

Computer Repair

The Computer Repair Center is an on-campus resource for the Clarkson Community, servicing in- and out-of-warranty repair for personally owned computing hardware. Professional repair services are provided by on-site HP & Dell certified technicians:

- Malware and Virus Removal (Not covered under HP & Dell Warranties)
- Hardware upgrade RAM
- Operating System Upgrades and Reinstalls
- Hardware Repair
- General PC Maintenance

Fees:

- Clarkson Faculty/Staff/Student Rates
 - Bench Fee: \$20 for initial evaluation
 - Labor Rate: \$40/hr.
 - Rebuild/Hard-drive replacement: \$20 bench fee + \$55 flat fee
 - Data Extraction/Recovery: \$20 bench fee + Hourly Rate
- Non-Clarkson Rates
 - Bench Fee: \$25 for initial evaluation
 - Labor Rate: \$50/hr.
 - Rebuild/Hard-drive replacement: \$25 bench fee + \$75 flat fee
 - Data Extraction/Recovery: \$25 bench fee + Hourly Rate

If you are interested in our services, [fill out our request form here](#).

NOTE: Depending on the type and/or severity of the issue, some units may need to be sent to the manufacturer for warranty repairs which may delay the repair time by as much as two weeks.

For support, please contact the OIT Help Desk:

- Knowledgebase: <https://confluence.clarkson.edu/display/OITKB>
- Email: helpdesk@clarkson.edu
- Call: 315-268-HELP (x4357)
- Walk-in: ERC 2nd Floor

Hours during Spring Break: Monday - Friday 8:00am-4:00pm

Regular hours Monday – Thursday between 7:30am – 7:00pm and Friday between 7:30am – 5:00pm