



# PC Clinic

580 University, Suite 1000

(313) 577-5056

pcclinic@wayne.edu

10am- 5pm, Monday-Friday

Service Type	Pricing
<p><b>Diagnostic Service</b> PC Clinic staff will diagnose computer-related issues. This service takes at least 30 minutes to complete at which time a recommendation will be made to the customer.</p>	\$25.00
<p><b>Security Tune-Up (*See Tune-up Details to right)</b> PC Clinic staff will reformat your hard drive as well as install and upgrade all necessary hardware and software on your machine. <b>Warning: all data and programs will be deleted!</b></p>	\$60.00
<p><b>Data Backup</b> The PC Clinic provides free backup of up to 4GB of your data. A data backup fee is charged for data in excess of 4GB.</p>	\$30.00
<p><b>Software Installation</b> (Microsoft Office, Adobe Creative Suite, etc.)  The PC Clinic provides customer-owned software installation service. <i>If you purchase software from the Software Clearinghouse, we'll install it for FREE with other paid PC Clinic services.</i></p>	\$10.00/program
<p><b>Hardware Upgrade or Installation</b> The PC Clinic will install customer purchased RAM (computer system memory), hard drives, network interface cards, WiFi cards, etc.</p>	\$10.00/item
<p><b>Expediting Fee</b>  The PC Clinic will expedite diagnostics and repair on your computer.  Bring your computer in by 3 p.m., and it can be ready for pick-up by 3 p.m. the next business day (average non-expedited repair time is 3-5 business days). This fee is in addition to any standard fees.</p>	\$30.00
<p><b>Other Services</b>  The PC Clinic provides custom services at a standard hourly rate (minimum \$20). This includes work on non-supported hardware, data recovery, and unsupported software installation.</p>	\$60.00/hr



**\*Security Tune-Up**  
**Warning: all data and programs will be deleted!**

- \*Format hard drive and load supported OS (Requires media, licenses and product keys)
- \*Install Service Pack updates for Windows
- \*Load drivers (requires media)
- \*Install/upgrade Symantec AntiVirus
- \*Update virus definitions
- \*Install High-Priority updates for Windows
- \*Install missing drivers
- \*Configure internet firewall and browser settings
- \*Install Firefox web browser
- \*Run Cisco Clean Access Agent (ResNet only)

**Requirements and Warnings:**

*To review Terms of Service and requirements:  
<http://computing.wayne.edu/pcclinic>*

- \*Supported operating systems are Windows XP, Windows Vista and Mac OS X.
- \*Computer owners are responsible for backing up any data they do not wish to lose.
- \*Any software to be installed must have original DVDs/CDs, licenses, and product keys.
- \*PC peripherals (ex. your printer, digital camera, etc.) cannot be fully tested at the PC Clinic.