



Your Ambition Our Mission

SERVICE CALL SHEET

MFI DOCUMENT SOLUTIONS LTD
Email: helpdesk.kenya@groupmfi.com

S No.: 00702

CUSTOMER NAME MASTERPIECE Rm 60	MACHINE MODEL FS 6525 MFI	CONTRACT STATUS YES / NO	NATURE OF CALL
CONTACT PERSON	MACHINE SERIAL NUMBER V190744330	CYAN 25% 50% 75% 100% MAGENTA 25% 50% 75% 100% YELLOW 25% 50% 75% 100% BLACK 25% 50% 75% 100% M K 25% 50% 75% 100%	CM PM INS F. UP CC OTHERS
CONTACT NUMBER	TICKET NUMBER		DS MDS

JOB DESCRIPTION

SYMPTOM:

FS DP

CAUSE:

ACTION TAKEN:

Fixed from work shop tested
m/c working OK.

CALL DESCRIPTION	D	D	M	M	Y	Y	H	H	M	M	CALL STATUS	METER READING
CALL DATE /TIME											OPEN	MONO 129 972
DATE/TIME DISPATCHED											CLOSED	COLOR -
DATE/TIME ARRIVED	1	5	0	5	2	2	1	0	0	0	F/W	TOTAL 129 972
DATE/TIME COMPLETED	1	5	0	5	2	2	1	0	0	0		

SPARES/CONSUMABLES USAGE				
PART NUMBER	PART NAME	CODE	QTY	TYPE
				CHARGE FOC
				CHARGE FOC
				CHARGE FOC
				CHARGE FOC
				CHARGE FOC

Please rate us on our service (1- V.satisfied, 5- V.dissatisfied)

Overall Service Experience

can you share how we need to improve to be your trusted partner

ENGINEER	
SIGN	[Signature]
NAME	K. FRED
DATE	15/05/2022
CUSTOMER	
SIGN / STAMP	[Signature]
NAME	ADAMSON O. HGO
DATE	15/05/2022

CHECK LIST	C	R	I	M	L
Optics Section	/				
Imaging Section	/				
Transfer Section	/				
Feed/Registration	/				
Fixing	/				
DADF	/				
FIRMWARE			/		
PRINTER DRIVER			/		
PM HISTORY			/		
Paper jam HISTORY			/		
Service code HISTORY			/		
FINISHER			/		
EXTERIERS CLEAN			/		

C - Cleaned : R - Replaced : I - Inspected : M - Modified : L - Lubricated

