



PC Tech Associates

Computer Services

Before Our Tech Arrives...

Thank you for calling to schedule an appointment with us. During our visit, we may find a technical problem on your machine such as a virus or hard drive errors. Occasionally, we have found that upon correcting these errors, data and/or program files are corrupted. In these cases, it is necessary to re-load data or programs.

Please be sure the following precautions are taken to ensure the safety of your computer's software programs and data:

- ✓ Make sure a full system backup is created.
- ✓ If a full system backup is not feasible, create at least one, preferably two, backup sets of the data.
- ✓ Make sure original program disks and device driver diskettes (disks for CD-ROMs, printers, modems, etc.) are available to the tech during the appointment.

If the backups are not created when our tech arrives, he/she may take some of the appointment time to create the backup before proceeding.

Should you have any questions about this, feel free to call us. We will be happy to help you.