

### **Answers: 7.7.2.6 Lab - Investigate Support Websites and Repair Companies**

In this lab, you will investigate the services provided by a local laptop repair company or a laptop manufacturer's support website. Use the internet or a local phone directory to locate a local laptop repair company or laptop manufacturer's support website. Answer the following questions:

#### **Local Laptop Repair Company**

1. What different types of services does the repair company offer?  
*Type your answers here.*
2. What brand(s) of laptop computers can be repaired at this repair company?  
*Type your answers here.*
3. What type of warranty is offered at this repair company?  
*Type your answers here.*
4. Does the staff have industry certifications? If so, what are the certifications?  
*Type your answers here.*
5. Is there a guaranteed completion time for repairs? If so, what are the details?  
*Type your answers here.*
6. Does the repair company offer remote technical services?  
*Type your answers here.*

#### **Laptop Manufacturer Support Website**

1. What steps are required for locating device drivers for a laptop?  
*Type your answers here.*
2. What type(s) of support are offered for troubleshooting laptops?  
*Type your answers here.*
3. Does the manufacturer website offer remote technical services, if so what type(s)?  
*Type your answers here.*
4. What method(s) are used to located parts?  
*Type your answers here.*
5. What steps are required for locating manuals for a laptop?  
*Type your answers here.*