little as 6 months.

Markings

- R : The 'R' itself stands for Recordable. Hence a disk without the R cannot be recorded onto.
- R : The Minus marked media (it being a CD or DVD) is a Single Session Media. Meaning that you cannot add more data to the disk once the burning has locked it (even if there is room for more). Some systems are able to do a multisession on the -R disks (like DVD Recorders) but not all systems are designed to read these extra sessions. Usually only the first (or none) will be readable on other media players.
- + R : The Plus marked media is intended for multi-sessions. Meaning that you can add data to the disk in Sessions. You don't have to fill it up all at once but can use it as a backup media to add files over a period of time. Each Session can be Added to an existing session or be created as a separate one. As an added bonus you can tell a session to "delete" an existing file. Delete in the sense that a code is inserted telling the media player to disregard it.
- RW : Means, Rewriteable. Basically the burnable layer inside the disk is made of a material that can be erased and overwritten. There are limitations as to how many times it will work and still be readable. The RW disks have more or less been replaced by the USB Flash discs – which of course are much more versatile.

Are there other differences?

Yes there are. They use different kind of technology which controls how the data is stored, packed and retrieved, read/write-speed, error handling and reliability. As with the old VHS vs. Beta, and the last HD-disk vs. BlueRay – The DVD-R and DVD+R were developed by different manufacturers, Philips and Sony as the main contributors. And they are both convinced theirs is the best solution.

How is a disk identified ?

If you look closely to an empty disk you will see a small circle at the very inner part of the reflective area. This is where the disk information is stored. We can compare this to the BIOS or ROM on your computer. This information tells your writer or reader how the disk will work.

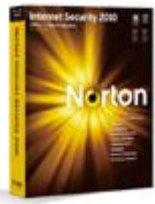
Why can't some media players read all disks?

That depends on the manufacturer. Each kind of media has its own way of storing data. And these have to be programmed into the device. Much like an ordinary DVD player can't read DivX formatted movies unless it has all necessary codecs installed in its firmware. Each Session on a disk have Start and End Entries telling the device where the data is stored, and where there are none. Therefore if you force multi sessions on a disk that is not coded for it, devices that read the disks will not know what to do with the extra information stored.

So as we can see, CD's and DVD's are not as simple as they would have us believe. Programs like Nero make it seem easier but delve beneath Nero's basic interface and your into a complex world of file formats, cache's and buffers!

Antivirus conflict cannot be resolved.

Ask the Doctor



One of our customers performed some truly heroic troubleshooting in an effort to salvage malfunctioning software.

"I frequently, but randomly, get the following error from Outlook 2007 when they try to retrieve messages

from my 30 or so e-mail accounts:

"Receiving reported error (0x80042108): Outlook cannot connect to your incoming (POP3) e-mail server."

"I've had this same error on Vista and Windows XP Pro x86 and x64, as well as with Norton Internet Security (NIS) 2009 and 2008. If I temporarily disable Norton Internet security (firewall and AV), the error goes away. So this points to a conflict between NIS and Outlook.

"When pulling in e-mail, a third to a half will fail with this error each time Outlook fetches e-mail. The next time Outlook fetches e-mail, there will be a different set of e-mail accounts on which it fails, but it is never the same as the previous set. This is suggestive of a race condition or timing problem between Outlook and NIS, but without the code at hand, I have no way to debug this."I have tried all of the following; none brought any joy:

- *Extending the e-mail account's timeout from 1 minute to 4 minutes.*
- *Changing the port from 25 to 587 (110 on the send side seems to work fine).*
- *Individually testing each e-mail account (they all pass the Outlook test and I can get the test messages).*
- *Individually retrieving e-mail from those accounts that failed (this works but may take two or three tries to get the mail to come in).*
- *Deleting and recreating each e-mail account.*
- *Deleting my entire profile and recreating it from scratch.*
- *Creating a new Windows VM, installing Outlook fresh and recreating my profile there.*
- *Verifying the integrity of my PST files with SCANPST.EXE.*
- *Working with and even switching ISPs to try to get it resolved.*

"I've researched this on Symantec's site as well as on Google. Turns out it is quite a common problem with lots of folks complaining. I've gone through all their suggestions, none of which helped. Any ideas?"

Wow! Very impressive troubleshooting, extraordinary!

In fact, you've done all the work for me. One by one, you've attacked each piece of the Outlook, Windows, and ISP puzzle — and eliminated each one as the source of the problem.

There's only one thing you haven't changed: Norton Internet Security.

Like most anti-malware suites, Symantec's NIS intercepts and scans all e-mails as they stream in. NIS has never earned praise for its speed or svelteness. My guess is that NIS induces sufficient delays in e-mail delivery that some low-level communications parameter is timing out. Perhaps some back-and-forth ACK/NAK signal is being missed.

None of that matters, however, because the problem went away when — and only when — you removed NIS from the equation.

I understand your reluctance to point the finger at NIS. You probably paid good money for it and hate to toss it. But your own excellent troubleshooting provides the answer: not a repair, but simply a different security tool — one better suited for your setup.

I would suggest you uninstall Norton. You may need the Norton removal tool (available for free download from our download site) as Norton products are notorious for leaving pieces of code behind that will prevent a new antivirus program from working correctly.

Then install a free antivirus such as Avast home or Microsoft Security Essentials (also available from our download page) to make absolutely sure that you have removed all traces of Norton and that your emails download OK.

If either of these programs won't update or other strange things start to happen, it probably means traces of Norton remain. In this case run Ccleaner (you've guessed it, available from our download Page) in registry cleanup mode and try again.

Once working you may want to leave well enough alone, but if you need more security then Kaspersky Internet Security 2010 is probably the answer.

It's well respected by 90% of IT professionals (the other 10% probably want to sell you something with a bit more markup such as Panda or McAfee) and can be had for 50% of its online price if you shop around.

Both ourselves and PC World sell it for £24.99 and we'll install it for free if you are having other work done at the time.

www.computerdoctors.co.uk/pages/links.htm

Going on holiday without your PC?



Then why not let us have it for its annual health check.

We know how much some of our customers hate going anywhere without their PC's and their annual holiday is probably the only time they are apart.

So why not use that time wisely and come home to a smarter and fitter PC that is more like it was when you first met each other all those years ago.

For just **£40.00** + parts, we carry out a full health check, and that's not just telling you what's wrong, If we find corrupted files, spyware or viruses, we remove them. As well as a super clean inside & out.

We also run a comprehensive hardware check which tests every part of your hardware. It runs in its own operating system and systematically checks all the electronics in your PC.

The last thing you want when returning from holiday is a huge bill for you computer, so if we find something disastrous, we'll wait until you come back and figure out some options, or ring you on holiday if you prefer.

If you simply must have your emails and internet whilst on holiday consider hiring one of our laptops. One month's hire costs from **£150.00** + vat but daily and weekly rates are available.

We can even install any of your programs or data that you might need while away and back up and wipe clean the laptop, so your data's safe, when you get back.

www.computerdoctors.co.uk/pages/laptop_hire.htm

Laptop mainboard repairs. Pro's and con's.

As laptop prices come down and down and they fast become throw away items, more and more repairs become uneconomic.

Many low cost electronic devices such as MP3 players and mobile phones are manufactured without provision for repair or even any spare parts. If the device fails during the warranty, the manufacturer will often swap out the whole unit. Out of warranty you're expected to throw the device in the bin and buy a new one. Entry level laptops are already in this category.

Most people would object to scrapping a year old laptop but we find that over 50% of major laptop repairs are now un-repairable due to lack of parts or uneconomic due to parts costs.

The main component in a laptop is the mainboard and replacements cost from £180 to £350. Because of this a number of specialist repairers are now repairing mainboards at component level. This costs around £145 including shipping and allows repairs that were uneconomic to now be economic.

Only 80% of mainboard repairs are successful and because the circuit boards are not manufactured to be repaired various ingenious ways and specialised equipment is used by the repairers to get around this.

Our specialist repairer completes over 500 repairs each week and has some of the most advanced repair equipment in the UK.

However, sometimes the act of repairing a multi-layer circuit board will damage hidden connections and render the board unrepairable, so the specialist repairers are unable to guarantee that they will fix the problem, only that they will continue trying to repair it until the warranty period expires, usually 90 days.

To enable our customers to understand fully the implications of repairing a device that was never designed to be repaired and to prevent a customer having unrealistic expectations regarding the outcome of such a repair, we have produced a leaflet that spells out the pro's and con's in simple terms.

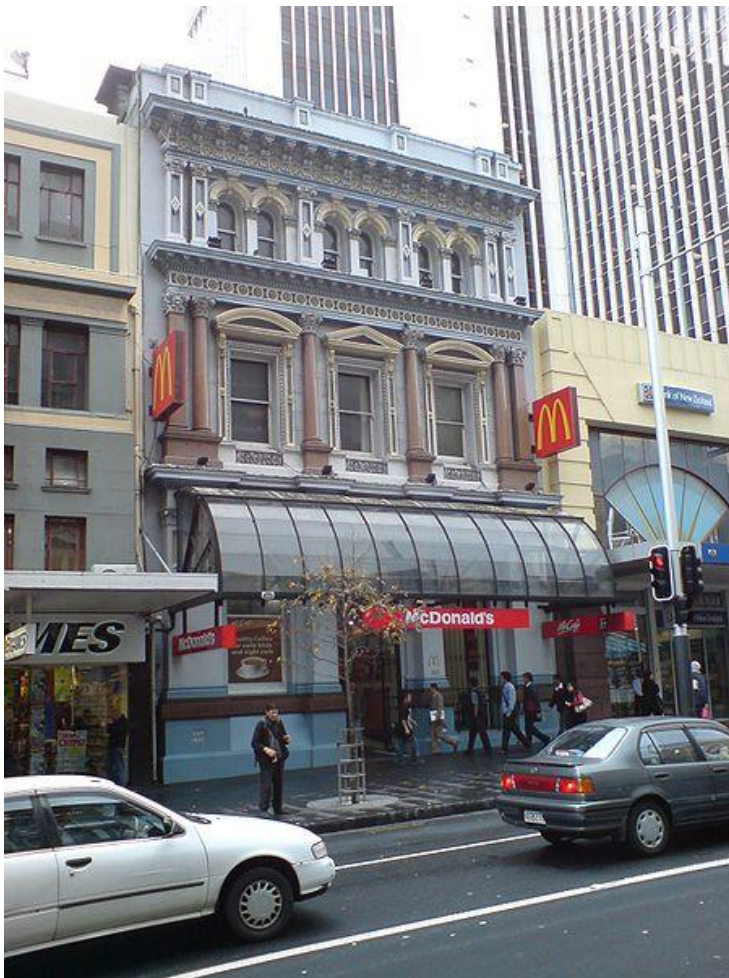
You can view this on our website or obtain a copy at our Northampton workshop.

www.computerdoctors.co.uk/graphics/PDF/Laptop%20Mainboard.pdf

The vast majority of laptop repairs can still be carried out at our workshop. Faults involving RAM memory, hard drives, batteries, keyboards and software are all repairable without problem.

Even broken screens and damaged power sockets do not present too much of a problem as these parts are common and often produced by third party manufacturers.

View from the Backside



McDonalds to take over RBS

McDonalds are following the building societies and supermarkets into the financial world by making a bid for The Royal Bank of Scotland. London was the first to see the new look RBS branch and the roll out will begin soon across the rest of the country.

Initial customer reaction was good, "The red and yellow uniforms certainly brighten up the place" said one lunchtime customer, "and I did manage to get time for a coffee and a Big Mac while they counted the contents of our works penny jar". "each assistant had a different total".

The manager, who came from RBS, interestingly was named Ronald and had the same uniform, said he was delighted with the support shown by local people, "I've spent years pushing overpriced insurance and mortgages down customers throats, now we've just added greasy burgers as well", he said through gritted teeth, whilst prising a solid lump of chewing gum off the underside of the cash machine shelf. "I couldn't have asked for a better career move and I can take home any leftovers at the end of the day". "You couldn't do that at RBS, without getting arrested".

So there you have it, who'll be next in this topsy-turvy world of banking. Rumour has it that Toys "R" Us have architects plans for a building in Threadneedle street including a bouncy castle. Who knows!

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If this has been passed to you from a friend and you would like your own regular copy, just go to:

www.computerdoctors.co.uk/newsletter



Map to our Northampton Workshop
www.computerdoctors.co.uk/pages/map.htm

Contact us

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