

# MEGAPLUS PAKISTAN-HEC LAPTOPS PROJECT

## DOS AND DON'TS OF LAPTOP

### DON'TS

1. Warranty will not be entertained for Speaker damage if caused by 3rd party software like VLC etc.
2. Warranty will not be entertained for: Burnt, due to liquid spill or physical damage.
3. Don't move the laptop around a lot while it is still on.
4. Don't place your laptop on a soft surface such as a blanket or carpet because it sucks dust from it.
5. Don't open/try to open your laptop yourself or through un-authorized support center because warranty will be void.
6. Do not leave your laptop unattended.
7. Do not leave your laptop charging after the battery is already charged.
8. Do not eat or drink near your laptop
9. Do not remove the Government logo from Laptop

### DOS

1. Do immediately file a police report if you suspect your Laptop has been stolen.
2. Do always check to make sure all the lights are off before putting your laptop away in its bag.
3. Do always carry your laptop in its own carry case.
4. Keep the LCD/LED out from direct sunlight.
5. All accessories must be with laptop (Charger, battery, power-cable, box) when submit laptop for warranty claim.
6. In case of reinstallation and windows activation issue, must have original Win Recovery DVD & office key which is provided by HEC.

### SUPPORT & TROUBLESHOOTING STEPS

1. If your laptop is not charging please check charger light and ensure that electric plug button is turned on and its working properly.
2. If your laptop starts giving beeps please contact Authorized Service Center for warranty.
3. If error occurs at start that no boot device of media is available, pls reinstall Windows.

For more information please visit: <http://www.megaplus.com.pk/plp>

### SERVICE CENTERS DETAIL

Sr#	Divisional Headquarters	Contact Person Name	Desktop Numbers	Mobile Numbers	Office Address
1	MEGAPLUS ISB	Sahrash Khan/Irfan Bhatti	051 2228617		1015, Street: 44, NPF, E-11/3 Islamabad
2	MEGAPLUS PESH	Muhammad Altaf/Zeshan Shah	091 5273777		Megaplus Tower, Mall Rd, Peshawar Cantonment, Peshawar, Khyber Pakhtunkhwa 25000
3	MEGAPLUS LHR	Abdul Mannan/Hafiz Umar Hussain	042 35400521		Megaplus, Plot 138/B-M, Madre-E-Millat Road, Near Gate No: 04, Lahore, 54000
4	MEGAPLUS KHI	Sana Farrukh/Asif Akhtar	021 111003355		Main Razi Road, Block-6 Block 6 PECHS, Karachi, Sindh
5	MEGAPLUS Quetta	Mr. Zeeshan Ahmed	021 111003355		Plot # 78, Phase -3, Shahbaz Town Quetta

**FOR ESCALATION PLEASE CONTACT (along with your complaint number)**

**Contact Persons : Sahrash Khan: 0333022296, Muhammad Irfan Bhatti Mobile: 03015186926,**

**Email : [escalation.laptop@megaplus.com.pk](mailto:escalation.laptop@megaplus.com.pk)**