



Article published on May 12th 2012 | [Hardware](#)

Most of us are complete dummies when it comes to dealing with computer problems and we need to get the right help. Otherwise, it can lead to huge losses in terms of time, money, personal communications, work, data-loss etc.

Identifying good repair service providers is of utmost importance. Experienced, honest and reputable services generally follow a well-defined procedure which is quite similar to that of a doctor or a health-care services provider!

The first telephone contact should consist of noting particulars, actively listening to the customer and asking the right questions to pin-point the issue. Assessment fees and costs should be discussed here. Preparing an initial job-card or document and checking what warranties and maintenance contracts you already have is part of this process.

Good repair service-providers make sure that the correct technician is assigned to you. This depends on the nature of the problem and available technical expertise.

It is important to go through an initial inspection check-list to rule out faulty cabling, electrical faults, mechanical glitches etc before actually opening up the system.

Reaching a probable diagnosis is the next step. At this stage, the technician alerts the user about possible cost of parts, how long the process will take and whether the work can be carried out immediately or has to be done later. Clear time-frames and guesstimates should be given.

There should be a clear go-ahead from the customer before any work is undertaken. If parts need to be ordered, advance payments may be required.

Work begins at this stage and should be completed within the given time-frame. If delays are foreseen, technicians should give advance information for the user to make alternate arrangements. Some service providers offer a stand-by system in case of longer delays.

If additional problems are discovered, or other parts are damaged/worn-out, the customer is immediately informed and clearance taken for conducting these repairs/upgrades etc.

Once the repair is completed, a test-run should be undertaken. If any glitches occur at this point, the customer is again informed and the repair-test process continues.

When testing is satisfactorily completed, the customer can be informed about future maintenance, support, warranties, guarantees etc. A ball-park figure of the bill amount is also given. If the repair has been conducted off-site, then the customer must be informed about when and how to pick up his system.

The final bill is then submitted, including additional paperwork/bills for parts, warranties, details of taxes, etc. Helpline information and contact details are also provided for further follow-up.

These are broadly the steps that most technicians follow – there may be more or less according to the circumstances.

Article Source:

<http://www.articleside.com/hardware-articles/computer-repair-the-ideal-repair-service-procedure.htm>
- [Article Side](#)

[Dustin Pedro](#) - About Author:

Fixitnerds provide a [laptop repair](#) services in London, we mend almost any type of problem, give us a call if you require a [laptop repair in queensway](#)

Article Keywords:

laptop repair, laptop repair in queensway

You can find more [free articles](#) on [Article Side](#). Sign up today and share your knowledge to the community! It is completely FREE!