

COMMUNITY COMPUTERS

[Environmental Friendly Computer Recycling Project]

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Please read through all of the following FAQ's carefully.
It may save you from having to telephone us with a query.

Q. Do you supply Laptops ?

A. No. Those Laptops which we receive, are often unsuitable for refurbishing. Laptops are also extremely expensive to repair. For example Laptop batteries, which are consumable items, only last approximately 12 to 18 months depending on use.

Unlike a desktop PC, we cannot swap out faulty components such as a sound or graphics card in a Laptop computer. Everything in a Laptop is built on to one single Motherboard, therefore most repairs involve swapping out the whole Motherboard at a cost of £200 a time. Should an LCD screen fail after the normal average life of 3 years, or become broken they cost on average £150 to replace.

Laptop users pay a high premium for the portability and we cannot supply them fully refurbished to our high quality standards at low cost for other charities.

Q. What is the specification of your Computers ?

A. The specification varies depending on what we donated computers we receive. Please telephone and ask if this is important for your requirements.

Q. What Operating System comes with the Computer ?

Currently we can supply Windows XP or VISTA as standard. We can also supply other versions of Windows on request.

Q. What will I get ?

A. You get a complete system available in either a Desktop or Tower case with a full 30 day warranty [subject to proper use]. It includes the CPU, Monitor, Mouse and the Windows operating system. You must purchase the appropriate application software for any specific tasks that you may wish to use a Computer, however there is a lot of free software such as Open Office.

Q. I want to go on the Internet, are your Computers suitable ?

A. Our computers come ready for the Internet with AVAST Anti virus installed.

Q. Does the Computer come with any software ?

A. The Computers come with an Operating System only. If you do not have your own software, we can advise on how to get free "Open Source" software to suit your needs.

Q. How much do your Computers cost ?

A. There is a small contribution to our operating costs depending on the specification that you choose.

Q. Do you supply Printers ?

A. We no longer supply printers. We obtain printers from time to time, but the condition of second-hand inkjet printers rarely leaves them suitable for reuse. It is cheaper and more convenient to buy a brand new printer available from Argos or PC World.

Q. I am new to Computers, do you offer training ?

A. No. We are like a garage that sells cars but do not give any driving lessons. We simply do not have the resources in either volunteers or time. Please contact a local college or school who will have details of training courses or evening classes available in your area.

You may wish to bring a knowledgeable friend when visiting the workshop, however we are always happy to give advice on selecting the best Computer for your needs.

Q. When are you open ?

A. Our core opening hours are Monday to Friday 10am – 3pm. On training days we may be closed. Please remember that our workshop is entirely run by volunteer technicians whose personal priorities from time to time may affect their availability to assist you.

Q. Can you Collect or Deliver Computers ?

A. Sometimes locally by prior arrangement.

Q. I wish to donate my old Computer, how do I do this ?

A. Please call us with the specification to check if it is capable of being refurbished for use by another charity. If your Computer is very old and no longer capable of being refurbished for use by a charity or school, we may have to classify it as “Electronic Waste” and offer to process it for recycling. However we are always pleased to receive Hard Disk drives and Memory chips.

Q. Where are you located?

A. Our storage facility is located at an industrial unit in West Monkton, just 3 miles outside Taunton. Visiting is by appointment only.