# GTECH REPAIR CENTRE FAULT FORM

Deliver faulty part with attached fault report to:

GTECH Repair Centre

C/- Datacom Engineering

101 Wellesley Street, AUCKLAND

All Faulty Equipment to be returned within:

South Island: 5 working days.

Central North Island: 2 working days.

Lower North Island: 3 working days

Auckland: Same day

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date:** | | | 03/04/16 | |
| **Engineer:** | | | Jarred Green | |
| **Datacom SV#:** | | | SV1603310004 | |
| **Site Name** | | | Hillcrest New World | |
| **Part Number:** | | |  | |
| **Part Description:** | | |  | |
| **Replacement Serial & Asset Number:** | | | 1341607 |  |
| **Faulty Serial & Asset Number:** | | | 1237610 |  |
| **Fault Description:** | | |  | |
| Router showing error light and no connectivity. Tried to reflash config but didnt help. Replaced and got lotto to add id to secureme. After this, everything working including eftpos. | | | | |
| **Fault Confirmed Onsite** | **Y** | **N** | If not- why was the item replaced? | |
|  | | | | |
| **Printer Sample included for Printer fault (not optional)** | **Y** | | **WAS THE PRINTER ON A FLAT SURFACE OR ON A TILTED STAND?** | |

## **FOR LOGISTICS USE ONLY:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Repair Order #** |  | **Repairer:** |  |
| **RP Status** | WAITING ON PRODUCT | Sent for 3rd Party Repair |  |
|  |  | Courier Ticket # |  |
| **RP Received by:** |  | Date: |  |
| **Date:** |  | Repair Resolution: | |
| **Repair Completed:** |  |
| **Transfer to Good Stock** | DT: |
| **Scrapped** | IS: |
| **RP Closed by:** |  | Repair Completed: |  |
| **Date:** |  | Date: |  |