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ADB Mouse: Repairing Cord versus Replacing Mouse (11/94)

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TOPIC -----

Most of the mouse repairs at our Level 1 Repair Center are for damaged cords. The charge for a completely replacing the mouse seems a bit high considering that simply fixing the cable would seem to be much cheaper.

Even with the strain relief on the cable at the mouse body, the cords seem to break in the first 2 or 3 inches. Removing the cable, shortening it, then splicing and reconnecting it to the mouse's internal PCB fixes the problem satisfactorily. If there was a standard replacement cable, we could do this repair even better.

DISCUSSION -----

This issue has come up before. The reason why we do not offer this repair is that the cost of manufacturing a replacement cable is very close to the cost of replacing the mouse. For the few dollars more, customers get a new mouse ball, cleaned rollers, and so on.

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Support Information Services

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