



Welcome Booklet
Please Read

BullGuard™

Protects you from all online threats

Discover BullGuard's radical Internet Security suite!



Radical features:

Behavioural Detection:

Catches 65% more malware than traditional virus programs.

Safe Browsing:

Flags any registered, unsafe websites that come up in search results.

Inspector:

Locates vulnerable, out-dated software before hackers exploit it.



Important Information

Please complete the details below

Important: Please keep this booklet safe for future reference

Full Name: _____

Order Number:

Date of Ordering: _____

Date of Delivery: _____

pcspecialist.co.uk

Unit 12 Jubilee Way, Grange Moor, Wakefield, WF4 4TD

Support Line: 0333 011 7000
enquiries@pcspecialist.co.uk
www.pcspecialist.co.uk

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Introduction

Dear Customer

Firstly let us thank you for purchasing your computer from PC Specialist Ltd. We hope you have had a good experience with our company and that your computer will satisfy your needs for years to come.

Included with your computer will be your documents, discs, manuals, cables and accessories. All necessary drivers are supplied with your computer and will already be installed for you if you have ordered an operating system with your computer.

Please keep your original packaging. The packaging can be easily flat-packed and stored in case it is needed in the future. If you ever need to return your computer to us this will reduce the chance of your computer getting damaged in transit and save the hassle of having to obtain packaging yourself.

If you think that your computer has arrived damaged in transit, please let us know as soon as practically possible, and within 3 working days at the latest. All consignments are sent with insurance for peace of mind.

We have tried to make the whole process of buying a new computer as simple as possible from the moment you arrived at our website until the moment your computer is set up, but if you do have any teething problems, questions, queries or recommendations, please do inform us.

We have included some basic guidelines to help set up your computer, but if you need any further help please do not hesitate to contact us on 0333 011 7000 or login to your account at www.pcspecialist.co.uk where you can send us a support message.

You may have read our testimonials on our website and this may be the reason why you chose to buy from our Company. If you are happy with your computer the best way to thank us would be to write a brief testimonial on our testimonials page: www.pcspecialist.co.uk/testimonials, or submit a review on our TrustPilot page <https://uk.trustpilot.com/review/pcspecialist.co.uk>.

Should a problem develop with your computer inside or outside the warranty period, please do not hesitate to contact us as we'll be happy to provide service or advice. You can contact us by email or phone our call centre. Sometimes the call centre can become very busy so please be patient if you call us. Your call will be held in a queue so please do not hang up and redial as you will start at the back of the queue again.

Have fun and don't forget to show your friends - you know they will be jealous!

Many Thanks

The Team at PC Specialist Ltd

Contacting Us

You may have already logged into your customer account section on our website, but if not, we recommend you give it a try! Using your account you can:

- View your account details
- Create, view and pay for your orders & sub-orders
- View tasks set on your order, for example additions or changes to your order
- View & amend your quotes
- Print invoices & credit notes
- View delivery and payment information
- Send our support team emails
- View emails from the support team
- View returns and fault reports
- Request returns online
- Find advice on how to return an item to us

Should you have a query, we supply a lifetime support package through our call centre. If you would like to give us a ring, please have your order number to hand. This will allow us to offer you specific guidance for your custom built computer.

Our telephone number: 0333 011 7000

Our fax number: 0845 226 4046

We recommend you use our online email support system to contact us. To do so, simply login to your account at www.pcspecialist.co.uk/login and go to "Inbox" or "New Message".

When you send us emails using our online email system, we can also instantly see your emails and process your support request much quicker. If, however, you prefer to email us the usual way, we will also support you. Send an email to:

enquiries@pcspecialist.co.uk

Please include your order number in the subject line of the email for our reference.

VAT invoices can be generated through your account or by request. We are more than happy to supply a PDF copy of your invoice upon request.

First Steps

Before you turn on your new computer...

Before you unpack your computer, take a minute to select the best location for your PC. Moving your system to another spot later is not fun and risks damaging your components. The ideal spot would be:

1. Within easy reach of an outlet or extension cord, as a power source for your system.
2. Where there is space for all the cables that connect the computer tower and peripherals.
3. Where there is adequate clearance around the computer tower to allow for good airflow to help prevent overheating.
4. Where you'll be comfortable and healthy in the spot. For example, choose a spot where you can place your monitor away from light sources that produce glare or one that has window blinds to control light levels. Also, choose a spot where you can position your monitor about an arm's length away from you when you are seated comfortably in front of it.

We strongly recommend you store your computer in a location where it has sufficient airflow, especially to the rear. As you use your computer, it generates heat, which is dissipated from the heatsink and then extracted from the computer.

If there is insufficient room for air to be extracted from the computer, your computer may heat up. If the computer gets very hot, this can cause the computer to crash or become unstable. It is especially important to allow for a good airflow in the summer months.

If you have purchased a laptop, we recommend using this on a hard, flat surface away from fibres. When using your laptop in a single location, you can remove the battery and only use the power cable to reduce battery wear.

Unpack your PC

After you take everything out of the box, go through your order invoice and double-check that you have all items ordered. That way, if something is missing, you can call us right away. It is always a good idea to KEEP THE ORIGINAL PACKAGING.

When you have unpacked the system, please check if there is a leaflet on the side of the case containing packaging information. Please make sure you follow the instructions on this leaflet before turning on your computer. Sometimes, your PC will be supplied with internal packing foam inside of the case. Please ensure to remove this prior to powering on the machine. This packaging material should also be kept in case the computer needs to be re-packaged for transit.

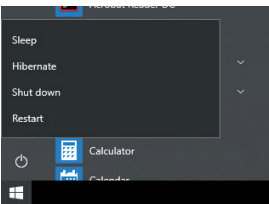
Next, unpack all the individual items (keyboards etc) and your PC Specialist Welcome Box. Your Welcome Box includes the power cable for your system and may include discs for re-installation of drivers, aerials for wireless connectivity and additional items supplied with your components that have not been used in the build. Don't worry if you have additional screws and mounting brackets, these have been supplied in case that you need these for future upgrades.

Arrange the components in the desk area you plan to use. Following each peripheral items individual instructions, connect the cables. Make sure to add your wireless antenna and connect your monitors into the correct slots. Please note that we may put plastic covers over the sockets that will not display. For further advice on connecting your monitor and wireless card, please refer to page 14 and page 16 respectively.

Now you're ready to plug in your system and connect it to the Internet. Make sure that you plug your computer into a power strip with a surge protector, which helps prevent damage from voltage spikes during electrical storms or after power interruptions. It is always the safest option to unplug household electrical/ electronic devices during severe storms or when you leave your home for long periods of time.

Start it up, name your profile, and get connected

When you're confident that all cables have been connected correctly you can turn on your new PC. Make sure the switch at the back of the PC is switched to the on position. Push the power button on the front (sometimes on the top) of the PC to turn your system on.



Do not use the power button to turn off your PC or unplug the whole system to shut it down. Instead, to protect your system and data, always turn your PC off properly. If you are using Windows 10, to turn off your computer properly click the Start Button, which is usually in the lower left corner of your screen. Look for the Shut down options. If you click on the Power icon, you will see a list of options, which usually include Sleep, Shut down, and Restart.

When you turn your PC on for the first time, you'll probably see a few welcome screens, and one of the screens may ask you to add your Microsoft account details. If you do not have a Microsoft account, follow the prompt in order to create one. Please make sure to take a note of your credentials, as these may be required at a later date.

You might also see a screen that prompts you for information required to connect to the Internet. You can connect to the Internet through either a wired or a wireless connection, if you have an integrated wireless module. At this point, we recommend following the instructions provided by your Internet Service Provider to establish your Internet connection.

First Steps

Start-up Tips

It is important to note that some motherboards have integrated graphics. If you have ordered a dedicated graphics card, you need to connect the cable from your monitor into the correct port. Please refer to the example image below. Further information can be found in 'Connecting Your Computer Monitor' on page 14.

Example image showing a motherboard with onboard DVI and a graphics card installed.



If you order more than one HDD or add your own drives, then you may have to initialize these drives. To do this click the 'Start' menu button and type 'Computer Management' into the search box and press the 'Enter' key. Click 'Disk Management' and you will see all your drives. Right-click the disk you want to initialize and then click 'Initialize Disk'. If this does not work correctly, right click on the disk and select 'Delete Volume'. Once deleted, right click on the same disk and select the option to 'Create a new Simple Volume'. Finally, follow the prompts and this hard drive will appear correctly.

Security, Internet Protection and Anti-Virus



Once you are connected to the internet, it is vitally important that your computer is comprehensively protected from viruses and all other online threats. Windows has very basic protection, which can be configured in the Action Centre accessible from the Control Panel. If you selected the BullGuard Internet Security Trial, then you are fully protected for 90 days. BullGuard Internet Security is built exclusively for the everyday user, putting safety, simplicity and an easy-to-use design first. That's why 10 million users worldwide have travelled the web safely with BullGuard. What do you get?

- Complete, award-winning Internet Security
- Award-winningly user-friendly design
- Constant security software updates - no loss of computer performance
- 24/7 support in plain English

After the free 90 day trial, you can subscribe for continued peace of mind and a good night's sleep! Alternatively if you have your own internet security software / package you should install this now.

Set Up

Activating your Pre-Installed Software

Windows should be automatically activated if a copy of Microsoft Windows was included in your order, as the product key is supplied digitally. This means that once you add your details as part of the Windows set-up procedure, this will assign your Windows Product key to your Microsoft Account. If you need to reinstall Windows at any point, Windows will be automatically activated for you. If you have any issues in activating your Operating System, please let us know.

If you have included an Office Package in your order, this suite will be pre-installed as the Office 365 package on your system, even if you have ordered a different Office Product. Once you open a program within this package (eg. Word, Excel etc.), a pop-up will ask you to enter your Microsoft Account details. Once these details are added, this will assign the product to your Microsoft Account and install the correct version.

If you need to re-install your Office Suite, you will find your subscription for your Microsoft package after logging into your account through the link below. On viewing your account, click on the 'Services and Subscriptions' section and you will be provided with a download link for your package.

<https://www.microsoft.com/>

We install a copy of Windows 10 on all of our systems. If you have not ordered your PC with a copy of Windows 10, a trial version has been installed on the computer for testing purposes. Please remember that you have 30 days to activate your copy of Windows once you receive your PC. After 30 days, the trial of Windows 10 supplied with your PC will expire.

The page opposite provides further help and benefits of activating your genuine Windows Operating System.

We understand that you may want a different Operating System on your computer. You are more than welcome to install a version that would better suit your needs.

Change or Add Hardware

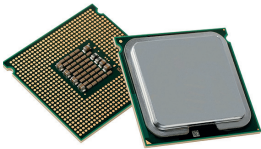
Small and inexpensive changes to your system now or in the future can make using your computer faster and more enjoyable. At PC Specialist, we are more than happy for you to upgrade your computer when you decide the time is right. To purchase upgrades for your computer visit www.pcspecialist.co.uk/upgrade

You can get detailed information on the hardware installed inside your PC through your invoice. This will itemise the components that have been used in building your custom computer.

PC Components

Core Components

The following pages provide a basic overview of some of the major components in your computer. The information provided is Generic and not tailored specifically to your pc.



Processor

CPU is an acronym that stands for central processing unit. The central processing unit is responsible for performing all of the mathematical calculations that are required for a computer to function properly. Because a computer cannot function without the CPU, it is often referred to the CPU as the “brains” of a computer.

TIP In order to check the model of processor in your PC simply click the 'Start' icon, type 'CPU' into the search box and press the 'enter' key.



Memory

RAM, short for Random Access Memory is the short storage area for your PC. Often just called memory, RAM is just an electromagnetic storage that loses all its data once the power has been removed. Your operating system and other programs and games use RAM in order to store data that is required at speed. RAM will make your system perform faster simply because the CPU is not idle waiting for data to be retrieved from slower components such as the hard drive.

TIP Memory can be easily upgraded yourself. If you want to add more memory to your PC, please visit www.pcspecialist.co.uk/upgrade



Motherboard

The motherboard is the main circuit board inside your PC. Every component at some point communicates through the motherboard, either by directly plugging into it or by communicating through one of the motherboards ports. The motherboard is one big communication highway. Its purpose inside your PC is to provide a platform for all the other components and peripherals to talk to each other.

TIP All motherboards have BIOS (Basic Input/Output System). The BIOS allows the motherboard to start functioning before an operating system is installed. Many PC manufacturers release BIOS updates to solve problems with the original BIOS or to add new functionality. Flashing your BIOS incorrectly can result in permanent damage to your motherboard and may void your warranty if conducted incorrectly. If in doubt, call us for advice.



Storage Drives

Storage drives can come in many varieties of which there are three main types; Solid-State Drives (SSDs), Solid-State-Hybrid Drives (SSHDs) and Hard Disk Drives (HDDs). These storage drives store all of your information including your operating system, programs and files. If the drive is damaged for some reason, you may lose everything on your computer.

The different types of drive use different methods for storing and communicating their data. They also come in a variety of shapes and sizes and connect to the motherboard through different ports (eg. SATA, M.2). All of these operate in essentially the same way within your operating system.

TIP There are further technologies that allow storage devices to automatically create redundancies or speed up performance such as RAID and Intel® Optane Technology™.



Graphics Card

The graphics components are the part of your computer that control and enhance how graphics (pictures, videos, programs, animation, and 3D) are displayed on your computer screen. Often, the graphics components are on a separate card that plugs into a slot on the motherboard. Sometimes the graphics components are built directly into the motherboard.

TIP To ensure you get the best performance out of your graphics card it is a good idea to regularly check for the latest drivers. New graphics drivers can be easily found online by searching for your graphics card model.



VGA



DVI



DisplayPort



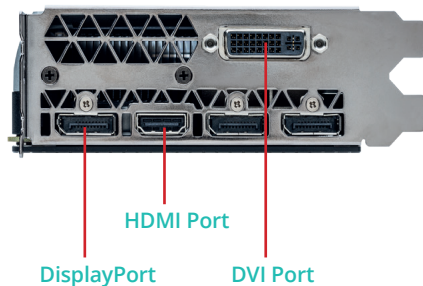
HDMI

PC Components

Connecting your Computer Monitor

When connecting your monitor to your computer there are sometimes several possible ways to connect:

- DVI
- HDMI
- VGA
- DisplayPort



You should only connect one display cable from your computer to each of your monitors. If multiple cables are connected to one monitor, this can cause display issues. We recommend connecting by DisplayPort as your first choice, followed by HDMI. If your monitor uses the older VGA type of connection, convertor cables such as DVI to VGA are not recommended. The conversion from an analogue to a digital signal can cause issues.

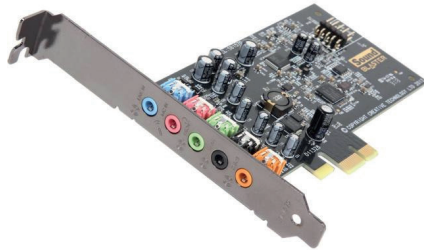
Onboard Sound

If you have ordered the onboard sound that comes with your motherboard, please refer to the diagram below. If you have ordered a discrete soundcard, please ensure you do not connect your audio device to the on-board audio ports, instead connecting them to the discrete soundcard.



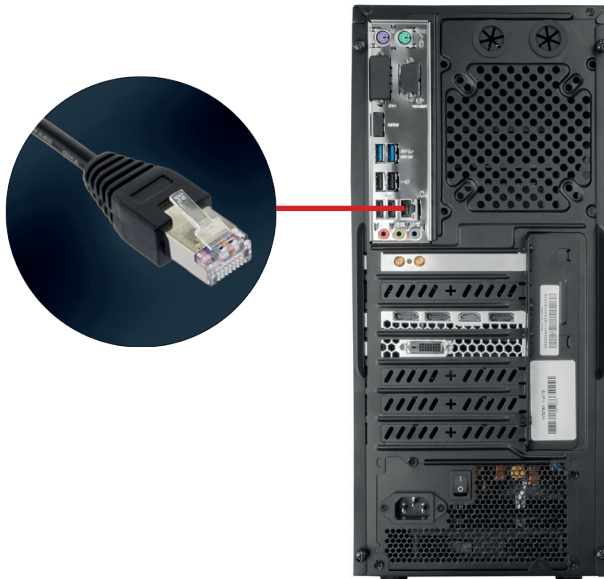
Discrete Sound Card

If you have ordered a separate soundcard like the SoundBlaster card shown below, then you must connect your speakers / microphone to the audio ports on this card and not the onboard audio ports. Your onboard audio ports will look like those shown on the previous page. If you have ordered a separate soundcard and connect your speakers / microphone to the onboard ports your pc sound will not work.



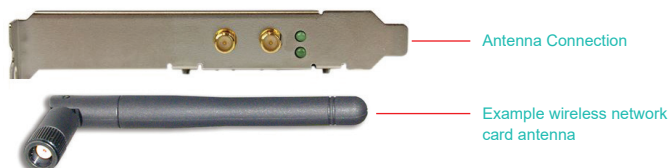
Network Facilities

Most customers connect to the internet through a wired Ethernet connection. If you are unsure of what an Ethernet port looks like, please refer to the diagrams below. Your Ethernet port can also be used to connect your computer to a Local Area Network (LAN). The simplest way to setup a network is by connecting your computer to a router, which is also linked to other computers. To connect to a router, please follow the instructions outlined by your Internet Service Provider.

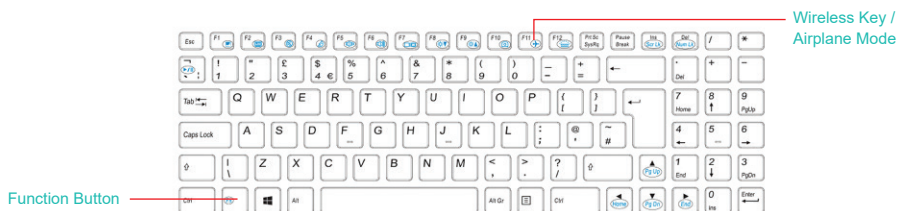


PC Components

You can also connect to the internet wirelessly if you have ordered a PC with a wireless network card, please be aware that the wireless card may require two or even three antennas to be connected to the back of your computer. Please refer to the image below.



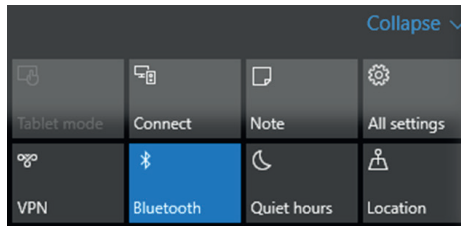
If you have ordered a laptop, please note that normally the wireless network card can be turned on/off either by pressing Fn + F11 or by pressing the wireless hotkey.



There are two different wireless frequencies, the 2.4GHz and 5GHz bands. Wireless cards with 'N' in their title can only connect to a 2.4GHz network whilst 'AC' cards can use both. If you selected an 'AC' wireless card and your router is capable of transmitting over the 5GHz network, connecting to this network will offer faster transfer rates.

Bluetooth

Some motherboards and wireless modules come with integrated Bluetooth modules, allowing your computer to connect to any compatible Bluetooth devices in order to transfer data. The option to turn on and off the Bluetooth module can be found in the 'Action Centre' in the toolbar in the bottom right of the screen.



If you have a laptop, you may need to turn off the Airplane Key, as shown above or Enable this option in the Control Centre. For more information in regards to the Control Centre, please see page 26.

Memory Card Reader

A memory card reader is a device that allows you to connect flash memory and other such memory from devices such as your digital camera to a computer for fast access and modification. If you have a digital camera, you may wish to use a memory card reader to transfer your photos quickly and without having to use a program to do so. Please see the picture below:



Your memory card reader can read several memory formats. Memory card readers can also be integrated in your case or laptop.

In order to insert memory sticks into your memory card reader, you need to take into consideration that you may have to insert them upside down or to the left or right-hand side of the card reader. Most dedicated memory card readers have only 4 slots, which are adapted in such a way that they can read several different types of memory by using different orientations.

PC Components

Case

All computer cases are different and will have differing layouts, but the general position of components within your case will be very similar to the picture below. If you wish to open your case, you will notice that your wires have been tied back to help ensure the airflow through your case is good. You may also notice that your hard drive and CD/DVD drive may be installed using easy install clips and the same can be the case for PCI cards. Please refer to the diagram below for a generic description of what's inside a computer:



1. Heatsink and fan for your processor. You cannot actually see the processor as it is attached to the motherboard underneath your heatsink and fan.
2. Power Supply Unit - This may be mounted to the top or bottom of the case.
3. Rear case fan, which can also be called the chassis fan.
4. Motherboard, which lays flat across the side of your computer.
5. A PCI slot, to which you can add cards such as a graphics card or wireless card.
6. RAM slots, there may be up to four sticks of RAM in your computer.
7. CD/DVD and/or Blu-Ray drive.
8. Front chassis fan mount, where an extra fan can be added should you wish to add extra cooling to your computer.
9. Motherboard chipset.

Front USB and Audio

There will usually be USB and audio connectors located at the front of your case. Please note that they may not be exactly on the front. On some cases we provide, the front USB and audio connectors are on the left hand side of the front of the case as stated on the images section on our website.

We recommend you use the front USB ports for connecting temporary USB devices, such as flash pen drives and cameras. We do not recommend you connect devices to the front USB permanently as they can easily be knocked and damaged.

Your front audio will allow you to connect your headphones and/or microphone to the front of your computer. Depending on the motherboard installed in your computer, your rear speakers may cease to function once the headphones are connected to the front, as the sound may be channelled to the front only. On some motherboards, you will need to turn off your rear speakers once the front audio connectors have been connected, as the sound will still be routed to the rear output in addition to the front output. If you order a separate sound card, in some instances the front audio ports will not work.

Power Supply

Your power supply is usually located at the back of your computer. Looking at the back of your computer, you can see the connector for the AC lead, which often looks like the lead you connect to a kettle. There is also a power switch, which you can use to turn on/off the power to your computer. You can see a diagram of this below:



Our configurator will calculate the estimated wattage of the components in your system and allow for a 20% buffer to ensure that the power supply is not overloaded. You can check the estimated power consumption of an order through the 'My Orders' section on your account. If you are looking to upgrade your system by adding additional components (eg. A graphics card) and you are unsure about the effect of this addition, please get in touch.

PC Components

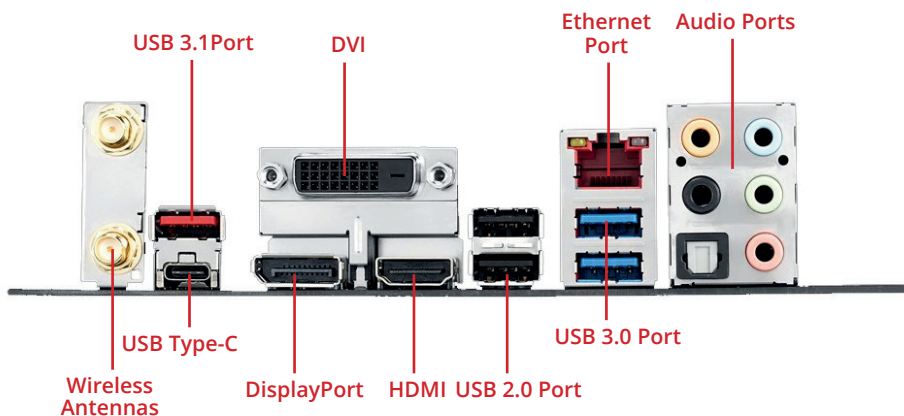
Firewire (IEEE 1394) & Video Editing

Firewire (also referred to as IEEE 1394) is most commonly used for camcorders, external hard drives and networking. There are two main types of connector for a firewire port, 4-pin and 6 pin. Examples of these Firewire ports can be seen below. If you have ordered a firewire card, this will be located horizontally in the bottom half of the back of your case.



Other Possible Ports on your Computer

The image below shows a generic diagram of a motherboard back plate and the available connections. The connections on your computer for each device that you have ordered will look the same as on the diagram below, but they may not be in the same position or in the same quantities:



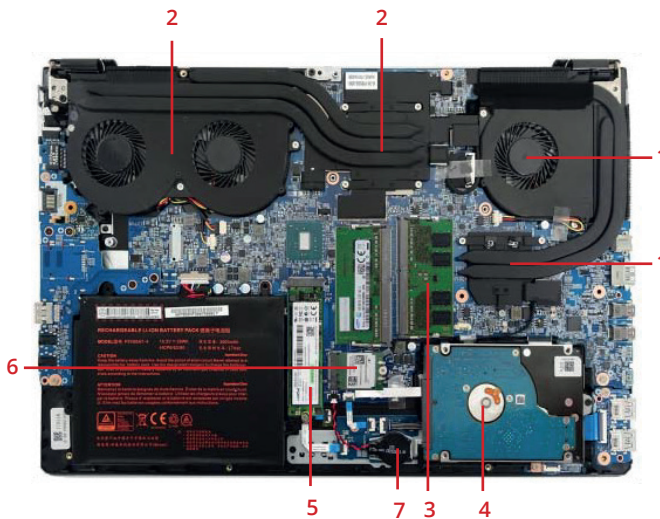
Laptop Components

Core Components

Inside of a laptop, there are exactly the same components as required in a desktop PC. In order for these to accommodate inside of the smaller laptop shell, these are laid out in a completely different way. In some instances, the core components (eg. CPU, GPU, RAM etc.) are soldered onto the motherboard and therefore cannot be removed.

The other components that can be housed inside of each model is also very variable. Some have space for additional hard drives whilst others are more portable and lightweight. If you are looking to upgrade your laptop, please visit our configurator to see if additional components can be added using the following link, or contact our support team for assistance if you are unsure, www.pcspecialist.co.uk/upgrade

Below is an example of the layout inside of a laptop chassis, showing the main components, the internals can vary. If you are unsure of a components location, please ask for advice:



1. Heatsink and fan for your CPU.
2. Heatsink and fan for your GPU.
3. RAM, there are two sticks of RAM in this system.
4. 2.5" Drive, can be either a Solid State or Hard Disk Drive.
5. A M.2 drive, a variant of an SSD.
6. Wireless LAN module.
7. CMOS Battery, for maintaining the Real-Time-Clock.

Please note that there may be additional components housed on the other side of the motherboard, underneath the keyboard.

Laptop Components

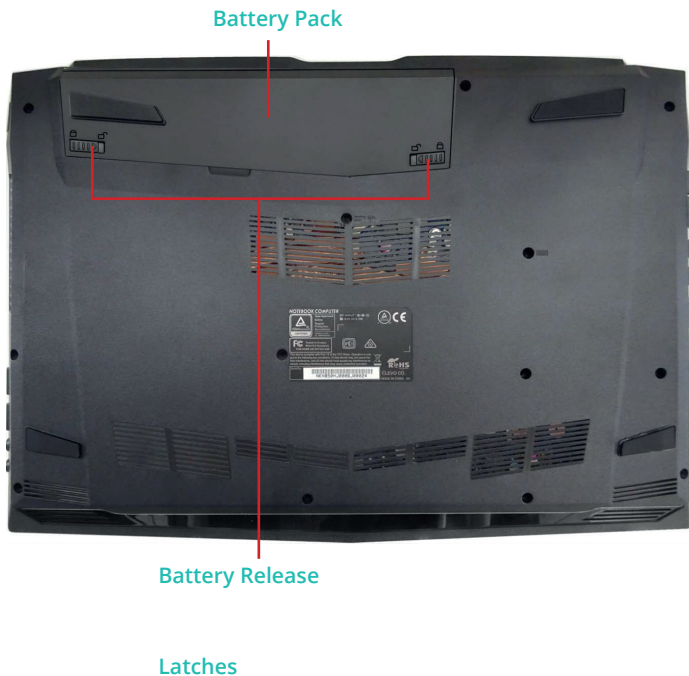
Battery

It is important to note that the battery for your laptop is covered under a 6-month warranty period regardless of the warranty option ordered. When you first receive your laptop, we recommend a full charge overnight before first use.

Batteries are integrated into the chassis in different ways, depending on the model that you have selected but they fall into two main types, internal and external. To remove your battery, turn the laptop upside down on a flat, smooth surface and either:

1. Push the clip next to the battery over to the unlocked position (you should be able to see a picture of an open padlock next to the clip to demonstrate this). Some laptops have two clips, and both clips will need to be set to the unlocked position in order for the battery to be removed from the chassis.

To replace the battery, slide the battery back into place. You may hear the battery click back in, but you may also need to slide one of the clips back over to the locked position (if your chassis has two battery clips).



2. To access an internally fitted battery, the back panel on the laptop will need to be removed. The method for doing this varies from model-to-model. If you are unsure on how to remove the back panel, please contact our support team.

Beneath the panel, you will find the battery connected directly to the motherboard. Removing this cable will disconnect the battery.



Display

Your laptop uses a display based on LCD (Liquid Crystal Display) technology. There are variations in the type of panel based on a variety of factors. The screen in your laptop uses a high quality panel, which can support several resolutions. For best performance, we recommend you set your laptop to the highest supported resolution.

For information in regards to our dead pixel policy, please visit the link below:

<https://www.pcspecialist.co.uk/terms/returns-policy/>

Laptop Components

Looking After Your Laptop

Your laptop is very delicate and based on experience; please take the following precautions:

1. Always check inside your laptop before closing the screen - leaving a pen there could result in damage should you close the screen without noticing.
2. Never place heavy items on top of your laptop; even if it is in the closed position, as the pressure could damage your screen and/or your keyboard.
3. If you spill any liquid on your laptop, disconnect the battery immediately and turn the laptop upside down to allow the liquid to drain away. Do not attempt to turn on the laptop for at least 24 hours or until you are confident that the laptop is completely dry. DO NOT use a hair dryer on a heated setting as the heat could cause further damage to the laptop.
4. When closing your screen, use two hands and gently lower the screen down from each corner; using one hand in one corner could warp the screen causing damage.
5. If you allow young children to use the laptop, we recommend parental supervision at all times.
6. When placing the laptop on the floor, for example next to your bed, we recommend you stand the laptop on its side against a wall, as this will reduce the risk of the laptop being trodden on.

Please remember that normal wear and tear and damage caused by misuse is not covered under the terms of your warranty.

Keyboard Hotkeys

Some of our laptop models have keyboard hotkeys available. Some commonly used shortcuts are listed below. If these keyboard shortcuts are not working, you may need to install the Control Centre (page 26).

FN + 1	Fan Control Toggle (Auto/Full Speed)	FN + ESC	Launch Control Centre
FN + ~	Play/Pause Video	FN + F7	Display Toggle
FN + F1 / F2	Touchpad Toggle (On/Off)	FN + F8/F9	Brightness (Decrease/Increase)
FN + F3	Mute Toggle (On/Off)	FN + F10	Webcam Toggle (On/Off)
FN + F4	Keyboard Backlight Toggle (Off/Low/High)	FN + 11	Airplane Mode Toggle (On/Off)
FN + F5/F6	Volume (Decrease/Increase)	FN + 12	Sleep Toggle (Sleep/Wake)

Software

Operating System

The operating system is designed to run other programs on a computer. A computer's operating system is its most important program. It is considered the backbone of a computer, managing both software and hardware resources. Operating systems are responsible for everything from the control and allocation of memory to recognising input from external devices and transmitting output to computer displays. They also manage files on computer hard drives and control peripherals, like printers and scanners.



Your operating system is a very complex software program, and there are many reasons why it may become unstable or fail. You may also be struggling to find your way around and do the things you want to do. The best place to start to find these answers is Microsoft Help and support available at <http://support.microsoft.com/>

Office Software

Contrary to popular belief, when you order your Microsoft Windows operating system this does not include Office applications such as Microsoft Word or Excel. This Software known as Microsoft Office has to be purchased separately. If you did not select an Office package with your order, then you will be able to use the full version of Microsoft Office® 365 for 30 days as a free trial.



Microsoft Office® 365 is a subscription based office software package that comes with several benefits, such as:

- The ability to install Microsoft Office® on up to 5 PCs and on select mobile devices.
- You can have a personalised experience - all your applications, settings and documents are accessible when you need them.
- 60 minutes of Skype calls each month.
- File storage and sharing with 1 TB of OneDrive storage per user, for up to 5 users
- Easy annual subscription - includes ongoing access to upgrades, multiple device installs, and access to multiple languages.

For information on the different versions of Office® 2016 and Office® 365 please see page 27. Remember if you need to reinstall your office suite at any time, you can find your Office Package online through your Microsoft account. For in-depth support, tutorial, templates and downloads visit <http://office.microsoft.com/en-gb/>

Software

Renewing your subscription to Microsoft Office® 365

If you have ordered Microsoft Office® 365, you will be required to renew your subscription annually. We will send you an email when your subscription is close to expiring with a link to where you can easily renew this online.

Additional Tips

There are many ways to configure your operating system however; we have included a few tips to ensure stable and fast performance:

- Use only one antivirus/antimalware suite. It is not advised to have multiple security suites running simultaneously. This will not only slow your system down but these programs can conflict against each other.
- Some driver updaters can install the incorrect drivers to a system, stopping the device from working correctly. The latest drivers should always be downloaded and sourced directly from the manufacturer to ensure compatibility. Drivers for our laptops are available on our website. Please use the link below to download these.
- Manufacturers sometimes include bundled software, which attempts to communicate directly with the hardware (eg. Software BIOS Updaters, Software Overclocking). These features are not recommended as they can cause hardware damage when used incorrectly.
- If you have ordered a laptop, there is sometimes a piece of software called the Control Centre or HotKey. This software can have multiple functionalities including using hotkeys and performing fan control.

We recommend that this software is installed on your laptop if you reinstall your operating system. The download link is available through your PC Specialist account:

<https://www.pcspecialist.co.uk/download-drivers/>

Find the Office that's right for you.

	 Office 365 Home	 Office 365 Personal	 Office 365 University	 Office Home & Student 2016	 Office Home & Business 2016
Installations	5 PCs or Macs 5 tablets, 5 phones	1 PC or Mac 1 tablet, 1 phone	2 PCs, Macs, or tablets, 2 phones	1 PC only	1 PC only
 Word	●	●	●	●	●
 Excel	●	●	●	●	●
 PowerPoint	●	●	●	●	●
 OneNote	●	●	●	●	●
 Outlook	●	●	●		●
 Publisher	●	●	●		
 Access	●	●	●		
1 TB cloud storage	Per user for 5 users	For 1 user	For 1 user		
60 Skype minutes	Per user for 5 users	For 1 user	For 1 user		
Always up-to-date	●	●	●		

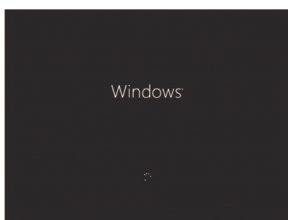
Installing Windows 10

If you have purchased your new computer without an operating system, we install a trial for Windows 10 in order to conduct testing on the system. If you are looking to activate a copy of Windows 10 that you have purchased elsewhere, just add in your Windows 10 product key into this trial version and Windows 10 will be fully activated. The instructions below can also be used if you ever have to re-install Windows 10 onto your computer.

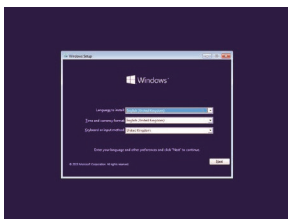
We recommend that you use a Windows 10 bootable USB stick to perform a Windows reinstall. Through a USB, this can be performed in UEFI mode and is much quicker than a disc installation. To create a bootable USB, you will need a blank stick of at least 8 GB in size and you can download a copy through the following link:

<https://www.microsoft.com/en-gb/software-download/>

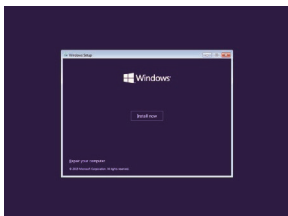
1. With the Windows 10 USB inserted, power on the system and start tapping the F7 key if you are using a laptop, or the F8 key on a desktop, (if your system uses a GIGABYTE motherboard, please tap F12 rather than F8). This will bring up the boot menu. Select the UEFI version of the USB stick.



2. After the Windows 10 Install files are loaded into memory, you'll see the Windows 10 splash screen, indicating that the setup process is about to begin. You don't need to do anything at this point.



3. Choose the preferences for Language, Time, Currency & Keyboard or Input method that you'd like to use in your new Windows 10 installation. It is important to select English (United Kingdom) at this point.

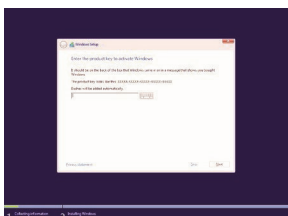


4. Click on the Install now button in the centre of the screen, under the Windows 10 logo. This will officially begin the Windows 10 clean install process.

Important: If you're performing a clean install of Windows 10 as a solution to a major problem but have not yet tried a Start-up Repair, do that first. It could save you the trouble of completing this clean install process.

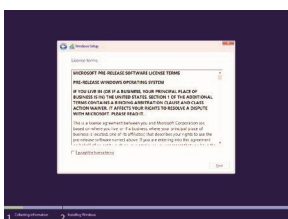


5. The Windows 10 setup process is now beginning. No need to press any keys.



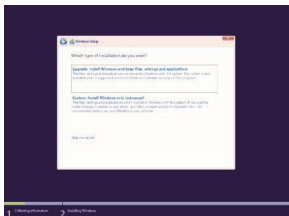
6. Enter the Windows 10 Product Key here if you have not ordered Windows through ourselves.

Please note this will not show if your PC has been injected with a digital product key.

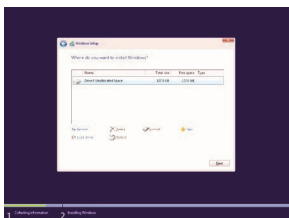


7. The next screen that appears is a textbox containing the Windows 10 Software License. Read through the agreement, check the 'I accept the license terms' checkbox under the agreement text and then click 'Next' to confirm that you agree with the terms.

Installing Windows 10

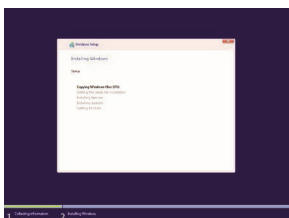


8. In the 'Which type of installation do you want?' window that appears next, you're offered the choice of Upgrade and Custom (advanced) Click on the Custom (advanced) button.

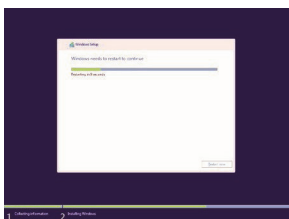


9. In this screen, you'll see each HDD & partition that Windows 10 recognizes. You can now delete any operating system related partitions from your existing hard drive(s). Highlight the partition you want to delete and then click the Delete link. If you are unsure of which partitions to delete, please get in touch

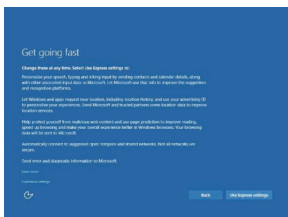
Once you have deleted all the old partitions you will most likely be left with a single unallocated drive (unless you have more than one HDD). Select the unallocated space to install Windows 10 on and click 'Next'.



10. Windows 10 Setup will now install a clean copy of Windows 10 to the location you chose in the previous step. You don't need to do anything here but wait. This is the most time consuming of any of the steps. Depending on the speed of your computer, this process could take anywhere from 5 to 30 minutes. The installation may restart during this process. This is quite normal.



11. At the end of the Windows 10 installation, it will automatically restart your PC/laptop. There is no need to press any buttons at this stage. The Windows 10 setup process is now beginning. No need to press any keys.



12. At this screen, we strongly advise you 'Customise Settings' and change the standard Windows privacy settings to your liking. Otherwise, you can choose the 'Express Settings', which will automatically configure Windows 10 update and security settings for you.

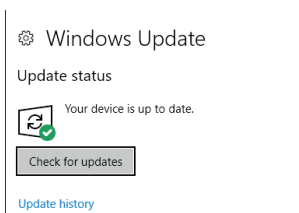
13. A few further screens will require you to setup a User Account. If you do not wish to create a Microsoft account, simply click 'Sign in without a Microsoft account'. Windows 10 is now installed.



14. Once Windows has been installed, the next step is to install the drivers for your hardware.

Before installing your programs, it is recommended that you run the Windows Update program several times, restarting when requested. These should automatically install through Windows Update (Start Button > Settings > Update and Security > Check for Updates). If some are missing, these should be sourced directly from the hardware manufacture's website.

Once your system is ready, the following message will appear when you click 'Check for updates



All of your drivers are now installed and the copy of Windows is fully up-to-date.

Repairing your Operating System

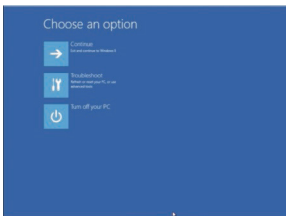
Start-up Repair / Automatic Repair

Occasionally you might find that Windows fails to start correctly. This can be for any number of reasons, but is generally caused because some of the Windows files have been corrupted. Before you resign yourself to having to conduct a full re-install of the operating system, you can conduct a repair that may solve the issues affecting your Windows 10 installation.

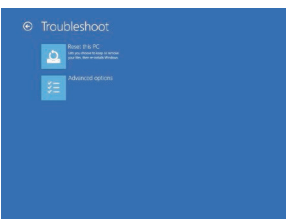
1. Follow steps 1-4 in 'Installing Windows 10'



2. Click on the Repair your computer link on the bottom left of the Install Windows window.

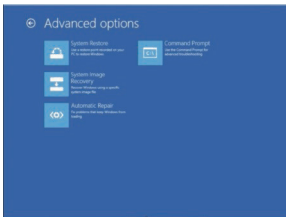


3. Click the 'Troubleshoot' button.

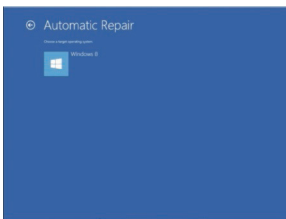


4. After clicking troubleshoot there is a reset this PC option. By doing this you will not need the installation media. There are 2 options, one to keep your personal files, and one to completely remove everything.

Alternatively, to attempt a repair, click the 'Advanced options' button and continue to step 5.

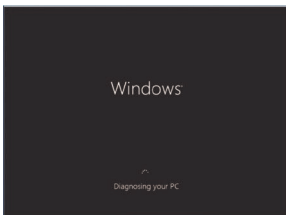


5. Click the 'Automatic Repair' button.



6. Here you can choose which Windows 10 installation you wish to repair. In most cases, there will only be one installation and if that's the case, click the 'Windows 10' button.

If you have installed more than one copy of Windows 10, simply select the operating system requiring repairs.



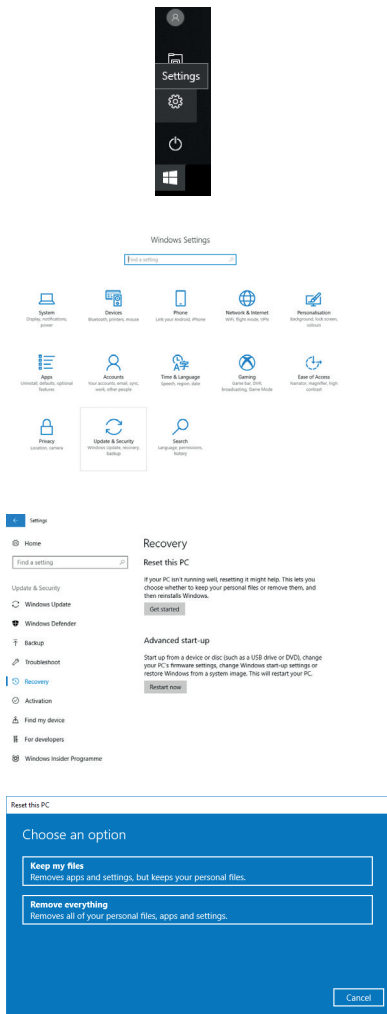
7. Windows 10 will now attempt to diagnose and repair itself. After this Automatic Repair process has completed, your PC/ laptop will automatically restart. If the repair was successful, it will load into Windows 10 as normal.

If it becomes apparent that Start-up Repair is not going to solve your Windows 10 problem, you may have to conduct a clean install of Windows 10.

Repairing your Operating System

Resetting your PC through Windows

If you are experiencing problems within Windows, you can try to perform a reset of the operating system.



1. Go to the Start Button in the bottom-left of the screen and click on the Cog icon to take you to the Settings screen.

2. Select the 'Update and Security' button.

3. Go to the Recovery menu on the left hand side and select the option to 'Get Started' with a Reset.

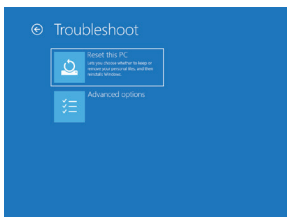
4. You will be given two options, to 'Keep my files' or 'Remove everything'. Even if you are selecting the option to keep your files, we heavily recommend backing up your files to an external device prior to performing this step.

5. Allow Windows to attempt to perform this Reset. Please note that this process can take a while. Do not power off your system during a reset as this can cause further damage to your operating system.

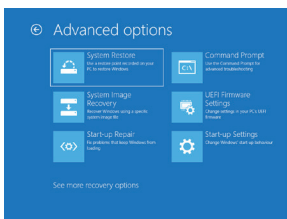
Booting into Safe Mode

If you think that one program or driver causes a boot issue, you can boot into Safe Mode to stop this loading with Windows.

1. Follow steps 1-3 in 'Start-up Repair/Automatic Repair'

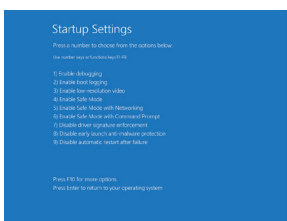


2. In the troubleshoot menu, select the option for Advanced Options.



3. You will have six options. Select 'Startup Settings'.

4. This screen will list the various options for your next boot. To choose an option, click the 'Restart' button at the bottom.



5. Press the number key or the function key associated with the boot option you are looking for. For Safe Mode, select number 4.

Identifying & Resolving a Problem

In a perfect world, computers would never develop problems. In reality, we have all been to PC Hell at one time or another. It's that place you visit when your computer is driving you insane with problems, glitches, and so on. In the event that you have a suspected hardware fault with your computer, you can call one of our experienced IT support staff who will try their best to help.

Occasionally, and dependent on the fault diagnosis the support staff may ask you to check the inside of your PC. This would only ever be carried out with your agreement, and only if you feel comfortable doing so. Please also be assured that any damage that resulted from actions that our staff asked you to carry out would be covered under your PC warranty. This can often result in a quick and easy solution to the problem, and may prevent the computer having to be returned to us.

If your computer develops an issue, (such as the wireless card not working), we will be happy to ship you a replacement component, providing you are happy to install it yourself. We have listed a few common problems below:

1. You turn on the computer and nothing happens.

- No lights, no beeps, no fan noise. What is the first thing you do? Be sure the PC is correctly plugged in! Even if you're certain that it is connected, please double check.
- Assuming that it is plugged in, make sure that the power supply switch is in the correct position. You can see this switch on page 19. In this picture, the switch should be in position 1.
- You can also change the power lead or check the fuse in the power lead you are using.
- If this does not work, give us a ring and we will offer you further assistance.

2. The computer comes on, but nothing appears on your monitor.

- Ensure that you have connected the monitor to the correct graphics port at the back of your PC. Some motherboards have integrated graphics, and if you have also ordered a graphics card then there will be 2 or more ports at the back of the PC. Images on page 15 show the different ports.
- Try using another monitor if you have one available. If you get a picture then the first monitor may be faulty.
- Check to see if you get a single 'POST' beep from the computer within a few seconds of starting the computer. This single short beep is telling you that the PC self-test is OK. If you don't get a beep or get more than one then it is likely that there is a hardware problem. You may wish to call us at this stage for advice.

3. My computer regularly gets “Blue Screens of Death”.

- Note the message on the Bluescreen, especially the numbers. Check it in Microsoft's Help and Support Knowledge Base. Also, put the text of the error message in a search engine and check the Internet.
- To eliminate a software issue, boot the system into Safe Boot. If you can assess the Operating System, switch on the system and get to the Windows logon screen, where you input your password. Hold down the shift key and click on the Power button option in the bottom right. Keeping the Shift key held down, select the 'Restart' option. Keep the Shift key depressed until the system reboots.
- If the Bluescreens continue in Safe Mode, this issue could be caused by hardware problems. These can be more difficult to diagnose. You may feel confident trying to diagnose this further, but if not then please call us for advice.

4. My computer turns on but doesn't find the Operating system.

- This can be caused by problems with the boot drive, on which Windows is installed. You may be presented with a flashing cursor or a message 'disk boot failure, Insert System Disk and press Enter'.
- If this happens when you first receive the PC, then it is likely that a cable connecting the hard drive has become loose in transit. This problem is easily fixed and the loose cable can usually be seen just by taking off the right-hand case side. If you require any guidance, please give us a ring.
- If the problem happens after the PC has been working correctly then it may be that the hard disc has failed or the operating system has an issue, and you can call us for further diagnosis and replacement.

5. My computer suffers from random shutdowns and locks up.

- There is a good chance this problem is being caused by overheating which is one of the most common computer problems. In most cases overheating first produces symptoms like random shutdowns and lock ups when running under load. You may be in the middle of playing a game or running a program when your computer mysteriously shuts down for no apparent reason. More serious overheating can cause the system to power down shortly after booting.
- If the symptoms become more severe over time, this may be due to a build-up of dust. In this case, you should power down your computer and disconnect it from the power source, and open the case. With a can of compressed air (available in most good PC shops), blow the dust from your CPU fan and case fans. After the computers cooling fans are cleared of dust and debris then from the inside of the PC case blow the dust from the computer's power supply by blowing air through the inside vents through the power supply and out the fanned vent on the back of the case. It is also important to blow the dust out of the case that may have been dislodged during the cleaning.
- You should also ensure your PC is situated in a dust free environment, and in a cool. In a warm room, the computer may not be able to cool itself. In summary, good housekeeping, including regular internal cleaning and checks to see if your fans are running, will ensure better performance and a longer life for your PC.

Common Motherboard Messages

Your motherboard, depending on the model, can display a variety of messages which may be quite innocent or indicate a more serious problem:

1. "CMOS BATTERY HAS FAILED" or "CMOS CHECKSUM ERROR" - This can indicate that the CMOS battery on your motherboard (looks like a large watch battery) is no longer functional, or that the CMOS has become corrupt. The solution is to replace the CMOS battery.
2. "CPU fan error. Press F1 to resume" - Your motherboard has detected that your CPU fan is running above or below the threshold as set in the BIOS. You can ignore this message if it occurs once or twice. If this message continues to occur each time you turn on your computer, please enter the BIOS by pressing the "Delete" key when first turning on your computer. Once there, check the highlighted CPU fan speed. If the problem is occurring regularly, please call us and tell us the CPU fan speed displayed in your BIOS.
3. "Overclocking failed. Press F1 to enter setup or F2 to load defaults and continue" - This message can occur on all motherboards. It is usually nothing to worry about, and can mean that you have a slightly faster processor from the manufacture process and the motherboard is detecting it. The message will only usually occur when:
 - The computer is powered up for the first time.
 - The computer is reset or turned off unexpectedly (i.e. power cut).
 - The power (to the wall) has been disconnected.

In the instance where you have ordered your PC with an overclock, you may require re-overclocking using the settings originally placed on your system. To regain this overclock please log into your PC Specialist account and find your order. One of the downloads available is your overclock profile, click on this to download a .CMO file. Place this onto a USB stick, load into the system BIOS, and go to the Save & Exit sub-menu. Finally, load the profile from the USB stick, save the changes and exit the BIOS.

4. "Start PXE over IPv4/IPv6" - This indicates that the system is attempting to boot over the Network, rather than the hard drive. It is often the case that occurs either when:
 - The normal boot option has slipped down the boot priority list
 - The hard drive is not connected
 - The boot sector is corrupt

First, boot into the BIOS and navigate to the "Advanced" > "Onboard Devices Configuration" (ASUS) or "BIOS" (Gigabyte) sub-menu and disable "Network Stack". Then, save the changes and exit the BIOS.

Warranty & Returns Information

At PC Specialist, we understand that it can be frustrating when an item requires repair, but unfortunately, the nature of electrical components means that failures occasionally occur. If your computer does develop a fault, please be patient with us and we will do everything we can to rectify the problem as quickly as possible.

Please read the following warranty conditions before requesting a return:

General

- Your PC Specialist warranty starts from the moment you receive your computer.
- All PC Specialist Computers and Laptops are covered for the first month (unless extended warranty has been purchased) after initial delivery by the free courier collection and re-delivery service (free courier collection and re-delivery service only available within UK Mainland and Northern Ireland).
- Laptop batteries are excluded from standard or extended warranty periods and are covered for 6 months from day of delivery.
- Computer / Laptop peripheral devices are not covered by the seller's specified free collection and re-delivery service and will need to be returned to us at the buyer's expense. This is so we can verify the fault and determine if a repair or replacement is required. The maximum warranty period on keyboards, mice, speakers, printers or monitors is 1 year (or as extended by the manufacturer).
- Please keep the original packaging in case your PC or laptop needs to be returned for repair.

Original packaging has been specially designed to provide better protection during transportation. If your PC or Laptop are not returned in the original packaging, PC Specialist may charge you for the cost of new specialist packaging prior to returning the repaired unit. PC Specialist Ltd will not be liable for any damage caused during transit where the original packaging has not been used, and you will be charged for the cost of any repairs resulting from such damage.

Warranty Coverage

During the period of your warranty, the following is covered:-

- Pick-Up and return of defective computer / Laptop (Excluding Channel Islands / Republic of Ireland)
Free collection and return dependent on warranty provided / purchased.
- Technical Help Desk Support (0333 011 7000)

Warranty & Returns Information

- Hardware repair of your computer / Laptop. Any repaired or replaced components will be under warranty for the remainder of the initial warranty period or no less than 3 months, whichever is longer. Software faults are not covered by your warranty. In the event that your computer / laptop fault is caused by software related problems, you will be liable to pay the costs of the collection and re-delivery.

TLCD Monitor Policy

- All our TFT / LCD panels or monitors comply with ISO 13406-2, which is an internationally recognised and respected standard governing the quality of LCD / TFT panels. PC Specialist Ltd will only accept return of any TFT /LCD panel in the event that it breaches this ISO standard.

Service Procedure

- If a hardware defect / failure occurs, please contact PC Specialist Technical Help by calling 0333 011 7000, or log into your account and send an email to tech support.
- The technical support advisors will first attempt to solve the defect / failure by phone / email.
- If a solution cannot be found using this method then you can request an RMA (Return Material Authorisation) online by logging into your account or by phone if you cannot access your online account.
- An RMA number will be issued for the defective unit and the courier booked to collect on the date requested. PC Specialist Ltd will not be liable for any failure to collect on the advised date. A charge will be made for rebooking the collection should the goods not be available at the specified address on the advised collection day.
- Package the goods in original packaging. Fill in the RMA number on the address label contained at the back of this booklet and affix to packaged item to be returned. If you do not have your original packaging, please let us know.
- Please do not send anything but the computer tower / laptop chassis unless specifically requested by PC Specialist. Any other items and accessories included in the return package will be treated as packaging material, and may not be returned.
- Please remember to BACKUP all personal data and remove any confidential, proprietary or personally sensitive information from the computer / laptop. PC Specialist Ltd will not be liable for any data and/or software loss, recovery or replacement.

TLCD Monitor Policy

This warranty does not cover:

- Any damage caused by accident, abuse, misapplication. Misuse, and/or problems with electrical power.
- Any damage caused by usage that is not in accordance with product instructions.
- Any damage caused by service (including hardware / software upgrade) performed by parties other than PC Specialist.
- Any damage caused by incorrect use of software.
- Any damage caused by any virus, malware, spyware or any such unsolicited or malicious program / software.
- Any damage caused during transportation back to PC Specialist where originally supplied packaging was not used.
- Any damage caused by natural disaster.
- Any software, including operating system and all bundled programs.

Additional Considerations

- Do you have the original packaging? If not, call us on 0333 011 7000
- Have you backed up your data?
- Has your RMA been approved and do you have a valid RMA number? Returns are not accepted without prior booking and approval.

We will confirm by email and a text message when your computer has been fixed and dispatched back to you. If you have internet access in the meantime, you can see the status updates and fault reports online. Although we cannot guarantee a delivery date or time for your item to be repaired, we will of course do this as soon as possible. We would rather fully test your computer than risk returning it with problems still present.

Right to Return & Complaints

The Consumer Contracts Regulations 2013 came into effect on 13th June 2014 and the majority of the below information is directly extracted from Schedule 3. Please read through the information which will help us provide the best possible service should you wish to complain about or cancel an order.

It is our responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us on 0333 011 7000 or by email on enquiries@pcspecialist.co.uk.

Right to Cancel

You have the right to cancel an order (the contract) within 14 days without giving any reason.

The cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). Our contact details are:

PC Specialist Ltd
Unit 12 Jubilee Business Park
Jubilee Way
Grange Moor
Wakefield
WF4 4TD
Tel: 0333 011 7000
Fax: 0845 226 4046
Email: enquiries@pcspecialist.co.uk

If you are logged into your customer account area, you may use our RMA cancellation form, but it is not obligatory. If you use this option, we will communicate to you an acknowledgement of receipt of such a cancellation by e-mail without delay.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of Cancellation

If you cancel an order (the contract), we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). The supply of services (namely a Fast-track/ priority build service - if ordered) will not be refunded if the goods have been dispatched because this service contract will have been fully completed within the cancellation period.

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

We will make the reimbursement without undue delay, and not later than:

- 14 days after the day we receive back from you any goods supplied, or
- (if earlier) 14 days after the day you provide evidence that you have returned the goods, or,
- If there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

If we delivered the goods to the United Kingdom, we will collect the goods and you will have to bear the direct cost of returning the goods. The cost for collections from most parts of the UK is £35.00 including VAT, however other areas of the UK may cost more.

We do not offer a collection service for goods delivered outside the UK or to the Channel Islands. You shall send back the goods or hand them over to us at the address stated above, without undue delay and in any event, not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

If you requested to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated us your cancellation from this contract, in comparison with the full coverage of the contract.

Customer Complaints Procedure

If you have a complaint about our organisation or the services we offer, we want to hear about it and we will do our best to put it right, whilst learning from the experience.

Our Customer Complaints Procedure has the following goals:

- To handle all complaints fairly, efficiently and effectively.
- To ensure that all complaints are handled in a consistent manner throughout.
- To increase customer satisfaction.
- To use complaints constructively in the planning and improvement of all services.

Right to Return & Complaints

If you have an issue

Many issues can be resolved informally. In the first instance contact our support team by email at enquiries@pcspecialist.co.uk or call 0333 011 7000. If you know who you have spoken to previously, you may wish to ask to speak to them again.

You can also ask to speak to a manager, they will always endeavour to rectify an issue or any other matter.

Making a Formal Complaint

If you are still unhappy you can make a formal complaint. You need to send the complaint in a durable medium such as a letter by Royal Mail. Our contact details are:

PC Specialist Ltd
Unit 12 Jubilee Business Park
Jubilee Way
Grange Moor
Wakefield
WF4 4TD
Tel: 0333 011 7000
Fax: 0845 226 4046
Email: enquiries@pcspecialist.co.uk

If you wish to complain by email, please indicate this by typing **FORMAL COMPLAINT** in the subject line so that your email is prioritised correctly.

When we receive your complaint we will acknowledge this by email to the account registered on our site and a task will be assigned to the complaints manager.

We will investigate and aim to reply within 7 working days, however in some circumstances this may be an update and not a final reply.

Our final reply will include a summary of the issue, our legal liability and will state what steps have already been offered/taken and if appropriate our plan to rectify the issue.

How to Cancel

If you wish to cancel your order (the contract) the quickest way is to logon to your customer account area and complete our RMA cancellation form, but this is not obligatory. Alternatively, please refer to the model cancellation form at www.pcspecialist.co.uk/right-to-return/ which you can use to cancel the contract.

INTENTIONALLY BLANK

Return Address - Cut Out Label



**PC Specialist Ltd
Unit 12 Jubilee Way
Grange Moor
Wakefield
WF4 4TD**

RMA No. _____

Return Address - Cut Out Label



**PC Specialist Ltd
Unit 12 Jubilee Way
Grange Moor
Wakefield
WF4 4TD**

RMA No. _____

notes

Ready To Upgrade?



Upgrade your PC or Laptop at
www.pcspecialist.co.uk/upgrade