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Daly Computer Services
July 31

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Type of Service: Computer Repair

Date of Service: May 16 – July 22

Customer: Client-4   Home: (630) xxx-xxxx

Computer: E-Machine T-4150   Serial #: xxxxxxxxxx
                    1.5 Ghz Intel Pentium 4
                    40 GB HDD
                    CD-RW 12x
                    3.5" 1.4 Mb FDD
                    NVIDIA TNT2 M64 with 32 MB
                    4 USB (2 front, 2 back)
                    256 Mb SDRAM   Purchased: November xxxx

Problem Reported:

Customer mentioned having a USB problem. Also, the machine was running slow and suggested adding more memory.

Cost of Services Rendered:

Labor Cost:	$ xx.xx
Material Cost:	$ xx.xx

Total Cost:	$ xx.xx

Services Performed:

On the home visit, the usb connection on the front of the machine had one connector broken. The second connector could not hold a cable as it relied on the broken slot to keep the cable in place. I suggested purchasing an extension usb cable and using the usb connector until further analysis. Upon opening the case, I discovered the heat sync for the processor had broken off the mounting on the mother board and that there was 256 Mb ram installed.

I contacted E-machines for a schematic on the mother board and attempted to get a part number for the usb daughter board to no avail. The technicians could not come up with a part number to order which made it unlikely to fix the front usb connection without a spare part machine to draw from. They also do not have schematics on their mother boards on line and were hard pressed to even find one for this model. They suggested looking at the restore disk, which I did. I did not find any schematic that was usable on the cd.

With the age of this processor, I suggested not to fix the mother board. Actual hardware costs run between $125 - $300 to replace just for the hardware. You would have to replace the memory along with the video controller putting the cost around $600 without the labor (i.e. the cost of a new machine). The computer should not run into a heat problem as long as no additional hardware boards are added to the system.

I installed an additional Pony 256 Mb SDRAM PC133 – Unbuffered – Non-parity Ram to the system for increased performance.

Technician Notes

Original Ram: Samsung PC133U-333-542
                        M366S3323CTO-C75

Motherboard: HNB-3

OS: Windows XP Home

Ram Purchased: Tiger Direct Actual Cost: $ xx.xx with tax