



BWN COMPUTER
Repair/Service/Upgrade
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NEWSLETTER



How to Select a Computer Repair Business

Something is broken! The laptop is whirring. The computer won't power up. In either case, you're staring at a blank, blue screen. Yet you can't live without your computer. You need to find a computer repair business. But what should you look for? This article will help you make your choice.

If a computer or laptop doesn't do what we want it to do, we move into panic mode. You may want to run out and buy a new one. That's going to be expensive and may be unnecessary, especially right now, as a global computer chip supply shortfall is ratcheting up prices and extending delivery timelines.

The next option? Find a repair shop to take a look at your home computer. Here's what to look for.

#1 Good reviews and high ratings

Look up the business online and see what kind of customer feedback it gets. Don't fall for a single five-star review, though – that could be the owner's cousin. Look at the number of stars, as well as the number of reviews used to reach that ranking.

Customer testimonials can help you sort out which shop is best suited to solving your current problem.

#2 Comparable price estimates

Ask for an estimate before you commit to working with a particular repair shop. You may not get a full picture. The repair team will typically charge you a diagnostic fee first to gauge the problem. Then, they'll be better able to estimate the overall cost. They should be able to explain any large price jumps from their original estimate.

#3 Go with relevant experience

You may not know the difference between a Dell and an Apple, but your repair person should. Prefer someone with experience addressing problems with your particular brand. This can save time and money. If the repair person is more familiar with that type of device, they may troubleshoot more efficiently.

#4 Location matters

If you go with a big-box store, you risk someone who doesn't know much about computers shipping your device to a central repair hub. That means it

can take longer. Your device could also be at further risk of damage while in route. Plus, you won't get an accurate estimate for repair costs upfront.

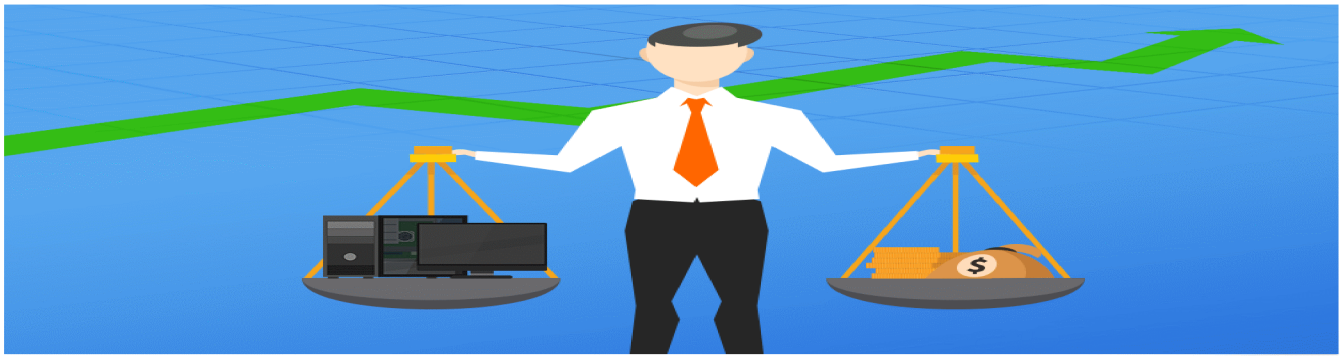
If you select a local computer repair shop, you can get to know the individual working on your computer, and you know the device will be worked on in that store. Plus, if you ever have future issues, you can return to working directly with that same individual again.

Professional Help Matters

Sure, you might have a family member or friend who thinks they are a tech whiz, but that doesn't mean you want to entrust your computer to them. Instead, work with a seasoned IT pro who can reliably address computer or laptop issues.

A computer repair professional will be customer oriented. That means they'll know how to meet your needs courteously. They'll keep you informed and be upfront about pricing. After all, their business reputation rests upon your satisfaction. Can your cousin or friend say the same thing?

Contact us today at 940-282-0290.



Refurbished Desktops and Laptops Worth Another Look?

If you're in the market for a new computer or laptop, you've likely noticed a few things. Technology is more expensive, and there are long waits to get the devices you want. This article will explain the current computer and laptop supply-chain issues. Then, we'll offer reasons to consider refurbished devices to meet your needs.

There are supply-chain issues for everything from pool floats to personal computers. The pandemic placed added pressure on shippers and also increased demand for electronics, as people spent more time at home. At the same time, there is a shortage of key components.

Every computer or laptop (and so much more electronics) needs a chip. These chips are in great demand, but there's a supply shortfall. This shortage is described as "a major supply and demand mismatch." In the US, the median demand for chips was as much as 17% higher in 2021 than in 2019.

It doesn't help any that extreme weather shut down a major computer chip plant in Texas. Meanwhile, a Japan-based manufacturer experienced a fire. It's also difficult to get new chip plants up and running.

The factories are expensive, and workers need to be highly trained.

Yet you can't get a PC or a laptop without a computer chip, and the problem is unlikely to be resolved this year. Some people predict it could take years for supply and demand to rebalance, which could mean you're going to be paying a lot more for your next, new device and be waiting a long time for it. On the other hand, you might see this as an opportunity to reconsider buying a refurbished device.

Reasons to buy refurbished

A refurbished PC or laptop is a pre-owned device with data wiped and drives restored; it's been reset to factory settings. The PC or laptop is evaluated, cleaned, and repaired before resale. In some cases, the device is upgraded, too.

Buying a refurbished computer or laptop can be the smart way to go. Here's why.

#1 Access to quality

As you are buying a pre-owned computer, you'll be able to pay less for better technology. A common complaint about new computers? They

are outdated before you even get them out of the box at home. By going with a refurbished unit, you can take advantage of the quick turnover in models. You can get a top machine without paying the "new" price. By buying refurbished, you could afford more memory and better screen quality or processor speed.

#2 As good as new

In most cases, big corporations cycle out their computers every few years, and you now get to buy a good-as-new computer or laptop and make big savings.

#3 You can protect your refurbished purchase

If you're worried about taking a risk on a refurbished computer or laptop, buy a warranty from the seller. You can typically buy a full one-year warranty. This protects your purchase should any issue occur in that timeframe.

Need help choosing the right desktop or laptop for your home? Our experts can help you find the best device for your specifications. We can consult on your new or refurbished purchase.

Contact us today at 940-282-0290.