

Taunton Deane Council for Voluntary Service
Registered Charity No. 1097427 and Registered Company No. 4727123

CVS Community Computers

Environmental Friendly Computer Recycling Project

CVS Community Computers,
Unit E - Creech Business Park,
Mill Lane, Creech St. Michael,
Taunton, Somerset, TA3 5PX

Telephone: 01823 442665

website: www.cvscommunitycomputers.co.uk

email: info@cvscommunitycomputers.co.uk

FAQS

Q. What is the specification of your Computers?

A. The current standard specification Computer is available in either a Desktop or a Tower case comprising a 333/500 MHz Processor, 128 Mb Ram and a minimum of 3Gb Hard Disk.

Q. What Operating System comes with the Computer

A. We supply Windows 2000 Pro as standard, under the terms of our licensing agreement with Microsoft™

Q. What do I get for my Donation ?

A. You get a complete system available in either a Desktop or Tower case with a full 60 day warranty [subject to proper use]. It includes the CPU, Monitor, Mouse and the Windows 2000 Pro operating system and Open Office. It does NOT include a Printer, Scanner or Modem. You must purchase the appropriate application software for any specific tasks that you may wish to use a Computer.

Q. I want to go on the Internet, do your Computers have a modem fitted?

A. No. Most people now sign up to a Broadband contract with an Internet Service Provider (ISP). The ISP normally supplies the Broadband Modem that will plug into the USB port.

However a few people still require an older Dial-Up Modem and so we provide a special voucher for them to have a Modem fitted at a cost price of just £17.99 by a local supplier.

Q. Does the Computer come with any software ?

A. Yes. In addition to the Operating System of Windows 2000 Pro, the computers include Open Office (Spreadsheet, Word Processor).

Q. What sort of Donation do you expect?

A. The expected Donation is £40 - £60 depending on the specification that you choose.

Q. Do you supply Printers ?

A. We sometimes obtain printers, but their condition often makes them unsuitable for refurbishing. It is cheaper and more convenient to buy a brand new printer available from £30 at retail outlets as it is no longer cost effective for our technicians to refurbish old and worn printers.

You can ask when you visit us if we have a Printer available. If we have, we would expect an additional donation.

Q. I am new to Computers, do you offer training?

A. No. We simply do not have the resources in either staff or time.

You may wish to bring a knowledgeable friend when visiting the workshop, however we are always happy to give advice on selecting the best Computer for your needs.

Q. When are you open ?

A. Our core opening hours are Tuesday, Wednesday, Thursday and Friday 10am - 3pm. Please remember that our workshop is entirely run by volunteer technicians whose personal priorities from time to time may effect their availability to assist you. It is advisable to telephone before visiting the workshop.

Q. Can you Collect or Deliver Computers?

A. No, unfortunately we do not own a vehicle.

Q. I wish to donate my old Computer, how do I do this?

A. If your Computer is capable of being refurbished for use by another charity, we would be grateful. Ideally, it will have a Processor of 300 MHz or faster and have at least 64 Mb of memory. We are always pleased to receive Hard Disk drives of 4Gb and above or memory chips and other useful components.

However if your Computer is very old and no longer capable of being refurbished for use by a charity or school, we may have to classify it as 'Electronic Waste' and offer to process it for recycling. More information is available in the WEEE Directive fact sheet at this website.

Q. Where are you located ?

A. We are based in an industrial unit on the site of the old Creech Paper Mill, just 5 miles outside Taunton. A location map can be viewed at this web-site. The full address is:-
CVS Community Computers,
Unit E, Creech Business Park, Mill Lane, Creech St.
Michael, Somerset, TA3 5PX. Telephone 01823 442665.
An answering machine will store any message you may wish to leave outside our normal opening hours.