

# PC - BUG FIXER

FOR COMPUTER QUALITY, SERVICE AND SUPPORT

36 MARKET STREET, BANKSTOWN, NSW, 2200. AUSTRALIA

PHONE: [+61.2] 970 80 601

MOBILE: 04199 80 601

E-MAIL: [www.pcbugfixer.com/emailus](http://www.pcbugfixer.com/emailus)

WEB: [www.pcbugfixer.com](http://www.pcbugfixer.com)



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## Price List Page 1 of 4

**Price List Effective From: 26 Sep 2011 Subject to Change without Notice**

Operating System Software is NOT include – Please select from page 2 and add to System Hardware

Intel G-620 System	2.6GHz CPU with 3MB Cache Intel H61 Chip Set	778.00
Intel i3-2100 System	3.1GHz CPU with 3MB Cache Intel H67 Chip Set	858.00
Intel i5-2500 System	3.3GHz CPU with 6MB Cache Intel H67 Chip Set	958.00
Intel i7-2600 System	3.4GHz CPU with 6MB Cache Intel H67 Chip Set	1058.00

### System Configuration - Intel Chip Set

- Mother Board with Intel Chip Set <Intel, Asus, Gigabyte or MSI >  
- on board Audio, Video, GigaLAN, USB 2.0 & USB 3.0 ports
- 4GB DDR-3 Memory
- 500GB WD SATA Hard Disk Drive with 16MB Cache Memory
- LG/Pioneer/Samsung 22/24x DVD Burner
- AOpen ATX ES-55C Medium Tower Front Panel USB & Audio Ports
- 21.5" **LED** Acer <BenQ> <or> LG <or> Samsung 1920x1080 Monitor
- 3.5" Multi-Function Card Reader
- Microsoft/Logitech Windows Keyboard & Optical Wheel Mouse

Options : - Upgrade	Plus \$
Custom Installation, Configuration and Setup of New Computer System.	457.45
Additional 4GB Memory	65.00
Upgrade to 1TB / 2TB SATA Hard Disk Drive	45/65.00
1GB nVidia GT-430 / ATI 6450 Video Card	95.00
1GB nVidia GT-450 Video Card	145.00
1GB nVidia GT-560 Video Card	275.00
1.28GB nVidia GTX-570 Video Card	429.00
1GB ATI 6770/6790 Video Card	189.00
23" <b>LED</b> Acer <BenQ> <or> LG <or> Samsung 1920x1080 Monitor	99.00
24" <b>LED</b> Acer < BenQ> <or> LG <or> Samsung 1920x1080 Monitor	149.00
Microsoft Wireless 800/ Logitech MK260 Keyboard + Optical Mouse	29.00

\*\* Hardware warranty on base covered 1 year labor/service/parts \*\*

\*\* Price List Effective from 3rd Week of September 2011 \*\*

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<i>OEM - Operating System &amp; Software</i>		<i>Plus</i>
* Operating System - Windows XP Home or Vista Home Premium Edition		POA
* Operating System - Windows XP Professional or Vista Business Edition		POA
* Operating System - Vista Ultimate 32bit or 64bit on DVD		POA
* Operating System - Windows 7 HP - Home Premium Edition		129.00
* Operating System - Windows 7 Pro - Professional Edition		159.00
* Operating System - Windows 7 U - Ultimate Edition		229.00
<i>* above items price only with purchase of new Computer Systems *</i>		
<b>!! Please phone for updated prices as they are constantly changing !!</b>		
<i>MS Office 2010 Software</i>		
MS Office 2010 - Commercial - Professional Edition	(Media Less)	429.00
=> (Word, Outlook, Excel, Access, Publisher, PowerPoint, OneNote)		
MS Office 2010 - Commercial - Home and Business	(Media Less)	249.00
=> (Word, Excel, OneNote, PowerPoint, Outlook)		
MS Office 2010 - Academic - Professional Edition	[3 User License]	259.00
=> (Word, Outlook, Excel, Access, Publisher, PowerPoint, OneNote)		
MS Office 2010 - Academic - Home and Student	[3 User License]	159.00
=> (Word, Excel, OneNote, PowerPoint)		
<i>Internet Security Utility Software</i>		
Bitdefender Internet Security 2012 / 1 User - 1 / 3 Year Subscription free updates		55.00 / 123.70
Bitdefender Total Security 2012 / 1 User - 1 / 3 Year Subscription free updates		82.50 / 178.70
Norton Internet Security 2012 (1 Year Subscription free updates)		45.00
<b>** Hardware, Printers etc., Multi-Media and any other Products</b>		
<b>** Please phone as prices are constantly changing !!</b>		

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### **Custom Installation, Configuration and Setup of New Computer System.**

**Custom Installation, Configuration and Setup of New Computer System and or Maintenance Agreement (MA) PC Work Station Service.** = \$ 392.10 per PC Station.

Service includes:-

- Installation of all known Operating System patches and updates,
- All Application Software updates and patches for existing software on PC Station,
- Simplification of Shortcut Menu structure,
- Installation of latest Free/Shareware System Utility Software (\*#)
- Custom configuration of all installed software, updates and patches,
- Custom Optimization (defragmentation) of Hard Disk Files and Folders,
- Hardware Testing of, Hard Disk, Memory, Graphic Card, %CD/DVD and %Floppy Disks or Card Reader (% includes lens and head cleaning) etcetera.
- (\*#) "WinZip / Win RAR / 7Zip" file compression utility, TCP/IP optimizer utility, "Adobe Acrobat Reader" pdf file reader, "Atomic Timer" PC time synchronizer, "Ad-aware" spyware detection program, "SuperAntiSpyware Free" System Program Update Checker Utility, "TweakUI" task optimizer, "GetRight" internet download utility, "Cacheman" Memory optimization utility. – # E.G. only as utility software constantly changes or is updated.

### **Custom Software Installation and Hard Disk File System Structuring Optimization (not MA).**

Installation of Software (up to 5 items) purchased with New PC purchased from PC-Bug Fixer = \$ 457.45.

Includes;

- Installation of all known Operating System patches and updates,
- All Application Software updates and patches for existing software on PC Station,
- Simplification of Shortcut Menu structure,
- Installation of latest Free System Utility Software (\*#)
- Custom configuration of all installed software, updates and patches,
- Custom Optimization (defragmentation) of Hard Disk Files and Folders,

### **This work performed on PC System not purchased from PC-Bug Fixer = \$ 784.20 (\*\*)**

(\*\*) covers 6 items of Software, including Operating System Software.

All Work performed at our workshop. If the client requires the work to be performed at their Home or Office, the standard "Call Fee" is charged in addition to the cost of any other service or installation work.

Broadband ADSL or Cable Internet connections are required for all Site service and installation work. If broadband internet connection is not available at the client's location additional time charges may be incurred for any service time exceeding 10 hours of the above installation or other service work.

### **Our Service Charges are as follows:**

**Base Rate:** \$65.35 per hour (Incl. GST) (Base means, you bring the PC to our workshop)

**Site Rate, Service Call Fee:** \$176.00 plus \$65.35 per hour or part thereof (Incl GST) (Site means, We come to your Office or Home)

**Phone Support Call Rate:** \$65.35 per hour (Incl. GST) (You call us, or + Add phone call charges)

**Remote Service Call Rate:** \$65.35 per hour (Incl. GST)

### **Annual Maintenance Agreement and Other Support Service "At Base" Rates.**

\* **Remote Connect and Help Desk Phone Support** x 1 PC - 12 month Support = \$ 240.00

- 2 to 4 PC - 12 month Support = \$ 180.00 per PC.

- 5 to 10 PC - 12 month Support = \$ 120.00 per PC. / 11 + PC's Call for quote.

\* Help Desk Phone and Remote Service support is provided;

\* From 8 am to 7 pm Monday to Friday and 9 am to 4 pm Saturday.

\* Sunday and Public Holidays: Emergency Cases or by Appointment ONLY

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**Warranty and Service Fee's.**

**Warranty: At Base covered 1 year Labour / Service. 1 year Parts.  
3 month Telephone Support.**

**At Base 1 Year Labour/Service Warranty**, means the PC and or its peripheral equipment is returned to our workshop. If the client requires the warranty covered service to be performed at their Home/Office, the standard call fee is charged and a pick-up and delivery fee applies if the equipment is returned to our workshop for repair.

**1 Year Parts Warranty**, means that we will repair or replace any PC part or peripheral equipment in the 1st year effective from Invoiced date of purchase of the equipment. Proof of purchase, Original Invoice (with Serial Numbers) must be presented for any warranty to apply.

**3 Month Telephone Support**, applies to any work performed or software installed by PC-Bug Fixer. We help where possible, however the use and application of any software is of individual concern and is limited to the installation method of the software if installed by PC-Bug Fixer.

**Warranty is void or does NOT apply If**, the client or any other third party performs or attempts to perform any service or repair, changes or adds any hardware equipment to the as sold invoiced PC Unit. No warranty or Refund is provided for any part(s) sold which is installed by the client or other third party.

### **Software Warranty.**

Publishers of Software do not provide any warranty other than to replace the original media (CD or Floppy Disk) if faulty, on which the original software was sold. Please remember, once the seal on the software package is broken it cannot be returned.

### **Remote Service and Phone Service Rates.**

The Remote Service and Phone Service rates are the same as the hourly service rates charged for work at our workshop and are \$65.35 per hour or part thereof.

Minimum charge = 1 hour, then in increments to the nearest ¼ hour, i.e. 15 minutes.

### **Service and Call Fee's.**

Base Rate (at our workshop) \_\_\_\_\_ \$ 65.35 per hour or part thereof.

Site Rate (your Home/Office) \_\_\_\_\_ Call Fee \$176.00 plus \_\_\_\_\_ \$ 65.35 per hour or part thereof.

Courier Pick-Up and Return Delivery, Sydney Metro Area Only \_\_\_\_\_ \$30.00 (PU&R) (per 25 Kg)

\* **Country NSW - Courier Pick-Up and Return Delivery \_\_\_\_\_ \$ POA (PU&R) (per 25 Kg)**

\* **Wollongong, Central Coast, Blue Mountains, Newcastle City - Please phone for other NSW Country Locations.**

\* **Pickup/Delivery to us from other Locations arranged by Customer. Return/Delivery arranged by PC-Bug Fixer.**

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