



## What Every Computer Customer Should Know

- Protect your critical data before bringing your system to anyone.
  - Ask about capturing a protective image before any work is started.
  - Understand what the minimum and maximum charges are before work begins.
  - Ask what guarantee there is on the work, if any.
- 
- Not all Computer Service companies are equal.
  - The first steps taken after a hard drive failure is often critical to the future ability to access your data.
  - Current imaging, data capture, and data repair utilities are very powerful and usually successful when performed properly and before human mistakes are made.
  - If a hard drive develops bad sectors most drives will automatically begin moving data to locations that are not defective.
  - Many computers today have technology to recognize abnormal hard drive activity and warn you with “predictive failure” alerts.
- 
- There is no “one program” that can guarantee you will not get a virus or Malware.
  - A combination of programs and practices should be followed to keep your computer running smoothly and “bug free”.
  - Proper preventative maintenance can greatly increase your system’s speed and reliability.
  - The three most important words for basic precaution are “**Never Click Here**”. By this I mean do not click on any link or “pop up” unless you are certain you know who or where it is from and that it is safe. The vast majority of systems and software agents can not protect you if you execute something you should not.

3060 Williston Road  
S. Burlington, VT 05403



! (802) 862-1177  
ix. (802) 862-5848

