

Chat



Roma J: Hi, my name is Roma J. How may I help you?

Michael Lenehan: Hi

Michael Lenehan: I have a CX series PUS with the 'Green Label' which has recently stopped working

Michael Lenehan: I was made aware that there was a recall on these PSUs, and that replacements are available

Roma J: May I have the part number and serial number?

Michael Lenehan: Part number is CP-9020048-UK

Michael Lenehan: Serial Number is 320653

Roma J: Is this the whole serial number?

Michael Lenehan: Apologies, it's 320653 11417101

Roma J: Bear with me for a bit, I will check on this.

Michael Lenehan: No problem, thank you

Roma J: You are welcome.

Roma J: I checked for any recalls for our PSUs.

Roma J: But there is no active recall for any of our PSUs.

Michael Lenehan:
Okay, I know that there was a component upgrade on the internals of the 'green label' CX series, due to issues , but must have been misinformed about the recall

Michael Lenehan: Is there any replacement option for this broken PSU?

Roma J: Have you created a ticket for your PSU?

Michael Lenehan: I have tried, but the part number I provided you gives 17 pages of results, and I can't continue with the ticket without the part number filled in

Roma J: No worries, let me create a ticket for you.

Michael Lenehan: Perfect, thank you

Roma J: You are welcome.

Roma J: May I know what happened to your PSU?

Michael Lenehan: It no longer powers up, and emits a high pitched noise when plugged in

Roma J: Have you tried a pin test?

Michael Lenehan: I have not, but I have the power supply beside me, which pins do I bridge?

Roma J: Insert a paper clip into the 16th and 17th pin of the 24 pin cable.

Michael Lenehan: 16th and 17th counting from top left?

Roma J: Yes.

Michael Lenehan: The PSU does not power up, but I can hear the high pitch, low volume whine

Roma J: No worries, will process an RMA request for your PSU.

Roma J: There should be an active ticket on your account.

Michael Lenehan: Okay, perfect. I got an email confirming the ticket was created

Roma J: Please attach a copy of the receipt and a photo of the serial number and part number of you PSU.

Roma J: Is there anything else that I can help you with?

Michael Lenehan: I don't have a copy of the receipt

Roma J: Did you purchase it from a physical store or online?

Michael Lenehan: I believe it was online, however I cannot be certain

Roma J: Attach a photo of the part number and serial number.

Roma J: I will see what I can do from my end.

File attachment upload has started.

The file 57366676_291036591813589_8597952625926733824_n.jpg (204.25KB) was received.

Roma J: I will get back to you via email for options that might be available for us.

Michael Lenehan: The part number was found from searching the other information in that picture online

Michael Lenehan: Perfect, thank you

Roma J: You are welcome, anything else that I can help you with?

Michael Lenehan: No that is everything, thank you for your help

Roma J: You are welcome, speak to you soon.

Michael Lenehan: I look forward to hearing from you

Roma J has disconnected.