



Tech Info Library

Power Macintosh Upgrades: Transferring Serial Number (4/94)

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Security: Everyone

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TOPIC -----

When performing Power Macintosh upgrades, one of the items included is a new case, however the new case does not have a serial number on it. What should be done to provide the customer with a serial number on their upgraded Macintosh?

DISCUSSION -----

The Service Provider needs to write (using either indelible ink or an engraver) the serial number from the original unit into the blank space on the rear of the Power Macintosh where the serial number would normally go.

The customer should retain receipts that pertained to the original unit as well as the new unit. (Do not try to remove the old serial number from the old unit as it might rip or tear in the process).

Support Information Services

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