



Annual Maintenance Contract for Computer Hardware and Peripherals .

When you buy a PC, you make an arrangement with the assembler that includes regular servicing and maintenance of your PC components and can also include equipment such as printers, scanners etc. Such an arrangement or a contract is known as an 'Annual Maintenance Contract' (AMC).

A repair all of a sudden might prove expensive and going in for an Annual Maintenance Contract can be beneficial. There are however, certain things that you must know about these contracts before you actually get into one.

TYPES OF AN ANNUAL MAINTENANCE CONTRACT SERVICES

There are two types of Annual Maintenance Contracts

1. Comprehensive AMCs
2. Non comprehensive/Call basis AMCs.

COMPREHENSIVE AMCS are again divided into two parts

A. which includes repair and replacement of the faulty PC parts for a lump sum price. Here, you are not charged separately for the labour or for the parts replaced

B. The Second type of comprehensive AMC does not include replacement of parts. It does not charge for the labour but the owner has to pay the actual price for the parts replaced.

NON COMPREHENSIVE AMCS one has to pay for both the repairs as well as the replaced parts.

AMCs can also be divided into 'On site' and 'Carry-in' AMCs. Under 'On-site AMCs' the service engineers themselves come to your residence or office and do the repairs or carry the defective piece with them to the workshop and bring it back when it is repaired. Under 'carry-in' contracts, you have to carry the faulty machine to their service center and get it repaired.

You don't need to be a computer geek to know whether to go in for a comprehensive or a non-comprehensive AMC. You can do a quick calculation on the number of times there have been breakdowns or hardware problems in the past and then make a decision. For all you know, going in for a non-comprehensive AMC might prove to be a lot more economical. As the machine gets older and starts to give more problems or hiccoughs, AMCs become more economical. Usually all machines come with at least a one year warranty where all repairs costs of labour and parts are at the cost of the seller.

Always ensure that the following things are very clearly stated in writing in the Annual Maintenance Contract.

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