PC Service Center Supported Hardware List
Revised December 6th, 2017

The PC Service Center staffs a Dell and Apple certified technician who is authorized to perform warranty service. Equipment under warranty will be diagnosed and serviced according to the manufacturer’s guidelines to ensure compliance with our obligations as an authorized repair facility. At our discretion, we may act as a liaison to have the equipment serviced at either a depot repair facility or by an ASP (Authorized Service Provider).

Support is determined by both warranty and the availability of parts through the OEM manufacturer and third party vendors. When parts become cost-prohibitive or difficult to obtain, a system is removed from the supported hardware list. Most Dell Latitude and OptiPlex computers, and HP laser printers, that are still under the manufacturer’s warranty will be serviced in house by the PC Service Center, unless there is a special circumstance that requires a “return to depot” service.

We do our best to ensure that frequently replaced Dell computer** parts are maintained in stock onsite, in order to handle repairs in a timely manner to minimize customer down time. Our goal is to repair equipment within 2 business days; however there are times when that timeframe may need to be extended due to workload. Other Dell computer models may be serviceable; however their components are not generally compatible with the OptiPlex and Latitude lines, making service times longer.

**Please note: The PC Service Center does not repair Dell printers, servers or Precision workstations.

A note about Apple Computers:
Unlike Dell, Apple products pose a unique challenge in that parts are model and manufacturing date specific, so we are unable to stock parts onsite. Similarly, repair parts for out of warranty Apple products are in general so costly that often the more fiscally viable solution is to replace the unit, rather than have it repaired.

Hardware Receiving Limited Support
The following Dell computers are covered in a limited capacity due to their age and parts availability* – this is in no manner a statement of usability with current operating systems or university-supported applications.

<table>
<thead>
<tr>
<th>OptiPlex Line</th>
<th>Latitude Line</th>
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<tbody>
<tr>
<td>OptiPlex 7010</td>
<td>Latitude E6440</td>
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<tr>
<td>OptiPlex 790/990</td>
<td>Latitude E6420/6430</td>
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<tr>
<td>OptiPlex 780</td>
<td>Latitude E6410</td>
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*In general we have power supplies, keyboards, mice, optical drives and hard drives available to repair most Dell OptiPlex systems. We also have limited supplies for Dell Laptops such as keyboards, palm rest assembly, and power adapters.

Unsupported Computers
Apple: out of warranty systems or systems that are not capable of running minimally Mac OSX 10.9
Dell: out of warranty systems, or model older than an OptiPlex 780 or Latitude E6400.

HP Printers
In general HP laser printers less than 10 years old may be serviced by the PC Service Center. Most HP laser printers have a usable life of 5-20 years depending on the model, and where/how they are used. Lower cost printers have a lower expected life cycle and higher repair cost to purchase price ratio than higher-end more
expensive printers. Once a printer has been serviced and the parts to cost ratio exceeds 40% of the original purchase price, the printer has reached its usable life from a hardware cost standpoint, and may no longer be supported for repair. For example: an HP LaserJet P2035 printer costs $212.00, a replacement fusing assembly is $129.00 and generally the first component requiring replacement. In this example the cost of the fusing assembly would be roughly 60% of the purchase price and would not be economical to repair.

Special note on color printers: Currently there is no local source for HP Color Printer repairs, and due to staffing issues we may not be able to provide service as color printers are much more complex to service which involves dedicating a larger amount of time than other printers.

We also HIGHLY recommend using OEM toner cartridges whenever possible due to the inconsistent product quality that we have seen over the years with remanufactured cartridges. The initial cost savings, while nice on the budget, doesn’t make up for the loss of use and additional parts cost if the printer suffers from toner contamination.

**Unsupported Equipment:**
Due to the nature of the product or lack of available parts/manuals/support the following equipment is not serviceable by the PC Service Center:

- **Multi Function Printers (MFP) – scanner/fax/printer combo units:** customers should obtain a service contract through their vendor for repairs.
- **Copiers:** customers should obtain a service contract through their vendor for repairs.
- Any non-HP laser printers
- Any Inkjet printers (including HP inkjet printers)
- Servers or Workstations (any manufacturer)
- CRT or LCD monitors that are out of warranty
- Portable electronics (iPods, handheld electronics, smart devices, etc.)
- Tablet computing devices (iPads, Android, or Windows-based tablets)
- Plotter printers
- Dot Matrix printers
- Line printers
- Scanners
- Bar Code readers

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