



Rate Schedule

*For the most current list of services and rates please visit www.kuhlkomputer.com/services

**All in-store service includes spyware/virus scan, My Documents folder backup, and an internal physical clean at no extra charge.

Service	Description	Rate
Reinstall OS	Complete format and fresh installation of the operating system and hardware drivers. Back up of your existing files on CD or DVD. Restore your existing files back to your hard drive. Windows update to the latest service packs, Internet Explorer, and Windows Media Player. Installation of latest Adobe reader. Installation of free virus protection. Installation of any software you provide.	\$75.00
System Clean-up	Scan for viruses, spyware, and malware. Remove unnecessary programs and files that are eating up both your hard drive space and your virtual memory resulting in a faster, cleaner computer.	\$20.00
Hard Drive Recovery	If your hard drive becomes corrupted and can't be accessed through Windows, We can connect directly to your hard drive and attempt to recover your files. If we can't recover your files there's no charge.	\$25.00
Hard Drive Replacement	Installation of new hard drive including Installation of OS (see Reinstall OS)	\$100.00 + Material
Second Hard Drive Install	Installation of an additional hard drive including formatting and configuration.	\$35.00 + Material
Installation of PCI cards ¹	Installation and setup of video cards, sound cards, Ethernet controllers, usb ports, wireless cards, etc.	\$25.00 + Material
Installation of Drives ¹	Installation and setup of internal CD/DVD drives, tape drives, etc.	\$25.00 + Material
Memory Upgrade ¹	Installation of additional memory (RAM). Typically this involves the replacement of your old style of RAM. Also, the maximum amount of RAM is limited by your particular system but don't worry, We can tell you how much you can take.	\$25.00 + Material
Other components ¹	Replacement of other internal components such as fans, power supplies, etc.	Varies by component
Virus removal	No antivirus software picks up and repairs every virus and there's always a virus out there that no antivirus software can fix. Once a virus gets past your virus protection they can vary from simple to extremely difficult to remove and to repair the damage they may have caused. Some just require an update to your virus protection and others require editing the registry and unregistering dll's. Thus, the rate is variable, based on how much effort is involved. If you have a virus problem call us first for a free phone consultation and assessment.	\$25.00 and up ²
Software Troubleshooting	We are proficient with AutoCAD, the office productivity software, photo editing software, Adobe, and the Windows OS (how would you like us to get rid of those annoying pop-up windows in your task bar?). We are also good at solving issues on software we've never seen before. Just contact us and we'll tell you if we can help you or not.	\$25.00 and up ²
Hardware Troubleshooting	Not sure if your hard drive is corrupt or is it your video card causing your system to lock up. Blue Screen O' Death killing you? Confused by strange error codes? Don't worry, We are fluent in Geek. Just let us take a look and we'll figure out what's going on.	\$25.00 and up ²
Networking	Tired of your sneaker-net (physically carrying files from one computer to another)? Want to synchronize tasks and mail between multiple computers to keep abreast of scheduling and tasks? We can set up a simple peer-to-peer network for file sharing or a more complex network with a dedicated server making it easy to communicate with other computers and users in your network.	Per job basis
Other Services	We offer many other services that are computer related but not problem related, including CAD drafting, website design, media conversions (i.e. VHS to DVD, etc.) and more. Please click the "other services" link on our website for more information.	See site

¹ It is more difficult to replace components on laptops and each laptop is different. (For example, to replace a laptop fan usually requires *complete* disassembly of the laptop). Therefore, there may be additional charges to replace components in laptops depending on how difficult it is to access the component. Once we know your model number we'll be able to tell you what that additional charge (if any) will be.

² We will consult with you over the phone and provide an initial assessment at no charge. Depending on your location there may be an additional \$10.00 travel fee for our time and gas.