

IdeaServ Systems, Inc.

441 Lt. Artiaga St., Brgy. Corazon De Jesus, San Juan City, Philippines
Tel. No.: (632) 8415-1174

FSR NO. 010 0202402

FIELD SERVICE REPORT

☐ NO CHARGE

☐ CHARGE

☐ **ASC WARRANTY**

☐ OTHERS

Customer : PUREGOLD (652) 88 SQUARE

Address : PARATIQUÉ

Contact Person :

Unit / Description :

Time Arrived: 9:35 AM Date Attended: 12.03.24

Time Started: 9:40 AM Time Ended: 10:35 AM

INCIDENT No.:

IDS. 20241202. 198459

Nature of Call/Problem:

lane 4 Customer Display no display. always
Need to set PORT volts to 12V on BIOS
just to work properly

Actions Taken:

Disassembled POS Unit VariPOS850/5i
Unplugged cables
checked Cmos Battery
Note: for Requesting Cmos Battery server
Replugged all cables
Assembled POS Unit
configuration of BIOS settings
Activated Com3 12v/test and observed
Status: Back job

Units/Materials Complete Details :

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JOHN LUCAS M. LOT / Patrick Jeri L Garcia
SE's Signature Over Printed Name

End User / Officer's Signature Over Printed Name

Authorized Service Provider of:

TOSHIBA

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