



Run Sheet

Daniel Hanson 02/02/2025

Date	02/02/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4082216	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	02/02/2025 10:00 - 02/02/2025 11:56	Contact Name	2571 Glossop Duty manager	TESCO Stores Limited WREN NEST ROAD GLOSSOP SK13 8HB
Activity	REPAIR WITH PARTS	Contact Phone	02038019772	
Priority	8HR			
Ref 1	11589142			
Ref 2				
No. of Parts	3			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 02/02/2025 11:56-----ASSET</p> <p>INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: LAP 1SerialNumber: 4064433113866ProductIdentifier: 50G0220Model: 4064-430Physical Location: Deliver to Customer Services Desk /</p> <p>---ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail Stores & CFC.....s (Dot Com Centres) - Break Fix 8 Hour Fix. Monday Saturday 09:00 17:00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day)Head Office & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17:00. Including Public holidays (excluding Christmas Day) Head Office on-site contact On-site support..... 07880 038032 (HO Only not DC.....s)Pharmacy - Break Fix 4 Hour Fix. Monday Saturday 09:00 17:00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA MONDAY FRIDAY 09:00 17:00RETAIL STORE ONLY:-..... For all device swap outs the engineer is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial Number is recorded in the Debrief Comments..... Trays 2 & 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models MS811 MX710 CS410 MS510 Please check firmware level and update to EC3 if not at this level alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 27089785. Spoke to Ty user advised a customer left a leaky bottle of milk on the printer which leaked inside printer and caused the screen to flicker excessively store switched the printer off due to the flickering display and since then they have not been able to power the printer back on user also mentioned when removing toner cartridge that milk is leaking out of the toner I have ordered a new toner ref 1-519609444301 ETA 1-2 working days please attempt repair of printer.MS811Lap1 Shop floorTye or Duty manager 02038019772SN 4064433113866IP 80.116.0.51AR DDD 04/02/25ETA 02/02/25 @ 11:56----INSTRUCTIONS-----Technical Notes -----JB. Please investigate milk leaked inside printer and caused the screen to flicker excessively they have not been able to power the printer back on also milk is leaking out the toner and new one is being sent to site. Poss EMO.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
187866436	41X2606	MS82x SVC Controller SYSTEM BO				
187866432	41X2234	MS82x SVC Maint Kit Fuser BELT				
187866428	41X1112	MS82x SVC Power Supply LVPS				

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time



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Job # 4082189	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	02/02/2025 10:00 - 02/02/2025 11:30	Contact Name	5458 STRETFORD Duty manager	TESCO Stores Limited CHESTER ROAD Trafford STRETFORD M32 0RW
Activity	REPAIR	Contact Phone	07821795002	
Priority	8HR			
Ref 1	11589136			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 02/02/2025 11:30-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: Dot.Com MS811SerialNumber: 40635C6604Z8XProductIdentifier: 40G0230Model: 4063-430Physical Location:</p> <p>---ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail Stores & CFC.....s (Dot Com Centres) - Break Fix 8 Hour Fix. Monday Saturday 09:00 17:00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day)Head Office & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17:00. Including Public holidays (excluding Christmas Day) Head Office on-site contact On-site support..... 07880 038032 (HO Only not DC.....s)Pharmacy - Break Fix 4 Hour Fix. Monday Saturday 09:00 17:00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA MONDAY FRIDAY 09:00 17:00RETAIL STORE ONLY:-..... For all device swap outs the engineer is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial Number is recorded in the Debrief Comments..... Trays 2 & 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models MS811 MX710 CS410 MS510 Please check firmware level and update to EC3 if not at this level alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 27082295. Spoke to Steven user advised printer is posting 111.35 printhead service error POR does not clear please repair.MS811DotcomSteven or Samuel 07718527598 SN 40635C6604Z8XIP 88.149.8.31AR DDD 04/02/25ETA 02/02/25 @ 11:30----INSTRUCTIONS-----Technical Notes -----JB. Please investigate 111.35 Printhead mirror motor initial lock.</p>

Job Notes
PLEASE NOTE WAREHOUSE OPEN FROM 8-12 NOON ONLY TO COLLECT PART

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
187865813	60-MS811DN-TE	Lexmark MS811DN - Tesco Only				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
187865815	60-MS811DN-TE	Lexmark MS811DN - Tesco Only				

Engineer Closure Notes					On Site Time	Off Site Time
					Customer Print	
					Customer Signature	



Run Sheet

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Job # 4082231	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	02/02/2025 10:00 - 02/02/2025 16:00	Contact Name	028 Eccles Duty manager	Wm Morrison Supermarkets plc 7 Irwell Place MANCHESTER M30 0FH
Activity	REPAIR WITH PARTS	Contact Phone	01617891229	
Priority	ND FIX			
Ref 1	11589156			
Ref 2				
No. of Parts	3			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 02/02/2025 16:00-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: MONT028PRN2SerialNumber: 40636C66077MTProductIdentifier: 40G0230Model: 4063-430Physical Location:</p> <p>---ACCOUNT INFORMATION---MPS Customer. MPS Breakfix SLA Monday to Saturday 08:30 to 18:00. Sunday & Bank holidays 10:00 to 16:00.BAU Breakfix Monday to Friday 09:00 to 17:00 (MS312 and MS310 devices only)MS310 & M312 devices are only connected via USB. Not networked.Risk assessment and method statement to be provided on demand.Engineer to report to customer authorized representative and sign in the visitors book.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC000034558963. Spoke to Eddie user advised printer is posting 345.64 tray 4 service errors talked user through removing tray 4 insert and checking for obstructions nothing found under or behind tray so rebooted powered up to ready state but user is unable to fully insert tray 4 it does not close despite nothing visibly obstructing it. Also user mentioned tray 1 insert has difficulty closing also it gets stuck on one side when trying to close tray 1. Please investigate both tray 1 and 4 issues. MS811 PRN2 Shop floor Eddie 0161 789 1229 SN 40636C66077MT IP 10.27.95.22 AR ETA 02/02/25 @ 16:00---INSTRUCTIONS-----Technical Notes -----JB. [4:3] Please investigate 345.64 Hardware Error.....tray 4 lift plate failed to reach its home position. Poss EMO.</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
187866794	41X0976	MS71x SVC Tray Insert MS81x SV				
187866802	40X7591	MS81x SVC Other Paper Handlin				
187866798	40X8152	MS81x SVC Tray Insert 250 Shee				



Run Sheet

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Job # 4082176	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	02/02/2025 10:00 - 02/02/2025 16:00	Contact Name	021 St helens Duty manager	Wm Morrison Supermarkets plc Baxters Lane Sutton ST HELENS WA9 3DH
Activity	REPAIR WITH PARTS	Contact Phone	01744 25286	
Priority	ND FIX			
Ref 1	11589134			
Ref 2				
No. of Parts	4			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 02/02/2025 16:00-----ASSET INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO RSDeviceTagCustomer: MONT021PRN5SerialNumber: 45146PHH3G2DXProductIdentifier: 35S0330Model: 4514-630Physical Location:</p> <p>----ACCOUNT INFORMATION---MPS Customer. MPS Breakfix SLA Monday to Saturday 08:30 to 18:00. Sunday & Bank holidays 10:00 to 16:00.BAU Breakfix Monday to Friday 09:00 to 17:00 (MS312 and MS310 devices only)MS310 & M312 devices are only connected via USB. Not networked.Risk assessment and method statement to be provided on demand.Engineer to report to customer authorized representative and sign in the visitors book.</p>	<p>-----ACTIVITY DESCRIPTION---Help Desk Reference INC000034557314. Spoke to Victoria user advised printer is jamming when attempting to print 2 sided this happens consistently on the first few prints of every day and subsequently if the printer has been left to not print for 10 or more minutes it will jam with 230.03 errors on next print attempt every time. MS510 Cash office Victoria 01744 25286 SN 45146PHH3G2DX IP 10.27.15.24 AR ETA 02/02/25 @ 17:00----INSTRUCTIONS-----Technical Notes -----JB. Please investigate 230.03 Internal duplex sensor never made by leading edge of page.</p>

Job Notes

In Items

Returned Items

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Daniel Hanson 02/02/2025

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Run Sheet
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Run Sheet

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Job # 4082182	Customer	Verifone UK LTD			Job Address
SLA Window	01/02/2025 10:02 - 02/02/2025 18:00	Contact Name	STEPHANIE ROBERTS		STONEGATE - WALDORF PROPER PUB
Activity	TECH EXCHANGE	Contact Phone	07496 321 303		STONEGATE - WALDORF PROPER PUBS - 7025521 GORE STREET
Priority	ND 1800				PROPER PUBS - 7025521 GORE STREET
Ref 1	G348228				STONEGATE - WALDORF PROPER PUB
Ref 2					MANCHESTER M1 3AQ
No. of Parts	1				

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 29995462 Inbound Serial No. = 314-313-981 IP Gateway = 10.83.108.94 Terminal IP Address = 10.83.108.69 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1666 Login Pin = 1666 Primary System ID = 20024503 SITE OPENING TIMES = Purchase Pin = Notes = Fault Category =Faulty Keypad	MUST BE ATTENDED AT THE WEEKEND. DO NOT ATTEND MON - FRI If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2665290

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18786563001	R-Vx680 WiFi-03.70X68099BD		330-507-967			

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Verifone UK LTD	18786563001	G348228	4082182	TECH EXCHANGE	STONEGATE - WALDORF PROPER PUB, STONEGATE - WALDORF PROPER PUBS - 7025521 GORE STREET, STONEGATE - WALDORF PROPER PUB, MANCHESTER, M1 3AQ	Daniel Hanson	01/02/2025 10:02 02/02/2025 18:00	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187866794	11589156	4082231	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, 7 Irwell Place, MANCHESTER, M30 0FH	Daniel Hanson	02/02/2025 10:00 02/02/2025 16:00	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187866802	11589156	4082231	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, 7 Irwell Place, MANCHESTER, M30 0FH	Daniel Hanson	02/02/2025 10:00 02/02/2025 16:00	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187866798	11589156	4082231	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, 7 Irwell Place, MANCHESTER, M30 0FH	Daniel Hanson	02/02/2025 10:00 02/02/2025 16:00	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187865813	11589136	4082189	REPAIR	TESCO Stores Limited, CHESTER ROAD, Trafford, STRETFORD, M32 0RW	Daniel Hanson	02/02/2025 10:00 02/02/2025 11:30	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187866436	11589142	4082216	REPAIR WITH PARTS	TESCO Stores Limited, WREN NEST ROAD, GLOSSOP, SK13 8HB	Daniel Hanson	02/02/2025 10:00 02/02/2025 11:56	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187866432	11589142	4082216	REPAIR WITH PARTS	TESCO Stores Limited, WREN NEST ROAD, GLOSSOP, SK13 8HB	Daniel Hanson	02/02/2025 10:00 02/02/2025 11:56	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187866428	11589142	4082216	REPAIR WITH PARTS	TESCO Stores Limited, WREN NEST ROAD, GLOSSOP, SK13 8HB	Daniel Hanson	02/02/2025 10:00 02/02/2025 11:56	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187865533	11589134	4082176	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Baxters Lane, Sutton, ST HELENS, WA9 3DH	Daniel Hanson	02/02/2025 10:00 02/02/2025 16:00	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187865537	11589134	4082176	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Baxters Lane, Sutton, ST HELENS, WA9 3DH	Daniel Hanson	02/02/2025 10:00 02/02/2025 16:00	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187865529	11589134	4082176	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Baxters Lane, Sutton, ST HELENS, WA9 3DH	Daniel Hanson	02/02/2025 10:00 02/02/2025 16:00	02/02/2025	
Xerox (UK) Technical***DO NOT INVOICE***	187865541	11589134	4082176	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Baxters Lane, Sutton, ST HELENS, WA9 3DH	Daniel Hanson	02/02/2025 10:00 02/02/2025 16:00	02/02/2025	