



SERVICE CALL REPORT

Token Number	Case No.	Obligation Type	Date
	4718591443	(8/1/2014)	8/1/2014

AFORESERVE.COM LTD.

D Block, Surajdeep Complex, 16 Rana Pratap Marg, Lucknow-226001 (U.P.)

Tel. No. 0522-3935631-34 Web : www.aforeserve.co.in

INFORMATION TO BE FILLED BY CUSTOMER :

Company Name : ATB India Pvt Ltd
 Contact Person : Mr. Vishnu Singh
 Address : Vishal Khandu C/311 Gondil Nagar Lucknow
 PIN Code : _____ Landline Number : _____ Mobile No. 9453550700
 Fax No. : _____ Email ID : _____

INFORMATION TO BE FILLED BY ENGINEER :

Model No. & Product No. : L2723N/HP Scanner 3000 Professional Serial Number : CN33PK0137
 Password : _____ OS : _____ Country of Purchase : _____
 Issue Reported : lines while scanning

Demo Engineer Diagnosis : _____

AC Adapter : _____ Driver CD : _____ Bag : _____
 HDD : _____ Power Cord : _____ Carry Case Belt : _____
 Optical Drive : _____ Fax Modern Card : _____ Network Card : _____
 Cartridge/Toner : _____ Memory Capacity : _____ Tray : _____
 Battery Sr. No. : _____ Stylus : _____ Cradle : _____
 FDD : _____ ITB : _____ Wireless LAN : _____

MISCELLANEOUS COMMENTS :

Scratches	
Damages / Breakages	
Others	

NOTE : In case of Hard Disk failure of reinstallation of OS due to any other reasons. It may require formatting the Hard Disk. This may lead to loss of data. Hence, it is advisable for the customer to backup important files/data & programmes. Application software will not be installed apart from the recommended operating system (OS) including drivers and patches. Kindly refer to warranty terms and Conditions for more information.

Customer Authorization :

I hereby authorize HP Support Provider to provide the necessary repair service. I have taken back up of all important data/programms/application in the hard disks.

CUSTOMER SIGNATURE

Overall service experience rating for this case:

Unacceptable					Acceptable					Outstanding	
0	1	2	3	4	5	6	7	8	9	10	

Repair Remarks : Replaced the SJ 3000 Professional Scanner & Unit tested OK working fine

DEMO Engineer Name : Shadab Ahmad

In Time : _____ Demo St. : _____ Demo Finish : _____ Log St : _____ Log Finish : _____

Customer Signature : _____

Date : _____

For any queries after purchase contact our remote support at
 1800 11 2267 (city code) 3030 6363 or
 Web Support <http://www.hp.com/go/instant-support>

Hewlett-Packard values all customer feedback. For any complaints regarding the services please write to us at : in.ced_hp.com

Parts Used / Returned Details :

Sl. No./Reg. ID	Part Number	Part Description	Removed Part SI#	Installed Part SI#	Status(Def./DOA/Good)
094672085	L2723-69002	SJ 3000 Professional	CN33PK0137	CN33PK0040	Def.