

# **Advanced Maintenance List of Procedures**

## ATS-ADVMAINT

*(Note: Services subject to sales tax if parts are added to client's computer, regardless of part cost)*

### **1. Clean PC Interior**

- Remove dust from fans and clean interior of case
- Check physical wiring for signs of wear/loose connections
- Assess operational condition of fans
- Parts included if necessary (limited to \$10 value, subject to sales tax)
- Additional labor costs covered if necessary (limited to one hour)

### **2. Power Supply Integrity Check**

- Test voltage levels of PSU power rails
- Assess operational condition of PSU
- Parts not included if necessary (subject to sales tax)
- Additional labor costs not included

### **3. POST Diagnostic Check**

- Diagnose and resolve any POST errors
- Parts not included if necessary (subject to sales tax)
- Additional labor costs covered if necessary (limited to one hour)

### **4. Virus Check**

- Scan system for viruses/worms
- Resolve any issues detected

### **5. Malware Check**

- Scan system for "Trojan horse" software, spyware, and keyloggers
- Resolve any issues detected

### **6. Rootkit Software Check**

- Scan system for rootkit software and other forms of backdoor entry
- Resolve any issues detected

### **7. Memory Integrity Check/Replacement**

- Check RAM modules for errors
- Assess operational condition of RAM modules
- Parts not included if necessary (subject to sales tax)
- Additional labor covered if limited to RAM module replacement

### **8. Storage Drive Integrity Check/Replacement**

- Check storage drives for errors
- Assess operational condition of drives
- Defragment hard disk drives
- Parts not included, if necessary (subject to sales tax)
- Additional labor covered if limited to hard disk drive/solid state drive replacement
- Data services (recovery/backup/restoration) not included

### **9. Browser Integrity Check**

- Remove any malicious/undesired toolbars
- DNS subversion check

**10. System Data Backup**

-Create system image on removable media (media provided free of charge in most cases)