

COMMUNITY COMPUTERS UK
Unit A, The Orchard
West Monkton
Taunton, TA2 8QN.
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www.communitycomputers.org

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

Q. What is the specification of your Computers ?

A. The current standard specification Computer is available in either a Desktop or a Tower case comprising a 333/366 MHz Processor, 128 Mb Ram and a minimum of 3Gb Hard Disk.

We do have a number of different machines with faster processors up to 750 MHz with a 10Gb Hard Disk. Obviously, the costs of our Computers rise with a higher specification.

Q. What Operating System comes with the Computer ?

We supply Windows 98 SE as standard. Under the terms of our licensing agreement with Microsoft™, we can also supply Windows 2000 Pro on special request.

Q. What do I get for my money ?

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. It does NOT include a Printer, Scanner or Modem. You must purchase the appropriate application software for any specific tasks that you may wish to use a Computer.

Q. I want to go on the Internet, do your Computers have a Modem fitted ?

A. No. Most people now sign up to a Broadband contract with an Internet Service Provider (ISP). The ISP normally supplies the Broadband Modem that will plug into the USB port.

However a few people still require an older Dial-Up Modem and so we provide a special voucher for them to have a Modem fitted at a cost price of just £15 by a local supplier. This in turn saves us from having to buy in these Modems at £15 a time and storing them until they may possibly be required.

Q. Does the Computer come with any software ?

A. No, software is always at an additional cost to the hardware. The Computers come with an Operating System only. If you do not have your own software, we can supply at the time of your purchase a copy of Microsoft Works which includes Word 2000. This is quite adequate for most people who are taking college courses in word processing or beginners courses in computing.

Microsoft Works is a suite of programs that includes a Word Processor, Spreadsheet and Database software. It also includes software to manage a Calendar and Family Projects. We offer to supply Microsoft Works at cost price to ourselves which is currently £20.

Q. How much do your Computers cost ?

A. The prices range from £50 to £95 depending on the specification that you choose.

Q. Do you supply Printers ?

A. No. We obtain printers from time to time, but their condition often makes them unsuitable for refurbishing. It is cheaper and more convenient to buy a brand new printer available from £30 at Argos or PC World, as it is no longer cost effective for our technicians to refurbish old and worn printers.

Q. Do you supply Laptops ?

A. No, those Laptops which we rarely receive, are unsuitable for refurbishing. They are also extremely expensive to repair. For example Laptop batteries, which are consumable items, only last approximately 12 to 18 months depending on use. Replacement batteries cost £100 a time.

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 into one single Motherboard, therefore most repairs involve swapping out the whole Motherboard at a cost of £200 a time. Should the LCD screen fail after the normal average life of 3 years, they also cost £150 to replace.

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

Q. Do you supply your Computers with LCD Flat Screens ?

A. No. Unfortunately there isn't a company or individual who currently owns a flat screen monitor that has decided they no longer need this new technology and suddenly wish to donate it for reuse by a charity. Flat screen monitors cost approximately £200 a time from places like PC World, so we cannot afford to bundle them with a £50 Computer. Believe it or not, there are some people who ask us this question !!!

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 staff or time. Please contact a local college or school who will have details of training courses 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.

We do our best to offer a voluntary service with nominal funding and are therefore qualified at creating miracles.

Q. Can you Collect or Deliver Computers ?

A. No, unfortunately we do not own a vehicle. Many people who contact us are disabled or are without any transport. Therefore it is a priority to obtain funding for a Delivery Van. If you can help us with this issue, please contact the Project Manger at our workshop.

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

A. If your Computer is capable of being refurbished for use by another charity, we would be grateful. Ideally, it will have a Processor of 300 MHz or faster and have at least 64 Mb of memory. We are always pleased to receive Hard Disk drives of 4GB and above or Memory chips and other useful components.

However 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. More information is available in the WEEE Directive fact sheet, downloadable from this website.

Q. Where are you located?

A. We are based in an industrial unit at West Monkton, just 3 miles outside Taunton. A location map can be downloaded from our Website. The full address is:- Community Computers UK, Unit A, The Orchard, West Monkton, Taunton, Somerset, TA2 8QN. Tele (01823) 324002. An answering machine will store any message you may wish to leave outside our normal opening hours.

Please download a copy of the location map from this website !!!