

Basic Maintenance List of Procedures

ATS-BASICMAINT

(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. 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)

3. Virus Check

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

4. Malware Check

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

5. Rootkit Software Check

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

6. 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

7. 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

8. Browser Integrity Check

- Remove any malicious/undesired toolbars
- DNS subversion check