



ECS Standard System Service – for mobile computers

Since the popularity of Mobile PCs increased tremendously 5 years ago, we have assisted many customers to find the right mobile solutions for their needs. At ECS, we believe in promoting users' computing productivity and bringing users of all levels to a happy computer experience. From the start of making a computer purchase to the system's *fully* setup and usable level, our service will focus on providing customers as smooth a transition as possible when it comes to adapting to a new personal computer.

Our *Standard* service included with your purchase:

1. **Free System Setup.** This is a critical stage to the stability of a computer system. Many complaints about computers' stability were originated from the poor/improper initial setup. This is a 2 hours long process, consists of Windows critical updates.
2. **Free antivirus download or installation of customers' antivirus software.** It is vital to have a licensed, properly installed AV setup in a new system. We will suggest a right match of AV that suits the capability of the new mobile pc.
3. **Free - Up to 2 basic hardware drivers installations,** such as printer driver, camera driver, mouse driver etc.
4. **Optional Service** is also available to import data from existing laptop or desktop. This includes service like converting Outlook Express file into Windows 7 Live Mail, importing favorites, documents and pictures into the new system. (This is subject to a flat service charge)
5. Walk-in Service and Support. **Free diagnostic** is always included throughout the warranty period.
6. Backup Recovery DVDs created.
7. A complete *Honest, Friendly and most importantly Peace of mind* service.



ECS Standard System Service – for desktop computers

Our *Standard* service that comes with your purchase includes:

1. **Free System Setup.** All custom built units will be preinstalled with customer's choice of OS, which is either provided by customers or purchased with system. This is a 5 hours long process, consists of hardware assembly, all hardware testing, burnt-in testing over night, hardware and software drivers updates, including critical Windows updates.
2. **Free antivirus download or installation of customers' antivirus software.** It is vital to have a licensed, properly installed AV setup in a new system. This will also include a right choice of AV that suits the capability of the new pc.
3. **Free - Up to 2 standard hardware drivers' installations,** such as printer driver, camera driver, mouse driver etc.
4. **Optional Service** is also available to import data from existing computer to this new desktop PC. This includes converting Emails, such as Outlook Express into Windows 7 Live Mail, importing favorites from and all documents / pictures into the new system. (This is subject to a flat service charge)
5. Walk-in Service and Support. **Free diagnostic** is always included throughout the warranty period.
6. Backup CDs of hardware drivers and OS will be provided.
7. A complete *Honest, Friendly and most importantly Peace of mind* service.