



Virus & Spyware Removal

Apart from effecting the correct operation and slowing the performance of computers, Viruses & Spyware can damage or delete important parts of the Microsoft Windows operating system, programs and data files.

Virus & Spyware normally find their way onto your computer via the Internet, often by using file sharing programs (Limewire, KaZaA, BearShare, eMule, etc) or clicking on PopUps offering something "Free" or surfing "non-Trusted" sites. It is almost impossible to use the internet without the possibility of Virus & Spyware problems.

Various software tools are used to clean and remove these problems, but in a number of cases this can lead to elements of Windows or other programs malfunctioning.

The next step would be to reload and repair the operating system over the existing Windows. This will fix some issues and keeps existing programs and data files intact. If this fails, then the only guaranteed fix is to completely wipe the hard drive (removing windows, programs, data etc) and then to reload Microsoft Windows— after this a reinstall all of programs / printers / ISP / etc. would be required.

Price guide

- Clean / Removal and Windows repair over existing & drivers £25 per hour
- Wipe hard drive and load Windows and drivers etc. - PC £35 (max) Laptop £45
- Windows updates / service packs / utilities £10
- Data copy (if possible) :
My Documents / My Pictures with Virus & Spyware scan £5 (up to 1gb) £10 (above 1gb)
Outlook Express / Outlook (emails / address book etc) £10

In some cases, 2 hours spent on clean / removal (£50) + Windows repair over existing (£10), may then still require a Wipe (£35) + data copy (£5) + Windows updates (£10), could have a total cost in excess of £110. Normally completed 2 – 3 days.

We therefore strongly recommend to wipe the hard drive & reload Windows with data copy as required and Windows updates, with a typical cost of £50. Normally completed next day.

Important note

After your PC is fixed it must be protected with a good (up-to-date) Anti-Virus and Spyware software, plus Microsoft Windows updates & PopUp blocker enabled. Otherwise the PC could be back again for the same job! We recommend:

McAfee AV 2007 £29 or Bull Guard Internet Security £35
Microsoft Defender free download

Please ensure all your important data files are backed prior to PC repair being submitted. Whilst we make every effort to maintain your files, by the nature of Virus & Spyware data loss / corruption can occur, we accept no responsibility for client data .