IMPORTANT SAFETY NOTES

The below described instructions are about the damages that the equipment may suffer as a result of physical injuries and / or electric voltage, fire and mechanical effects.

1. Please carefully read all the instructions.

2. Keep this booklet safe and handy in order to refer to if and when necessary or so needed.

3. In case of important problems and failures, please carefully follow the information provided herein this booklet.

4. Place this product on a safe and sound place / platform as the system is rather vulnerable to movements, tremors and fall-downs.

5. Air ventilation is vital for your personal computer to run properly. In order to provide a continuous air circulation, please make sure that all air intakes (fan, holes etc.) are free of any obstruction. Do not place the system into enclosed cabins / spaces. However, if the system is to be placed into an enclosed cabin and similar, please first make sure that there are sufficient number of holes / gaps for providing an adequate air ventilation / circulation intake.

6. Do not place or keep your PC near to sources of heat, such as radiators, and do not allow direct sunlight to reach onto it.

7. Do not use your PC near the sources of water, or in places where the environment may contain dampness. Do not keep liquids and/or drinks on top of or near the PC.

8. Your PC is designed to run under the general voltage levels as provided by the local electricity network. Both, the network and power outlet voltage rates must be consistent. In case that you are not sure of the actual network voltage rate, please contact your vendor or the authorized local electricity board. Please make sure that the power outlet is earthed and well secured onto the wall, and is compatible with the power rating of the equipment.

9. Due to safety reasons, the plug can only be inserted into an accommodating power outlet. If the power cord and its plug do not fit into your electric outlet, please refer to your electrician in order to obtain a suitable power cord. Do not replace the cord or the plug.

10. Do not place anything on the cables. Please make sure that all cables are laid down in such manner that they are neither trampled upon nor squeezed, and do not cause any obstruction to people around.

11. Do not insert conductive items, such as; skewers, needles, screw drivers and similar inside the system. Any electrical shortage that may occur in the electronic equipment as a result of the above may cause personal physical injuries, damages to the equipment and possible fires.

12. If and when you would like to clean your PC, please make sure that the PC is totally unplugged. Do not use liquid and aerosol-type cleaning materials. Preferably, just use a lightly dampened cloth.

13. Hardware drives and all related software of your PC are installed onto the hard drive of your PC. We strongly recommend that you not to delete the said drivers and software.

14. Illustrations used herein this booklet are for explanatory purposes only. Your PC may not look the same as the illustrations used.

15. We reserve the right to change, amend or omit any information contained herein this booklet without any further notice.

Maintenance of your PC

If the PC seems not to be running as expected or it may not run at all, please first check the configuration. However, at this stage, please make sure that you only implement the basic configuration changes as described in this booklet. Any other configuration changes or settins may damage or hinder smooth running of your PC. We strongly advise that, before going any further, do carefully consider the expenses and/or the repair costs that you may end up paying in order to get your PC running again.

For any repairs that may occur and / or you may wish to upgrade or expand your PC please use an authorized service personnel. Do not upon yourself or let any other person(s) to open up the PC's case. For all your similar needs or requirements, please get in touch with authorized service personnel.

In case of the following circumstances, please unplug the PC and call either the authorized service or technical support line:

- If the cables / cords are crushed, damaged or faulty;
- If some liquid is spilled over the system;
- If the system is effected by either water or rain;
- If the system is not running at its usual / expected performance;
- If the equipment is fallen down and as a result the case has been damaged; and
- If the clock battery is in need of being replaced.

Warning on Hazards of Electrical Connections:

Electrical current, in power, telephone and communication cables and wires are hazardous. In order to prevent and avoid from electrical shocks, please first unplug the power cord before attempting to carry our any servicing. Take care that the power outlet is earthed and reasonably safe to use and in compliance with the required power rate. If you are to use an power extension cord, please make sure that the power extension cord is compatible with the required voltage rate standards of the country of use and also has proper ground with a minimum current rate of at least 10 A. and, bearing CE standard mark, preferably also bearing other acceptable safety standard marks and similar. Do not take the PC's case apart.

Warning on Hazards of Fire / Electro Shocks:

In order to prevent and avoid from electrical shocks, fires and electro shocks:
Do not plug in or out any cables / cords, if various acts of nature, such as; lightening, are observed;
Do not execute the installation, maintenance and reconfiguration related actions on the system;
Replace any originally mounted burnt out fuses with the new ones that are of same power rating and specification; and
Never expose the equipment to rain or damp.

Warning on Hazards of Laser Beams:

Laser beams used in optical drivers (DVD-ROM/CD-ROM/CD-RW/DVD-RW) are hazardous to eyes.

This device is equipped with a protection mechanism to prevent hazardous beams. Do not attempt to open driver's protective casing. Do not open the top cover and never touch the parts inside. Do not get close in order to look inside the CD housing or other holes in the driver while the cover of the device remains open. Changing of the configuration or the working flows in the device may result in hazardous radiation.

Warning on Lithium Battery:

If the clock battery is in need of changing, only install, either the same type and make battery or the equivalent recommended by the manufacturer. Those batteries contain lithium and may explode if used incorrectly or disposed of in a wrong manner. Do not expose the used batteries to naked fire. Keep away from the children and never attempt to recharge or repair the batteries. Do comply with the existing national or local regulations when disposing the batteries.

Table of Contents

SECTION 1
Installation of the System
1. Choosing a Place
Before you operate your new PC, you must choose a safe but a comfortable place. The chosen place must be sufficient to accommodate and support the following:

A desk: That is large and strong enough to carry the complete system (PC and all other peripheral devices).

A solid and flat surface: As softer surfaces, like beds and carpets, may cause static electric loads that may eventually damage the data as well as the command circuits installed onto PC. Furthermore, softer surfaces may have adverse effects with regards to air circulation in and around PC.

Do make sure that your PC is away from surrounding walls and/or surfaces by at least a few inches as to leave a proper gap for air to freely circulate around the PC casing. Environmental conditions: Choose a dry and cool place, and protect your PC from being exposed to excessive heat, damp, dust and smoke. Keep away from all kinds of excessive heat sources such as direct sunlight or other possible sources of heat.

Correct Current: In order to prevent electrostatic loads, a triple power outlet must be used. One outlet for PC itself, one for the monitor and, one for the printer, or any other peripheral device, that may be used.

Avoid from electromagnetic field defects: Certain devices that creates electromagnetic fields, such as telephones, must be placed as far away as possible from PC.

2. Check the default voltage rate
Voltage rate is set by default. By checking the voltage selector switch on the rear of the PC you can make sure whether if the factory set default voltage rate is suitable to voltage rate used in your country.
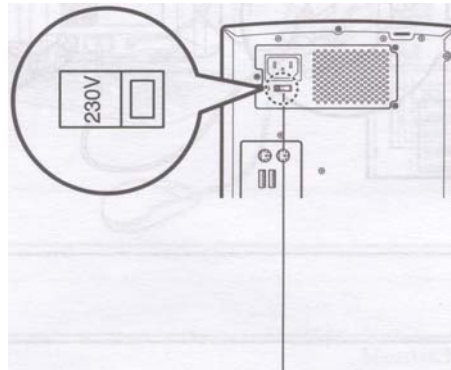
Voltage selector switch

Illustration 1

Warning: Selecting a wrong voltage rate on the switch may cause PC to incur damages during opening of the casing. Please make sure that the voltage is set correctly before operating your PC.

3. Connecting Peripheral Devices
Connecting the Monitor
Connect the monitor cord into the video input situated on the rear of the system. If the input is provided with small security bolts, tightened these at a torque as if done by hand.
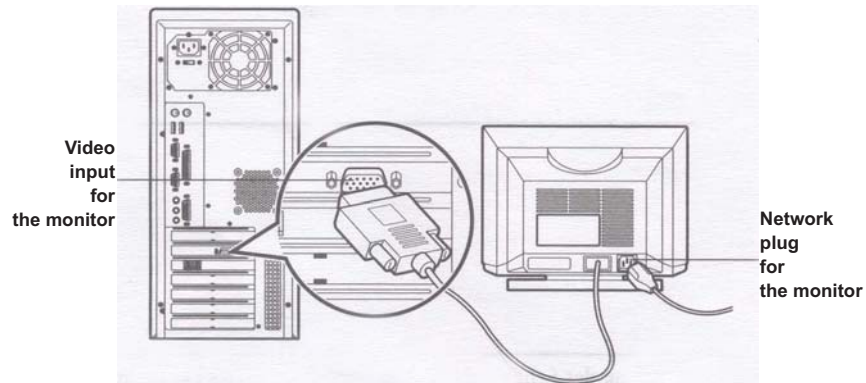
Video input for the monitor

Network plug for the monitor

Illustration 2a

Illustration 2a : Type A. if onboard screen card is available

Video input for the monitor
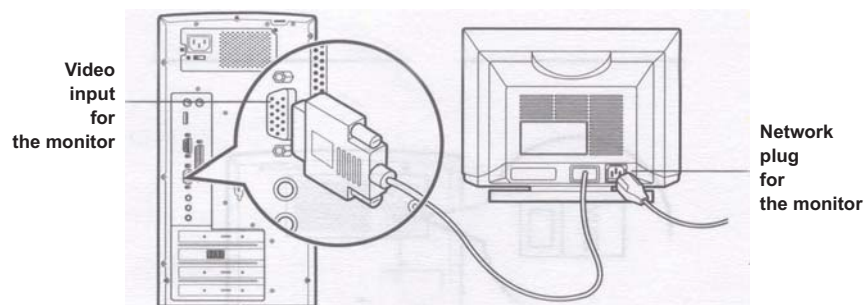
Network plug for the monitor

Illustration 2b

Illustration 2b : Type B. if an independent screen card is available

Connecting the Keyboard and Mouse
Plug in the keyboard and mouse cords into appropriate inputs situated on the rear of the system.
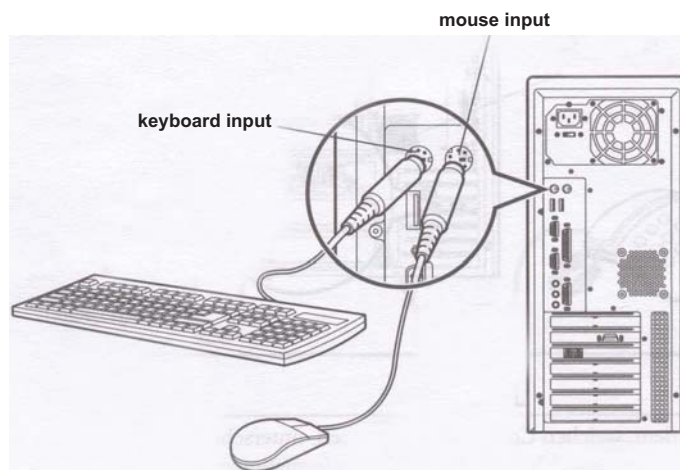

Illustration 3

Connecting the Modem Cable
If your system is equipped with an optional modem cable, then connect your phone line in to the modem card's line input.
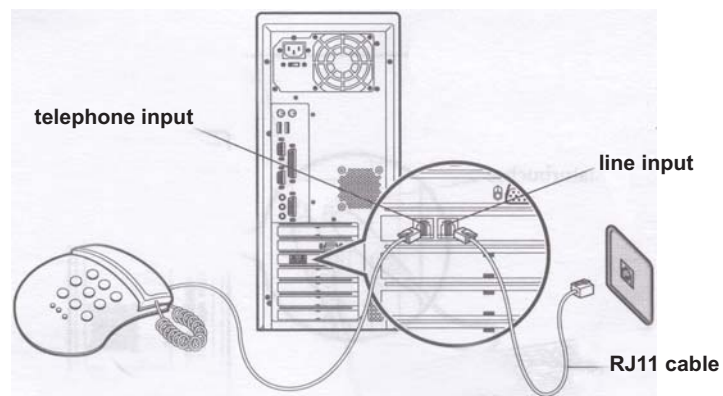

Illustration 4

Note: Depending on the PC you own, your modem may differ as shown in the illustration.

Connecting the Audio Devices

Your PC also supports an optional MIDI – Game port besides the usual integrated audio connection inputs (Speaker inputs, Line – In and microphone input).

You may connect a microphone in to a microphone input, a headphones or speaker to the speaker input, or a radio cassette player, CD Player or VCR to Line-in input. You can connect MIDI Devices (digital audio devices) and various game devices, such as; joysticks, console or steering wheel to MIDI / Game Port input. Your PC must be turned off when connecting audio devices into three ports and/or MIDI/Game port. However, the sockets of any further audio devices (other than the ones stated above) must be connected into their respective inputs situated on the rear of the PC.
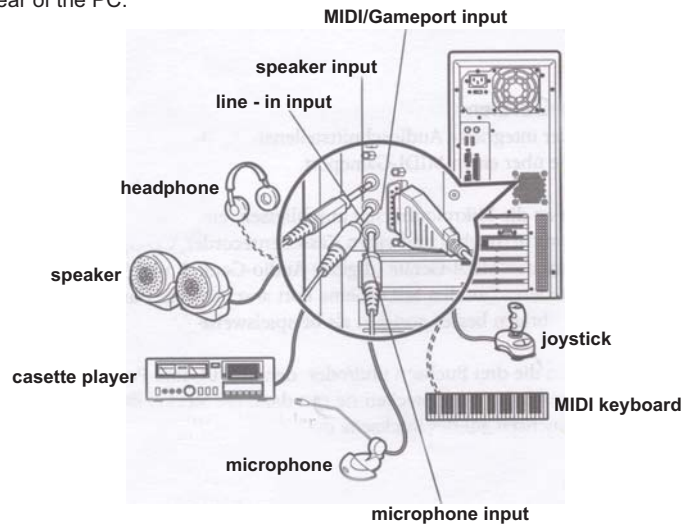
Illustration 5

Connecting the Printer

Connect the printer cable into the parallel port of your PC. If the socket is provided with the security bolts do tighten these bolts lightly. In order to secure the cable, which is situated at the side of the printer, make sure that the security handle is properly fitted. Plug in the power cord of the printer into the power outlet. Make sure that the power outlet is properly earthed.

Illustration 6

7
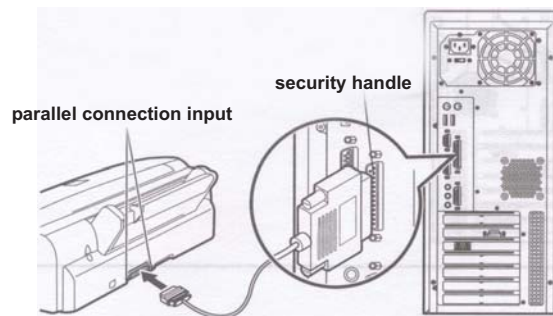
Connecting Serial Peripheral Devices

If you happen to posses a printer, a modem or another peripheral device with serial connection port, you may connect any such devices into the serial port situated on the rear of PC.

Illustration 7

Connecting USB Devices

If you happen to posses USB devices, you may connect these to your PC via USB ports provided on the PC. Just plug in the USB socket of the device into the USB port of the PC.

Illustration 8

Connecting the power cable

Before plug in the power cable, please first make sure that the voltage setting is correct (if not select the correct voltage rate). The selected voltage rate must be as same as the operating voltage rate of your PC.
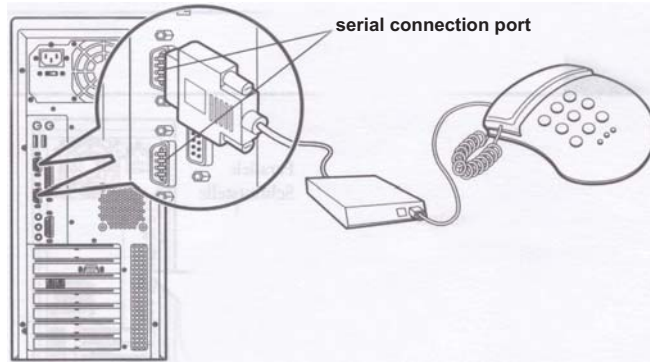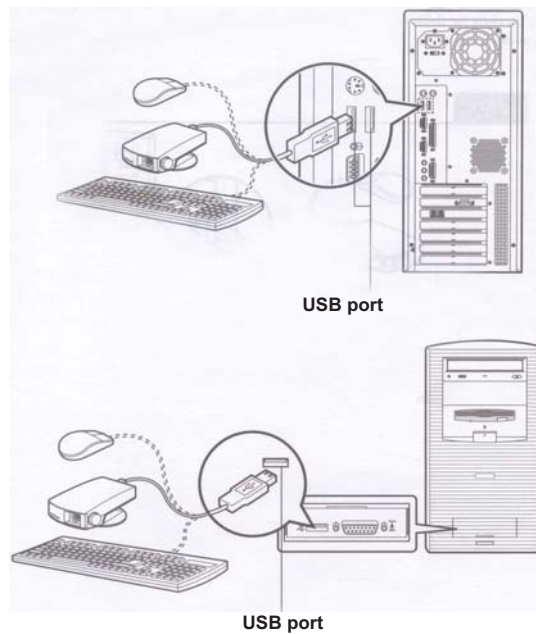
Connect the power cable into the corresponding power input situated on the rear of your PC first. Never connect the power cable into the wall outlet UNLESS YOU HAVE FIRST CONNECTED THE POWER CABLE INTO YOUR PC. Make sure that the above rules are fully observed and the wall outlet is EARTHED.

Connection socket for the power cable
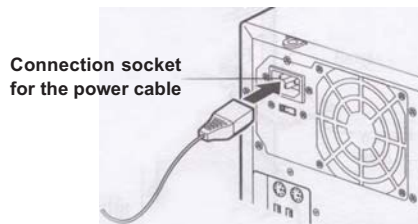
Illustration 9

Warning: In order to prevent an electric shock, connect the power cable FIRST into the PC then into the wall outlet.

Warning: In order to prevent damages, which may occur as a result of the effects of lightening, do unplug the power cable of your PC and other peripheral devices off the wall outlet. Do remember that the above warning is also applicable and must be observed in full when your PC is left unattended for long period of time or unused. Thus you can protect your PC and any other peripheral devices connected onto your PC from any hazardous effects of lightening and voltage fluctuations.

SECTION 2
Operating your PC

In order to operate and use your PC an operating system must first be installed. If would like to install Windows XP, please observe the installation instructions provided in the Windows XP handbook (However, in most cases, your PC comes with Windows XP already installed). In order to install alternative operating systems, such as OS/2 or UNIX, please refer to installation and operating instructions provided by their respective vendors.

Warning: The instructions provided herein this handbook are based on the assumption that you will operate Windows XP on your PC.

Using the Floppy Driver

If your PC is equipped with a standard 3,5 inch floppy driver, follow the instructions given below when inserting a floppy disk into the driver: Insert the floppy disk into the drive as to side-sliding metal section to go in with floppy disk etiquette facing upwards. Please pay attention to the illustration given below. Upon placing the floppy disk into the opening of the drive as explained above, just push the floppy disk gently into the drive until you hear a clicking sound.

Side-sliding metal section

With the push button protruding
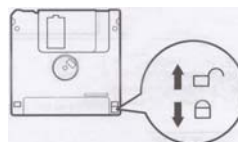
floppy disk

Illustration 10

Illustration 11

You can protect your data saved onto the floppy disk from deleted or replaced by locking the floppy disk. If the floppy disk is write protected, then no new data could be written, saved, deleted or changed. However the existing data can be read and used. Furthermore, no new data is saved.

Protecting a 3,5 inch floppy disk against writing data is executed by a little sliding switch situated on the top rear (please see the picture). In order to protect the floppy disk against any data written onto it, do slide the little square black sliding switch upwards as you hear a clicking sound. When its pushed fully upwards you will see the hole being opened in full. In order to reject a floppy disk outside the driver, first make sure that the operating light of the driver is turned off, and then press the reject button. Floppy disk then is rejected half way out the driver. Now you may take out the floppy disk by hand.

Warning: Never push the floppy disk reject button while the driver's light is on. Furthermore, we strongly recommend that the PC must never be switched off the mains while the floppy driver's light is on. Take all floppy disks out before you switch off your PC.

Using of Optical Drivers (CD-ROM/DVD-ROM/CD-RW/DVD-RW drivers)
In order to place a CD-ROM into the optical driver, the PC must first be switched on and operating normally. Eject (open) your CD tray by pressing the Open/Close button. Once the CD tray is fully ejected out the driver as the operating light becomes on. Now place a CD into the tray with the labeled surface is facing upwards, and press the Open/Close button once again. The CD tray will now pull itself into the driver.
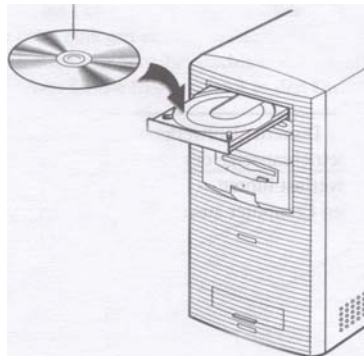
DVD/CD-ROM Disk

llustration 12

Before you take out any CD-ROM off the driver, make sure that the operating light of the optical driver is fully turned off. Then press the Open/Close button. Now take out the CD-ROM and press the Open/close button once again for the driver to take its tray inside the driver.
Note:
Optical driver installed on your PC may show differences depending on its make and model.

If your PC does not come with more than one hard drive installed or the hard disk is not partitioned, then the PC's operating system will automatically assign the letter "D" for the optical drive (for a hard disk with no partition the letter "C" is assigned). In all other circumstances, the PC's operating system will automatically assign the following letter in sequence for the respective optical drive (for a hard disk with one partition the letters "C" and "D" are assigned; so the following letter in sequence, which is letter "E", will respectively be assigned for the optical drive).

Using Hotkeys on the Keyboard

Depending on the system or the programming, some or all of the keys on the keyboard contain short commands; in other words hot keys. Standard hot keys are as follows:

Key	Function
Tab	When pressed in normal mode the cursor moves one step ahead towards right. The length of that one single move can be defined. When pressed while the Shift key is pressed, the movement is from right to left.
Caps Lock	When pressed once switches from standard minuscule to capital letters. Pressed once again the standard miniscule is restored. However, neither the numeric and symbol keys on the upper row nor the numeric keys on the right of the keyboard are affected.
Shift	When pressed, either the respective letter in capital, or the symbol etched on the top sections of the respective key is printed on the screen. Miniscule letters are printed on the screen in Change – Constant function.
Ctrl	Calls in a special functions and alternative letters when pressed with some other keys.
Alt	Calls in a special functions and alternative letters when pressed with some other keys.
Backspace	Moves the cursor one step backwards (towards left) and deletes the letter immediately to its left.
Enter	Starts a new paragraph or executes a command.
Insert	Turns the insert function on and off.
Delete	Deletes the letters etc. that are marked by the cursor.
← → ↑ ↓	Home, End, PgUp, PgDn, controlling of the cursor's position.
Esc	Commands the actual command line at the time of operation.
Num Lock	Provides the exchange in between the number entry and cursor command.

Key	Function
Keys from F1 to F12	Interrogate special functions built into the application program active at the time.
Print Screen (Basma)	Calls in for the screen to be printed, which is saved into the memory by the interface. The active screen is saved into the memory by using this key in combination with the Alt key.
Sys Rq (System Request)	Saves the screen interface into the memory. The active screen is saved into the memory by using this key in combination with Alt key.
Scroll Lock	Commands the Scroll function in certain applications.
Pause	Puts the active operation into a hold when pressed.
Break	Ends the current operation when combined with the 'Strg' key.
	Displays a short menu for / in relation to the Chosen / Marked section.
	Displays the Start Menu.

Change - constant key, Num Lock key and Scroll Lock key act as mode changing keys. Press these keys simultaneously with the respected function key in order to call in or shut down the required function. If and when the required function is activated a small led light, situated upper right corner of the keyboard, becomes on. The numeric keys situated in the numeric section of your keyboard also act as mouse keys or the cursor command.

Using the Mouse
Generally speaking, a mouse operates as follows:
One click: Click once on the left button of the mouse.
Double click: Click twice on the left button of the mouse.
Clicking on the right button of the mouse: Click once on the right button of the mouse.
Drag: Click onto an object and drag / pull the object onto a required position while keeping the right or left button of the mouse pressed. Once the object is in its required position, let go of the mouse button.

If your operating system is Windows XP, you can change the configuration of the mouse buttons. For example, left-handed persons may change the configuration of the mouse buttons as to suit their own needs.
All other information may be found in the Help Index under the subheading "Mouse / Configuration of the Mouse buttons".
If you press the right button of the mouse while using an application a short menu for the relevant section of the application is activated.

Adjust / Change the Screen Resolution & Color Hues
In order to adjust / change the screen resolution and color hue, please follow the instructions given below:
Point the mouse cursor onto the "Start" button on the task bar at the bottom of the screen and click once. From the opened menu go to "Properties" menu and select the "Control Panel" option. Now you will see –amongst the many others- a "screen icon". Point your mouse onto it and double click. Alternatively, you may just click the right mouse button while on the desktop and select "Properties" option there.
When "Properties" windows is displayed select the "Settings" option.
Select the required color hue from the Color and respectively the required resolution from the Resolution menu, and when complete, press the "OK" button.
If you changed the Color Hue the system will ask you to reset the PC for the new configuration to take effect.
If you only changed the Resolution, the screen resolution will be readjusted.

Managing the Audio Sound Levels
The sound level may be managed either through the command dialog box or the "Master Out" window. To adjust the sound levels through the command dialog box do the following: Point your mouse onto the Speaker icon on the Task Bar situated at the very bottom of the screen and click the right mouse button once.
When the sound level adjustment window is displayed, adjust the required sound level by the pointer of the mouse by moving the arrow up or down.
When done click the "Close" section of the window.

Annex A
Trouble Shooting

This section describes how you can eliminate various problems that may arise while operating and/or working with your PC. Please note that listed problems are followed by the possible reasons and solutions. If and when any of the following problems may occur, read the following very carefully before consult a technician.

Power Supply
My PC does not start
PC is not connected to an earthed power outlet as in accordance with the instructions. Check and make sure that the power cable of the PC is firmly connected both to PC socket and the wall outlet.
Wall Outlet is not Working
In order to check that the wall power outlet is working without any problems, do plug in another electrical appliance; for example a table lamp. If that appliance is not working either, then try to plug in your PC into another socket.

Hard Disk Drive
Hard disk drive is running slow
Data saved onto the hard disk may be fragmented.
Start the De-fragmentation software and check to see if there are any lost clusters on the hard disk (Detailed information on this subject may be found in the handbook supplied with your Windows XP operating system).
The hard disk operating indicator light does not switch itself off
Start the De-fragmentation software and check to see if there are any lost clusters on the hard disk (Detailed information on this subject may be found in the handbook supplied with your Windows XP operating system).

Optical Drive
Optical drive does not read the inserted CD-ROM
DVD/CD is not placed into the tray as instructed.
Eject the CD-ROM tray and make sure that the CD-ROM is placed properly, and close the tray.
Optical drive is not recognized
Turn your PC off and wait at least for 30 seconds before you turn it on again.
DVD/CD is placed upside-down
Eject the DVD/CD, turn it upside-down and close the tray.
(the labeled side must face upwards).
DVD/CD is dirty
Clean your DVD/CD using a suitable cleaning kit (available at many computer hardware outlet).
DVD/CD is faulty
Try out another DVD/CD. If the latter one runs without any problems, then the previous one is faulty.

Audio
Adjusting the sound level of the Audio Unit
Adjust the sound levels through the Sound Levels Dialog Box. Click on the Speaker icon on the Windows Task Bar.
When the sound level adjustment window is displayed, adjust the required sound level by the pointer of the mouse by moving the arrow up or down.
When done click the "Close" section of the window.

No sound from the PC
Sound level may be muted.
Click on the Speaker icon on the right of the Windows Task Bar. When the sound level adjustment window is displayed, adjust the required sound level by the pointer of the mouse by moving the arrow up or down.
Speakers not connected as instructed
Make sure that the speakers are connected onto the PC as instructed.

Floppy Disk Drive
Led light on the floppy disk drive lights continuously
Floppy disk is not inserted into the drive as instructed.
Eject the floppy disk and try inserting it the right way.

Floppy Disk may be damaged.
Insert a floppy disk and check it through ScanDisc.
(Detailed information may be found in Windows XP handbook)
Disk drive cannot write onto the floppy disk
Floppy disk may not be formatted.
Format the floppy disk (Detailed information may be found in Windows XP handbook. In order to call the "Help" function, first click the Start button followed by "Help" button).
Floppy disk may be write-protected
Either undo the write-protect or insert another floppy disk, which is not write-protected. To enable the floppy disk to write, push the little switch on the back of the disk outwards as to form a square hole.
Disk drive cannot read the floppy disk
Floppy disk is not formatted.
Format the floppy disk (Detailed information may be found in Windows XP handbook. In order to call the "Help" function, first click the Start button followed by "Help" button).

Additional Cards
PC is not running correctly after installing an optional PCI card into its projected slot or replacing the existing card with a new one.
PC does not recognize the card
To eradicate the problem follow the instructions given below:
Click "Start" and select "Settings".
Select "Properties" menu.
Double click the "System" icon.
Select "Device Manager" option in the "Properties" window.
Press the "Yeniden oluşturma" button. This option upgrades the hardware directory. This may take a few minutes.

Annex B
Documentation
CE Compatibility Statement:
This system complies with the EU Directives.
FCC Compatibility Statement:
This system is a FCC B class electronic device. May only be used with devices that fall within the B class limits.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by Escort Computer Elektronik could void the user's authority to operate the equipment. NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-- Reorient or relocate the receiving antenna.
-- Increase the separation between the equipment and receiver.
-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

WARRANTY LIMITATIONS

1. All assembled internal and peripheral units are dependant with the corresponding serial numbers printed on the case and in warranty certificate. Any attempt to alter, change and amend the information that are printed on the warranty certificate, as well as the serial number stickers affixed onto the system units which may result in such that the serial number stickers cannot be read properly, may cause the warranty to immediately become null and void.

2. This system consists of all the units whose serial numbers are as printed and marked on the Warranty Certificate (main computer unit, case, and internal units and peripherals used in the system) and standard operating system and drivers installed during the assembly. The system is under warranty with all its components as assembled by the factory.

3. Your PC is shipped as ready-to-operate with the operating system and software consisting of drivers all installed. Any adverse effects and damages arising out of or in connection to virus infection and similar that may infect the system at any future time is not cover under this warranty.

4. You are strongly advised to backup periodically all information, data and software stored on your computer. Any loss or damage suffered as a result of non-compliance with the foregoing is not cover under this warranty.

5. As an end-user, it is your responsibility to backup / copy all the information, data and software onto another media before you attempt to replace your hard disk or delivering your PC to a technical service for maintenance or repair.

6. As an end-user, it is your responsibility to re-install the software initially provided with your PC. Backup copies of the software are provided with the PC as default. Any such re-installation, if requested from the technical service, is subject to service charge.

7. Any faults, defects, malfunctions, failures and similar occurred as a direct result of attempts, for whatever the reason may be, made on the "Operating System and Driver(s) Software", which are installed as default during the assembly of your PC, by you or any unauthorized person, are not covered under this Warranty.

8. Any faults, defects, malfunctions, failures and similar occurred as a direct result of attempts made for installing or trying to install additional accessories and/or new / different cards and peripherals for the purposes of modification and/or expanding the capacity of your PC that are not compatible with the original configuration of the PC or the operating system itself and/or different than the configuration of units defined in the Warranty Certificate, are considered, treated and deemed as interference with the original system and therefore not covered under this warranty.

9. All spare parts, needed by the authorized technical services for the servicing of our PC's that are under our warranty, are supplied and provided directly by our firm. The end-user may not provide the service parts himself/herself. Therefore, our firm is legally liable against the authorized technical services for any spare or replacement parts that our firm provides for the purposes of maintenance and/or repair of personal computers that it provides, even though the system's itself may not posses a full warranty certificate.

10. All technical support and servicing are provided by the respective servicing points that are authorized by our firm. End-user is responsible from delivering / collecting the PC to / from those authorized service points, unless an agreement or a protocol contrary to foregoing is executed.

11. Defects / faults arising out of or in connection to the following are not covered by the warranty:
Intentional wrong doings and negligence committed by the end-user,
Defects occurred as a result of short circuits, sudden voltage fluctuations, application of high voltage, inadequate grounding, replacing of phase group and, adverse effects of induction current,
Various acts, such as; maintenance, repairs, capacity expansions, replacing and/or installing parts, cards or peripherals that are carried out by persons other than authorized service personnel,
Any damages that may have occurred as a result of an accident, natural disaster and fire, or during transportation, after the PC was delivered to the end-user,
Any defects that may have occurred as a result of dust, dirt, or heat, electromagnetic environment and similar environments that are expressly defined as to have adverse effects on the PC, and especially the defects that occur in the optical PC units, such as; CD-ROM, DVD-ROM, Floppy Disk Drive and Backup devices in connection with the foregoing.
The authorized technical service points may ask for an additional payment be made by the end-user for the repairs and/or maintenance works carried out on the PC's that are not under the warranty cover.