



TO PROTECT YOUR INFORMATION AND SAVE TIME, FOLLOW THESE STEPS BEFORE YOU GET SERVICE FOR YOUR MAC.

1. MAKE A BACKUP

Making a backup is an important part of preparing your Mac for service. Time Machine makes it simple to back up and restore all of your files, and other backup methods are also available. Learn how to back up your Mac by asking a Technician or going to datasyst.net/timemachine.

2. ARRANGE FOR SERVICE

Check-in at the Front Office or online at datasyst.net/check-in. Arrange service for your Mac.

3. GATHER YOUR INFORMATION

If you still have your sales receipt, bring it with you to our location. You might also need your Apple ID password and a form of personal identification, such as a driver's license, passport, or other government-issued ID. Datasyst will not need Apple ID or any other online passwords but will need you to verify your ownership of the device.

You should know the name and password of your macOS user account (admin), in case you or the Technicians need to log in to your Mac. And if you're also using a firmware password, please turn it off before you get service.

3. GATHER YOUR PRODUCTS

Bring your Mac, power cable, and any accessories that you need help with. The Technicians will tell you whether or not they'll need to check-in those accessories.

If you arranged for mail-in service with our shipping office, just follow the packaging and mailing instructions you received.

DATASYST WARRANTY:

At no additional charge, Datasyst will correct any sort of hardware defects or work performed provided the device is returned to Datasyst within thirty (30) days from the date of pickup. This provision will not apply to virus/spyware removal, software repairs, or any repairs brought in for end-user damage (ie. Liquid Spills).

