



Nice chatting with you.

Case ID: [102552797369](#)

Here's the transcript of your chat with Apple Support:

Margaret

Thanks for contacting Apple Support. Please give me a moment to look over the information you have provided.

Margaret

Hello there! Thanks for chatting in Today! How are you doing on this Wonderful Day?

Kush Kapadia

hey, i am doing good.

Margaret

That is great to hear!

Margaret

I see you need help with your Mac today.

Margaret

I can help you look into the issue now.

Kush Kapadia

I was working on macbook pro and suddenly encountered sound from the left side of the fan. (For the first time)

Margaret

First what is the current macOS version number you see in the apple and then about this Mac please?

Kush Kapadia

15.3.1 (24D70)

Margaret

Great thanks!

Margaret

What was happening on your Mac when you heard the fan please?

Kush Kapadia

I was browsing, and reading PDFs on Brave browser. Also, the laptop ...

Kush Kapadia

...was charging.

Margaret

Ok, was the fan noise loud or buzzing?

Kush Kapadia

I also ran the Apple offline diagnostics using command + D and it showed no issues found.

Kush Kapadia

Buzzing, seemed something was stopping it from rotating it smoothly (but not sure)

Margaret

Ok, my system is asking if you updated the macOS recently?

Kush Kapadia

yes, after I heard the sound i updated. approximately 30 mins ago

Kush Kapadia

before running the diagnostics to be precise.

Margaret

Has it kept running or has the noise stopped?

Kush Kapadia

Right now it has stopped.

Kush Kapadia

But even after the update, it was on for sometime

Margaret

Ok, what type of surface is the laptop sitting on please?

Kush Kapadia

I also, installed Hot, to check macbook temperatures. Right now only with brave browser open, it shows 75-80 degrees.

Kush Kapadia

A wooden flat table.

Kush Kapadia

desk*

Margaret

Ok, thanks!

Margaret

Is the room you are in quiet or loud?

Kush Kapadia

medium, with some road side noise

Margaret

Ok, thanks!

Margaret

If you open system settings>power is the Mac set to automatic or another power mode?

Kush Kapadia

let me check

Margaret

Thanks!

Kush Kapadia

there is no option named 'power'

Margaret

Ok, look under battery please?

Kush Kapadia

Low power mode: Never

Kush Kapadia

Battery health: Normal

Margaret

Ok, thanks!

Margaret

Change that to automatic please.

Margaret

So what we would want to do is have a technician check the fan out of you. What is your postal code please?

Kush Kapadia

400086

Margaret

Thanks! Do you have a preferred location for service?

Kush Kapadia

Apple Store, BKC, Mumbai, India

Margaret

<https://s.apple.com/cJ1Y4R0tE4> This is a reservation link. Please click on the link now and setup your appointment.

Margaret

Please let me know when you are all setup.

Kush Kapadia

okay.

Margaret

Thanks!

Margaret

[Get your Mac ready for service](#)

Kush Kapadia

I want to book for 19th March due to my exams. But ig the website shoes options only upto 1 week.

Kush Kapadia

shows*

Margaret

Correct, the reservations do only book for 1 week ahead. Sorry about that.

Kush Kapadia

yes, I will book tomorrow, for 19th.

Margaret

<https://www.apple.com/retail/geniusbar/> With this link you will be able to make that reservation tomorrow.

Margaret

Do you have any other questions for me about this today?

Kush Kapadia

If it is only dust issues or something, will i be charged?

Kush Kapadia

My laptop is under warranty yet

Margaret

So your laptop has a limited warranty which covers normal product failure and manufacturer defects. If they do have any fees they would tell you directly.

Kush Kapadia

oh okay.

Kush Kapadia

Also last question for the day is, is 75 degree temperature normal? for normal browsing load?

Margaret

YEs, that temperature is within a normal range.

Kush Kapadia

okay noted. Thanks

Margaret

You are very welcome! Thank you so very much for reaching out to Apple Support today! Have a Very Wonderful Day!

Kush Kapadia

same to you :)

Sincerely,
Apple Support

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If you have questions, please visit support.apple.com/contact.