

Mac Hardware Service Guidelines

Towson University

The Office of Technology Services (OTS) staff can help diagnose hardware issues on Macs; however, staff cannot perform repair services on Apple computers. If a university Macintosh computer has been diagnosed with a hardware problem, the department or individual that owns the Mac will need to work with Apple to arrange for repairs. These guidelines list some options for obtaining service from Apple. The options are dependent on whether the Mac is under warranty (AppleCare) or not.

Note: the university is exploring the feasibility of contracting with a local authorized Apple service contractor to provide hardware service for university owned Macs. Should this service be made available, the university Mac Users Group will be notified.

What is AppleCare?

AppleCare is an extended warranty package that is usually purchased with a Mac computer. All Macs purchased by the university are encouraged to purchase AppleCare. AppleCare extends the hardware warranty from 90 days to three years. For more information, see:

<http://www.apple.com/support/products>

1. How do I know if my Mac is under warranty?

- A. Check the AppleCare status of the computer:
Go to <https://selfsolve.apple.com/GetWarranty.do>
- B. Type in the serial number of the Mac

To find the serial number:

1. Go to the Apple menu in the top left hand corner of the screen
2. Click "About This Mac"
3. Click "More Info"
4. In instances where the Mac won't boot up or the serial number is not listed, the number is also located on the exterior of the Mac computer case (see http://support.apple.com/kb/HT1349?viewlocale=en_US)

2. What are my options if a Mac is under warranty?

If the computer is under the AppleCare warranty, there are two options:

- A. Take the computer to the Apple Store located in Towson Town Center
 - i. Go to <http://www.apple.com/retail/towson/>

- ii. Click on the “Reserve” link under the “Genius Bar” icon
- iii. Follow the on screen instructions to reserve a time to take the broken computer to the store.

The store will take care of any part replacement/orders in the store, making this the quickest and easiest solution for laptops and portable devices.

B. Call AppleCare phone support

- i. Dial 1-800-275-2273
Have the following information ready:
 - Model of Mac
 - Serial number

3. What are my options if a Mac is not under warranty?

If the computer is not under warranty you can use either of the above methods. However, there may be service fees for phone support calls, services performed, and parts. Departments are responsible for all costs associated with repairs that are not under warranty. In some cases, the cost to repair may exceed the value of the Mac and purchasing a new Mac may be a more cost effective option.