Ebels Technologies

Computer Repair & Service

Computer Repair • Mac & Windows

Store Hours: **Monday–Friday 7:00 AM–5:00 PM**
Standard Turnaround (Bench/Drop-Off): 2–4 business days
Same-Day Rush: available (limited • see Rush Policy)

DIAGNOSTICS & LABOR

Bench Diagnostic (in-store drop-off): $49
Diagnostic fee is credited toward repair if approved within 7 days.

Bench Labor	Rate
Windows PC	$85/hr
Mac	$95/hr

ON-SITE (Home/Business) SERVICE — Available All Day (By Appointment)

On-Site Item	Rate
Trip/Service Call Fee	$35–$55 (see Travel Zones)
On-Site Labor — Windows PC	$110/hr (1-hour minimum)
On-Site Labor — Mac	$125/hr (1-hour minimum)

Travel Zones (25-mile radius)

Zone	Distance	Trip Fee
Zone 1	0–10 miles	$35
Zone 2	10–20 miles	$45
Zone 3	20–25 miles	$55

FLAT-RATE SERVICES (Bench Pricing)

- **Tune-Up + Malware Cleanup:** Windows $149 • Mac $169
- **Operating System Reinstall + Updates + Drivers** (no data migration): Windows $179 • Mac $199
- **New Computer Setup** (no data transfer): Windows $149 • Mac $169
- **Data Transfer** (Old → New): Up to 100GB $99 • Up to 500GB $149 • Larger/complex transfers billed hourly after estimate
- **Hardware Upgrades** (SSD/RAM/Battery/Screen): Quote provided after model check (parts + labor)

PHONE REPAIR

Basic Phone Repair — Labor + Parts: $75/hr + parts cost (1-hour minimum)
Turnaround varies by model and parts availability. Same-day may be possible for common repairs.
- Screen replacement
- Back glass replacement

- Battery replacement
- Clean up (ports/speakers; light contamination cleaning when applicable)
- Phone-to-phone data transfer

- Parts cost varies by make/model. Quote provided after model verification.
- Passcodes/device access may be required for testing or data transfer.
- Data transfers depend on device condition; data recovery is never guaranteed.
- Opening a phone may affect manufacturer seals—water resistance cannot be guaranteed after repair.
- Labor warranty: 30 days on work performed (parts per supplier/manufacturer warranty).

MEMBERSHIPS (Recurring Support)

Membership support covers **Mac & Windows**, **printers**, and **Wi■Fi**.

Home Plan — $19/month (per household)

- Remote support up to **30 minutes/month**
- **Annual tune-up (bench)**: 1 per 12 months (scheduled; standard turnaround)
- Priority scheduling when possible
- **10% off bench labor** (hourly; excludes parts)
- On-site service available at **standard on-site rates**
- Overage remote support billed at **$85/hr** (15-min increments; 30-min minimum)

Home Plus — $29/month (per household)

- Everything in Home Plan
- Remote support up to **60 minutes/month**
- **On-site trip fee waiver:** 1 per year (labor still applies)
- Priority rush eligibility when available
- Overages billed at standard rates (Remote $85/hr; On-site $110/hr + trip fee by zone unless waived)

Included with Home Plus: Remote Monitoring & Management (RMM) — NinjaOne
- Real-time monitoring of device health and performance
- Automated maintenance and patching for operating systems and third-party applications
- Secure remote access for troubleshooting and support
- Automation options for routine tasks and remediation
- Alerts and reporting for visibility and consistency

Benefits: improved uptime, stronger security through consistent patching, faster support response, and centralized management of systems.

CLOUD BACKUP ADD-ON (Per Device)

Optional Add-On (Home Plan or Home Plus): Cloud Backup — NinjaOne Backup (1TB per device) — +$25/month per device

Multiple devices may be added at **$25/device/month**.

NinjaOne Backup provides secure, automated cloud-based backup for critical data, ensuring business continuity and rapid recovery in the event of data loss, hardware failure, or cyber incidents.
- Automated backups to secure cloud storage
- File-level and full-system backup options
- Fast recovery for accidental deletion, corruption, or device failure
- Ransomware-resilient backup architecture
- Centralized management and reporting through the NinjaOne platform

Benefits: reliable data protection, reduced risk of data loss, simplified recovery processes, and peace of mind knowing critical information is securely backed up offsite.

Restore Options:
- Customer has the option of handling restores on their own at no charge.
- If we perform restores: **$100** for a full restore of files.
- If only specific files are needed: billed at **$85/hr** (1-hour minimum).

Membership Notes

- Included time resets monthly and does not roll over.
- Remote support is provided by phone and secure remote access when possible.
- Annual tune-up is scheduled bench drop-off; rush is optional per Rush Policy.

SMALL BUSINESS SUPPORT

Business Hourly (no plan required)

- Remote support: **$85/hr** (15-min increments; 30-min minimum)
- On-site support: **$110/hr** (1-hour minimum) + trip fee by zone

Business Care Plans (recommended)

Business Lite — $99/month
- Patch management guidance + priority scheduling
- 1 remote support incident/month (up to 30 minutes)
- $10 off zone trip fee
- Overages billed at $85/hr remote and $110/hr on-site + trip fee

Business Standard — $249/month
- Up to 3 PCs: monthly check-in, patching, basic security review
- 2 hours remote support/month
- 50% off zone trip fee
- Overages billed at $85/hr remote and $110/hr on-site + trip fee

Business Plus — $499/month
- Up to 10 endpoints
- Patch management + basic monitoring
- **Backup monitoring included**
- Quarterly tech health report
- 4 hours remote support/month + priority response
- Overages billed at $85/hr remote and $110/hr on-site + trip fee

SAME-DAY RUSH SERVICE (Limited)

Rush Type	Additional Fee
Rush Fee (bench)	+$79
Rush Fee (on-site)	+$99

Rush Drop-Off Cutoff:
- Drop off by **9:00 AM** for same-day target.
- After 9:00 AM = best effort or next-business-day completion.

Rush is typically available for:
- Tune-ups / malware cleanup (booting systems)
- Basic setup
- Minor software fixes

Rush is typically NOT available for:
- Data recovery
- No-power issues
- Liquid damage
- Repairs requiring ordered parts

IMPORTANT NOTES

- Data recovery is never guaranteed.
- Passwords/Apple ID/Microsoft account access may be required for some services.
- Labor warranty: 30 days on work performed (parts per manufacturer/supplier warranty).
- We do not offer pickup/drop-off service.

On-Site Scheduling Notes

- On-site service is by appointment and may be limited daily to protect bench turnaround.
- Typical appointment arrival windows: 7–10, 10–1, or 1–4.