

## SCRIPT - Windows 10, the Painful Upgrade

*Customer walks into the shop*

**Hardy:**

How can I help you?

**Adrian:**

My Laptop just underwent a painful upgrade to Windows 10!

**Hardy:**

The laptop that I sold to you? What has happened to it?

**Adrian:**

My Laptop has stopped working.

**Hardy:**

How has your laptop stopped working?

**Adrian:**

It keeps crashing every time I do some work when using the  
laptop

**Hardy:**

May I ask how this upgrade was painful?

**Adrian:**

Microsoft forcibly upgraded the laptop using windows update  
and without my approval!

**Hardy:**

I did read an article in a computer magazine that Microsoft  
was forcing its windows 7 and 8.1 users to windows  
10, but this is a completely different issue

**Adrian:**

I have more problems

**Hardy:**

Go on...

**Adrian:**

I keep having loads of junk loaded on to my computer

**Hardy:**

Can I have a look into this

**Adrian:**

Go on...

*Adrian passes the laptop to Hardy*

**Hardy:**

I see. It has gone into the blue screen of death this time

**Adrian:**

Great, I did not have this problem before the upgrade

**Hardy:**

Don't worry my computer repair man can fix this

*Hardy calling Jon*

**Hardy:**

Jon

*Jon enters the shop from the workshop*

**Jon:**

What can I do for you Hardy?

**Hardy:**

A Laptop needs fixing

**Jon:**

And what operating system

**Adrian:**

Windows 10 Home Premium

**Jon:**

I shall see what I can do

*Hardy passes the laptop to Jon and heads to the workshop*

**Adrian:**

I do hope Jon knows what he is doing?

**Hardy:**

He was an expert in repairing computers since the days of  
Windows 98

**Adrian:**

Good, I in safe hands

*Jon returns from the workshop*

**Jon:** Hardy, looks like this laptop has being fixed

**Hardy:**

Good.

**Adrian:**

And how much will the repair cost?

**Hardy:**

£160 repair charge plus a £50 per 30 minute labour charge

**Adrian:**

A bit expensive, I hope the repair is worth it

*Adrian turns on the laptop*

**Adrian:**

My Laptop has now crashed

**Hardy:**

Strange, I shall get Jon to fix this, Jon

*Jon enters the shop from the workshop*

**Jon:**

What do you want this time?

**Hardy:**

Try and fix the laptop again please

**Jon:**

But I just fixed it

**Hardy:**

Well go and fix it again

*Hardy passes the laptop to Jon again and Jon heads to the workshop*

**Adrian:**

You told me that Jon was an expert

**Hardy:**

I did tell you he fixes computers from the days of windows 98 to windows 8.1, but this was his first time use of windows 10.

**Adrian:**

So what was he up to?

**Hardy:**

Trying to reinstall windows 10 from a clean install

**Adrian:**

Great, I now have a laptop that doesn't work, the service your computer shop has is terrible, what are you going to do about it?

**Hardy:**

Well we could reinstall Windows 7 back on the computer, Jon can fix Windows 7

*Jon Returns*

**Jon:**

Hardy, I still can't get the laptop fixed

**Adrian:**

So what can we do this time?

**Hardy:**

Jon, could you reinstall another copy of Windows 7 onto the laptop

**Jon:**

I shall try

*Jon Heads back into the workshop*

**Adrian:**

So what did you ask Jon to do?

**Hardy:**

Simple, I asked Jon to reinstall Windows 7 as he can fix Windows 7 computers

*Jon Returns*

**Jon:**

Hardy, I reinstalled Windows 7 but the laptop is still booting to Windows 10

**Hardy:**

What else can you do?

**Jon:**

I could do a complete reinstall of Windows 7 and clear out Windows 10 completely

**Hardy:**

Get on with it

**Jon:**

Ok

*Jon Heads back to the workshop*

**Adrian:**

I hope Jon gets the laptop in one piece

**Hardy:**

I hope so, Jon is good at fixing laptops so this one will be  
an easy repair

**Adrian:**

An easy repair!

*Jon Returns with the laptop*

**Jon:**

The Laptop is now working again

**Hardy:** So that will be another £160 with £50 per 30 minutes  
labour charge

**Adrian:**

Another repair charge! It better be worth it

*Adrian Checks the laptop*

**Adrian:**

Well I can see that it now has Windows 7 installed and the  
laptop is now working properly

**Hardy:**

Good, if you find any more problems, give us a ring

**Adrian:**

Said too soon, it's reinstalling Windows 10 again

**The End of the Sketch**