

Non Standard Hardware

- “Non Standard” hardware, for purposes of this policy, refers to any computer equipment that is not from HP/Compaq or Apple Computer. For example, Dell and Gateway computers would be considered non standard.
- All warranties and extended warranties for non standard hardware must be tracked by the department that owns the equipment.
- Technology Support Services will still provide support for Non Standard hardware, but it will be limited. We will do the best we can to help diagnose and solve problems. If it is determined that the item needs to be sent back to the manufacturer for repair, the department that owns the equipment must contact the manufacturer and arrange for the repairs.
- Technology Support Services maintains a repository of “images” for our standard computers. Computers that fall outside of this standard may take longer to deploy because we will have to develop a new image from scratch.
- Departments that purchase non standard computers have the option of deploying these computers themselves. However if this option is chosen, then we cannot provide any support for hardware or software at all.