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Iceberg's One Hour Says Tech Experts' Service Is Hot!

Heating & Cooling Company's Network Running Smooth Thanks To Tech Experts

Making Monroe County comfortable is the number one goal at Iceberg's One Hour (formerly Iceberg Heating and Cooling).

Iceberg's fleet of eye-catching service vehicles helps the company keep Monroe County comfortable.

To help them in their mission, Iceberg relies heavily on their server, computers and network - and they count on Tech Experts to keep their systems running smoothly.

Founded in 1998 by John "The Penguin" Poniewozik, Iceberg's One Hour is one of Monroe County's largest residential heating and cooling contractor.

The company offers a unique, guaranteed "On Time" repair service, preventive maintenance and air quality solutions, and replacement system sales. Iceberg's motto is "Always on time, or you don't pay a dime!"

"Tech Experts made a great first impression by saving the day when my computer nearly EXPLODED," said Michelle Drescher, Iceberg's operations manager. "My computer was terribly infected by many deadly viruses and it virtually needed to be cleaned from the inside out. Bob was here a good couple of hours working to save my computer and get me back up and running. Tech Experts understands time is of the essence for their customers and works efficiently to limit the downtime we might have."

Iceberg uses a specialized software program that supports service team scheduling, accounts receivable, accounts payable, and all of their book keeping and customer information.

The company uses a server running Microsoft Windows Server 2003, and stores many important Word and Excel documents for easy access by their office team members.

The company also relies heavily in their network and Internet connection. "We need fast and reliable network and Internet access to perform research and for correspondence with our support team in Sarasota, Florida," explained Michelle.

"From our phone answering scripts to training materials and budget projections, our production is dependent on our computers," continued Michelle. "I have peace of mind that when I need service, I will get service."

Tech Experts has also helped Iceberg reorganize their file and folder structure on the server to more efficiently store and retrieve documents.

According to Michelle, there are many advantages to working with Tech Experts. "Having a network to which our entire staff is connected and thus can access any file when necessary is such a time saving, headache-reducing system," she said.

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"We are a more solid company now that our computers are running better and we are confident in our technology, thanks to Tech Experts. We have less downtime and less frustration...."

Michelle Drescher, Operations Manager Iceberg's One Hour

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SHHH! We've Got a Dirty Secret To Confess!

We're Guilty Of This Computer Sin... Are you?

Photograph of an actual client's computer. Notice the lint accumulated on the CPU cooling assembly. This machine was suffering from random reboots. After our professional cleaning service, the client reported no more problems!

Dust and dirt collect on every part inside a computer, potentially causing overheating.

We have a dirty secret to confess…

We don't clean our office computers as often as we should. Yes, we'll shake the crumbs out of the keyboard from time to time just like everyone else, but that could hardly constitute as a "cleaning."

With spring in the air, we thought this would be a good opportunity to remind everyone to clean out those dirty PCs. After all, you should do this every 3 to 4 months. And, it's not just for sanitation purposes.

The electromagnetic field put off by your computer attracts dirt. Just take a look at the back of your PC near the fan vent. This dust and debris accumulates, and acts just like insulation, making your computer run too hot.

It's Not Just Dirty... It's Dangerous!

The dust clogging those vents will cause your CPU to heat up—and heat is the biggest cause of component failure in computers. That dirt and dust can end up shutting down your PC and costing you real money!

Here's a general overview of how to clean your computer…

A Warning Before You Start Scrubbing

Never spray or squirt any type of liquid onto ANY part of your computer. If a spray is needed, spray the liquid onto a cloth and then use that cloth to rub down the component. You NEVER want to get any of the components inside the computer wet and you don't want to spray cleaner directly onto a computer screen!

Also, when vacuuming the dust INSIDE your computer, make sure you use one that was designed specifically for the job and not the one in your closet. Standard vacuums create static electricity that can damage the internal components of your computer. Instead, use a portable battery powered vacuum designed to do this job.

Tools You'll Need

You will also need:
- A screwdriver to open the computer case; just be very careful not to unplug, unscrew, or knock anything out of place!
- A can of compressed air.
- A computer-approved cleaning liquid such as rubbing alcohol or mild cleaning agent like dish liquid diluted down.
- Cotton swabs (Q-tips).
- A lint-free cotton cloth.

Tip: Wiping down the outside of your computer tower with a solution of one half vinegar and one half water will minimize static.

Before you begin, turn off your computer. Start by getting out all the dirt, hair, and dust with a vacuum. Do an extra good job around any ventilation locations as they will help to keep a steady airflow thereby keeping your internal components cooler.

When cleaning the fan, we suggest you hold the fan or place something inbetween the fan blades to prevent them from spinning. Avoid spraying compressed air into a fan or cleaning it with your vacuum since it may cause damage to some models.

Compressed air is great for getting all the crumbs, dust, and dirt out of your keyboard, but be sure to also wipe down the keys and surface of the keyboard.

When cleaning the monitor, use a lint-free cloth (like the one you use to clean your eyeglasses). Paper towels, dryer sheets, and other cloths may scratch the monitor. Also, never use Windex or a commercial cleaning product, and never spray anything directly onto the screen. Instead, lightly spray a mixture of rubbing alcohol and water onto your cloth and wipe it down.

Want Us To Clean Your Computer For You?

Want us to do the dirty work? Then give us a call at (734) 457-5000. We're running our annual "System Spring Cleaning Special" for just $39 per computer.

Our Microsoft and A+ Certified Technicians will clean out your systems, check for viruses, spyware, and malware infections, and get your computer in top-running form for your busy summer months.

No more grime, germs, or dust bunnies—we'll get rid of them all as part of our Spring-cleaning special!

Call us: (734) 457-5000
Or, you can e-mail us:
info@MyTechExperts.com

Spring Is Here... Time To Check Your Battery Backup!

What's the best way to keep your computer safe during a thunderstorm? Crawl under your desk and unplug it.

While not a particularly practical suggestion, unplugging your PC from AC power, a telephone line if you use a modem, and your network will protect it from surges and power problems.

A more practical solution would be to use a power protection device, such as a true surge protector, or a business-grade battery backup system.

Computer damage from severe weather conditions is surprisingly a very common problem, despite warnings to installl power protection.

When power problems strike, they can cause permanent damage, to either your computer or your data. To minimize the possibility of damage, install a true surge protector - not just a power strip. A true power strip will cost you in the neighborhood of $20 to $40, and most offer specific guarantees if your equipment is damaged after you properly install the power protection device.

If you use a battery backup system for your computers and servers, remember - the battery inside the UPS unit should be replaced every 2 to 3 years.

Get a surge protector that also protects your network, phone lines or DSL connection. Some even offer a connection to provide surge protection on the cable line that services your cable modem. Remember, the more protection, the better.

Check your protection devices regularly. If you use battery backup systems, use the testing feature at least quarterly to make sure your unit still functions properly.

Batteries in backup systems will typically last two or three years, unless your power environment is particularly troublesome.

Remember, too, that not all power problems result from electrical storms. The every day variances in power quality - from smaller surges, sags, drops and brownouts - will also, over time, cause damage to your electronic equipment.

When you invest in a high-quality surge protector, many of them will also compensate for these minor electrical fluctuations, protecting your equipment at its own expense. These are called line conditioning surge protectors.

Higher end line conditioning surge protectors will wear out and lose effectiveness after a few years, and should be replaced. We always recommend using APC Power Protection equipment because it comes with an equipment insurance policy.

Spring thunderstorms can wreak havoc on your sensitive electronic equipment, particularly computers and servers. Be sure to invest in a ***good*** *surge protector; the cheap $6 power strips you can buy at a big box store rarely offer true surge protection.*

How To Instantly Do Any Job Faster With FREE Done-For-You Templates

Are you tired of always having to reinvent the wheel when it comes to a new form, project or newsletter? Using templates can really speed up any job.

At Microsoft's website: **http://office.microsoft.com/templates** you can search and download hundreds of free templates ranging from inventory sheets, time sheets, to business cards and envelopes. There's even templates for fax cover sheets, proposals, memos, meeting agendas, outlines, and client proposals.

You can even find newsletter templates just like the one you are reading!

If you are just getting started with a web site for your business, and would like to use web site templates, check out: **http://www.templatemonster.com** where you can search through hundreds of web site templates by style or category.

You have the option to buy a copy for as little as $62, or buy a "unique" copy for $2,500+.

What's the difference? A unique copy removes the template from their library so no one else can purchase that template. The downside is that others BEFORE you have downloaded it, and they still get to legally use their copy.

Plus, you'll need help from a web designer to post the site and make it work. The upside is that you can get GREAT design ideas for nothing, or shortcut the number of billable hours your web designer has to spend on creating a template from scratch.

Want More Useful Tips? Visit our new Tech Experts Blog at www.expertsguys.com

Contact Information

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Take advantage of our client portal! Log on at:

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Iceberg's One Hour, continued

"The Tech Experts team is approachable and offers sensible solutions to not only ITproblems but also organizational challenges, password protection and Internet filtering as well," she said.

Michelle concluded: "We are a more solid company now that our computers are running better and we are confident in our technology, thanks to Tech Experts. We have less downtime and less frustration which again helps us accomplish our number one goal of exceptional customer service and saving our customers time."

For more information about Iceberg's One Hour Heating and Air, or to schedule an appointment, call (734) 242-1900, or visit them on the web at www.onehourair.com.

Make Sure You Condition Your Laptop Battery

When you purchase a new laptop, make sure you condition the battery or you'll end up buying a replacement in the very near future.

The conditioning process varies among laptop manufacturers, so make sure you read the instructions that came with your new laptop. Some manufacturers recommend that you completely drain the battery before allowing it to fully charge, and then repeating that process two or three times before you do a partial charge.

Others have different instructions so, again, be sure to ask your Tech Experts team member, or follow the directions that came with your new laptop.

After you've conditioned your battery, we recommend that you allow your laptop battery to completely drain once every 3 to 4 months, and then fully recharge it to refresh all cells.

A well-maintained battery should accept hundreds of recharges and last for a long time.

"You're lucky, Ted. You're the only one around here who doesn't get treated like a number."

Don't let unexpected computer troubles ruin your summer fun...

As temperatures warm up, dust and debris that accumulate inside your computers can act just like insulation, making them run much hotter than they should. This can cause lockups, freezing and costly downtime.

Our 15 point system inspection is designed to keep your computer equipment running smoothly, and pinpoint potential problem areas before they turn into **expensive** repairs.

Spring System Checkup
Just $39 per computer!

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