# Common issues that we see and solve on a daily basis.

- ✓ Virus and/or Spyware
- ✓ Laptop won't power
- ✓ Laptop battery won't charge
- ✓ My Apple iOS device is locked
- My computer won't boot to the operating system
- ✓ My laptop screen is dim
- ✓ I can't connect to the Internet
- ✓ My Apple ID is not working
- ✓ My laptop LCD is cracked/broken
- My computer just shuts off when I'm using it
- My laptop hinges are broken
- My computer freezes and/or locks up
- ✓ The power went out and now my computer won't turn on
- My Apple iOS device has a cracked screen
- I spilled water on my device and it will not turn on
- My Apple iOS device will not charge

#### **Our Mission:**

To bridge the gap between people and technology.

#### **Our Vision:**

To be the best computer solutions provider in Maine.

#### **Our Values:**

Honesty, Integrity, Knowledge, Community













### We fix it because we care! 207-594-5556

66 Maverick Street • Rockland, ME 04841

info@computersolutionsme.com www.computersolutionsme.com www.facebook.com/computersolutionsmaine



We fix it because we care!

207-594-5556

www.computersolutionsme.com www.facebook.com/computersolutionsmaine

## **Computer Solutions Services**

Please call us to schedule an appointment

### In Shop Basic Computer and Technology Consulting:

Call and schedule a session with us today at our office. We can help you with your basic computer and technology questions.

#### In Shop Diagnostics & Repair:

If your computer is having a problem, you can bring it into our office and we will run hardware diagnostics. If it is determined that your computer needs to be repaired, you will be contacted by someone in our customer service department after the diagnostics have been completed to discuss your options for repair and answer your questions.

#### **Online Support Service:**

Don't want to bring your computer into our office? As long as your computer can connect to the internet, then one of our technicians can do a remote session with you.

#### **Residential Customer On-Site Service:**

Our highly skilled technicians can come to your location and service your computer.

#### Apple iOS Device Repair:

iPad service includes: warranty and non-warranty services for cracked screens, hardware and software repair.

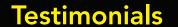
iPod, iPod Touch and iPhone services includes: non-warranty software and cracked screen repair.

#### Preventative Maintenance Service:

We recommend scheduling an appointment every six months: anticipating future problems and solving them now will prevent extended downtime in the future and saving you money!

#### **Business Class Service:**

We can come to your office, or home office to diagnose and fix your computer, or network problems. **Monthly**Maintenance Service Plans are available!



"Reliable, consistent, and easy to work with, Computer Solutions continues to solve computer issues in a fast and efficient manner. Todd programmed and installed our POS system for our restaurant and any time we have a question, he is quick to respond. Over the years, Computer Solutions has fixed our lap-tops and home PC's and even made a house call when needed. The employees at the front of the office are very polite and knowledgeable as are the employees out back. Two thumbs up!"

--Jill Goodridge, Owner of Park Street Grille

Van Steenberg & Associates

"I am so glad that I switched to Computer Solutions for all of my IT services! My computers have never worked better and I really appreciate the quick turnaround time!" --Ingrid Van Steenberg, Owner of

"Thanks again for your outstanding customer service. You always go above and beyond. I personally think you and your associates are "The Best of the Best". My computer is once again in top working order!"

--Patty H.

"Computer Solutions totally has worked for me - three times you have caught major problems with my computers before they caused me outages, allowing me to back up and prepare! I'm so grateful! Now we do it with ALL of our computers at Dream Local Digital!"

--Shannon Kinney, Founder



April 2013 will mark the eighth year since the day I opened Computer Solutions. I opened the shop because I discovered that while some computer repair technicians were really good with computers, most were really bad with people. It seemed as though the technicians wanted to play with the computers in their work shops, but didn't

care about the people who used the computers. I didn't like this mentality, and knew I could do better. Armed with the will to succeed and the desire to help bridge the gap between people and technology, I began my journey.

I've selected a team of trustworthy people who embody the values of my company...

honesty, integrity, knowledge and community... to work with me helping you. These individuals have willingly accepted the challenge of molding my business from a one man operation, into a service center you can trust. While each of us as an individual have the ability to provide you with great personal service, it is functioning as a team that we can provide unparalleled satisfaction to our customers.

Sincerely,

Todd Gustafson, Owner

Microsoft and Apple Certified