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Managed IT Services, PC Service and Sales in Central Maryland

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Glass Slabs and Ultrabooks: Warranties and Cases Matter

by Jerry Stern

Holiday season is coming up, and some of you will be giving technology products as gifts, or hopefully, getting some of the latest and greatest. And some of you are switching from cell contracts that provide a free phone every two years to a 'buy your own' model, where you'll pay a non-subsidized price for smartphones. The new Apple iPhone 6s costs from \$649 to \$949.00.

Tablets have come down in price, with "usable" starting at \$99, and nicer tablets at around \$150 to a few hundred dollars on the Android models, and up to \$949 for the 12" iPad Pro, even more with a cellular radio.

Reminder: These devices are **fragile**, they're sealed glass slabs that can be repaired (elsewhere) if the glass is broken, but the reliability of any repair that involves a heat gun, plastic pry tools, and 1mm strips of double-stick tape is scary at best. Ultrabooks are better; they're designed to be serviced, but any laptop that's under 1" thick is more delicate by design. There are a few exceptions, like the Lenovo laptops designed for schools, but very usable for adults, too, with reinforced corners and padded tops.

Gorilla Glass, by Corning, does help prevent breakage--it's up to version 4 now, which is more flexible, stronger, and more difficult to scratch. Check that the phone or tablet you're looking at has Gorilla Glass. Apple's Sapphire Glass protects against scratches, but it can still shatter.

So ask about extended warranties when you buy the more costly items among these glass slabs and super-thin devices. The better brands have warranty upgrades that include accidental damage or same-day on-site service. And buy a sturdy case, not just a sleeve. Look for reinforced corners and rubber pads.

Looking for a laptop or tablet that will survive what you do to it? Call us, at 410-871-2877.

Computer Still on the Floor?

Bench cleaning special until Thanksgiving: Any desktop computer cleaned internally for free with any other bench service, or if that's all it needs, \$40.

Reminder: Floor computers have a higher failure rate, especially for any part that spins: hard drives, DVD drives, fans, and power supplies. In extreme cases, we've fixed floor PCs with heat issues that damaged USB and video circuits as well.



Contact Us

PC410.com is the local computer services division of Science Translations, serving central Maryland, including Baltimore and Westminster.

Call us at 410-871-2877, or from Baltimore, at 410-205-9250.

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