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Ticket # 1232791  
Ticket Date Thu 06-30-16 12:46 PM  
Subject **S-2069**

#### Device Info

|                                 |   |                                  |                                  |
|---------------------------------|---|----------------------------------|----------------------------------|
| <b>Serial#:</b><br>C02PL0TVFVH9 | <b>Model:</b> MacBook Pro (Retina, 13-inch, Early 2015) | <b>Warranty:</b> Out of Warranty | <b>RAM:</b> unknown              |
| <b>OS:</b> Unknown              | <b>User:</b>  | <b>Password:</b>                 | <b>Expedited:</b> Not Expedited. |
| <b>Backup:</b> No Backup        | <b>Feet:</b> Feet present                               | <b>ETA:</b> 3-4 business days    | <b>MRI:</b> Unable to run MRI    |
| <b>Damage:</b> Normal Use       | <b>Items_left:</b> MacBook only                         | <b>Paid:</b> Not paid            |                                  |

#### Problem Description

Computer had water spilled on the Other. After spill computer is not turning on.

We will start off with our cleaning service for \$149 and assess and parts that may be necessary. The \$149 will go towards an approved repair. The cleaning process usually takes 2 business days.

We believe based on your description that the following may need replaced to complete the repair. We will let you know for certain when the cleaning is complete.

Logic Board -