

# 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](mailto: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