

SCRABO TECH

Technology Help Without The Jargon. | Professional IT support since 2005

PRICE LIST

Friendly technology support for Home & Business across County Down and Greater Belfast, with remote support where appropriate.

VAT: Scrabo Tech is not currently VAT registered. Prices shown are the total price payable unless otherwise stated. No VAT is added to Scrabo Tech invoices.

HOME & REMOTE SUPPORT

Service	What is included	Price
Quick Remote Fix	Up to 30 minutes for simple checks, guidance and troubleshooting.	£25
Remote Support	Up to 1 hour for email, printer, software, device or app issues.	£40
Local Home Visit	Includes up to 1 hour within the standard local area.	£45
Additional On-site Time	Billed in 30-minute increments of £12.50 after the first hour.	£25/hour

HOME-VISIT TRAVEL ZONES

The £45 Home Visit includes the first hour. A travel charge is added for wider-area visits and confirmed before booking.

Area	Travel charge	First-hour total
Local area - Ards Peninsula, Newtownards and Bangor	£0	£45
Extended local area	£10	£55
Greater Belfast / mid-Down pricing zone	£15	£60
Wider County Down	£25	£70
Other areas	Quoted	Quoted

Travel zones are confirmed using the full customer postcode. Remote support may be recommended where an on-site visit is not necessary.

POPULAR FIXED-PRICE SERVICES

Service	Typical scope	Price
Printer Troubleshooting	Offline printer, drivers, scanning, connection or print-quality issues.	£40
New Printer Setup	Wi-Fi, computer/phone connection, print and scan testing.	£45
New Laptop / PC Setup	Updates, accounts, email, browser, printer and basic security.	£60
PC Setup + Data Transfer	New PC setup plus standard user file transfer.	from £85
Wi-Fi Troubleshooting	Router, speed, connection and coverage checks.	£50
Mesh Wi-Fi Setup	Customer-supplied mesh setup and positioning.	from £85
Microsoft 365 / Email Help	Outlook, email, OneDrive and Microsoft account assistance.	from £45
Smart TV Setup	Wi-Fi and streaming-app setup.	£40
Smart Speaker Setup	Wi-Fi, app and basic service setup.	£35
Ring Doorbell Setup	App, Wi-Fi, notifications and configuration.	£50
Smart Camera Setup	App, Wi-Fi, alerts and configuration.	£45
Robot Vacuum Setup	Wi-Fi/app pairing, mapping and schedules.	£40

Service	Typical scope	Price
Home Technology Check	Review of technology, connectivity, updates and security.	£59
Home Technology Check Plus	Review plus up to 30 minutes of straightforward corrective work.	£89

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BUSINESS SUPPORT

Business support is available as ad-hoc help, fixed-price projects or an ongoing arrangement. Travel and site attendance are included within the quotation where appropriate.

Service	Typical scope	Price
Remote Business IT Support	Microsoft 365, email, users, security and general support.	£65/hour
On-site Business IT Support	On-site troubleshooting, setup and technology support.	£75/hour
Microsoft 365 Health Check	Review of setup, security and improvements.	from £149
New Starter IT Setup	Account and standard service setup; licences extra.	from £75
Business PC / Laptop Setup	Updates, security, accounts and standard applications.	from £95
Cyber Security Review	Practical review with clear recommendations.	from £149
Microsoft 365 Setup / Migration	Scoped before work begins.	Quotation
Website Design / Build	According to scope, content and functionality.	Quotation
Projects & Installations	Fixed quotation where practical.	Quotation
Ongoing Business IT Support	Options tailored to the business.	Quotation

OUR NO-SURPRISES GUARANTEE

You will know the applicable rate, travel charge or fixed price before work begins. If a job needs substantially more work, parts, equipment or another visit, Scrabo Tech will stop, explain the options and agree any additional cost before continuing.

Parts, equipment, licences, subscriptions and consumables are additional unless included. Any price agreed for supplied hardware or parts is the total customer price. Scrabo Tech does not add VAT while it is not VAT registered.