Good morning Sara.

I need more information about the issue, why don't you gather more?
If I were you, I would start by looking at the cables. Are they correctly connected?

First of all, It seems like your laptop isn't quite new, it might have deprecated software, you should update it to the latest version of its OS.
When you open the 'settings' tab, you have to click on 'update now to the last version'.

I wouldn't suggest you open the laptop, but , why don't you take it to Pete's repair shop where he can take a look?
He might solve it very quickly, and will be able to repair the problem with your screen, but make sure to bring all the documents for the computer, it might help.
He has been repairing computers since 2012, but I think he went on vacation for two weeks. You should call him first.

Nonetheless, it's important to take care of the battery, and I saw you don't do it.
You'd better connect your laptop only when needed next time.

If you spilled water on your laptop, you won't be able to get any money or repair from the warranty, as you mustn't break anything yourself.
It'll cover only the things that happened naturally over time.

You have had your laptop since 2021, and I think it'd be great for you to use more than one antivirus, so they can search from different databases.

All in all, do what you are able to do, but you mustn't take any risk.

Have a nice weekend, Sara!

Hecho por Jorge Varela Zamora, de 2º del C.F.G.S. de D.A.M, curso 2024-2025, I.E.S. Vista Alegre