



Your Ambition Our Mission

SERVICE CALL SHEET

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

S No.: 00546

CUSTOMER NAME	MACHINE MODEL	CONTRACT STATUS	NATURE OF CALL		
Master Print Center	FS 640 S MFP	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	CM <input checked="" type="checkbox"/>	PM <input checked="" type="checkbox"/>	INS <input type="checkbox"/>
CONTACT PERSON	MACHINE SERIAL NUMBER	CYAN 25% 50% 75% 100%	F.UP <input type="checkbox"/>	CC <input type="checkbox"/>	OTHERS <input type="checkbox"/>
	V10167442210	MAGENTA 25% 50% 75% 100%			
CONTACT NUMBER	TICKET NUMBER	YELLOW 25% 50% 75% 100%			
		BLACK 25% 50% 75% 100%			
		M K 25% 50% 75% 100%			
DS <input type="checkbox"/> MDS <input checked="" type="checkbox"/>					

JOB DESCRIPTION

SYMPTOM:

Dirty copies

CAUSE:

ACTION TAKEN:

Toner cleaned on mr host, roller fixed to clean not getting better to change H/R

CALL DESCRIPTION	D	D	M	M	Y	Y	H	H	M	M	CALL STATUS	METER READING	
CALL DATE /TIME											OPEN	MONO	129733
DATE/TIME DISPATCHED											CLOSED	COLOR	-
DATE/TIME ARRIVED	1	3	0	5	2	2	0	2	4	5	F/W	TOTAL	129733
DATE/TIME COMPLETED	1	3	0	5	2	2	1	2	4	0			

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

