



Services

Onsite Service Call Report

WO No.	4015010345	Type	Onsite
Customer Name	Vivbkanand kumar	Call Logged date	26-Sep-2024 07:07 PM
Company	LIFE TIME International pvt.ltd.	Part Delivery Date	
Address with Pin Code	Ward number 15 kishunpuraSiwan Police Station Basantpur, Pat Near BDS Public SchoolKISHUNPURA, 841416	Cust scheduled date and time	01-Oct-2024,12:00 AM
Phone numbers	+9182875157890	Reason for Delay in engineer visit	
Email	EXAMPLE@COMPANY.IN		

ENGINEER DETAILS		Call Status (Closing Code Description)
Full name	Md Arsad	Fixed Problem Fixed No Parts Replaced
Tech ID #	INCS19040103	

System Details	Model	Serial No.	Machine Type	Engineer arrival Dt/time	30-Sep-2024,09:34 PM
	S1Y900	PG02CHZE	20RA	Activity Start Dt/time	30-Sep-2024,09:35 PM
				Activity End Dt/time	30-Sep-2024,09:48 PM

Problem(s) Description :	Dear Team, I am facing a heating issue with my laptop. I have been using the laptop for more than 1 hour.
Diagnostic Notes :	heating issue
Repair Notes :	System check found same issue over heating issue , system open dust clear and fan clean and thermal pest clean and system normal working no any Hardware issue.

Post-Repair CHECKLIST			
Post-Repair Cosmetic Check	Normal	AC adapter/battery charging	
Update MTM/SN/UUID /Product Name		USB & I/O Ports/SD Slot/Sim Slot	
Update latest BIOS/FW /Driver		Speaker/Audio jack /Webcam/Microphone	
LCD touch/rotate/flip test		Lan Port/Wifi/WWAN /Bluetooth	
LCD Lid open/close degree check no flickering		No Part Replacement	

Lenovo Diagnostic Code	
Lenovo Diagnostic Result	

Defective Part

No	FRU#	Barcode Scan (pre-repair)	DESCRIPTION	FSP Disposition Code
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Replacement Part

No	FRU#	Barcode	DESCRIPTION
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Disclaimer:-

Except as agreed to in writing between Customer and Lenovo, services under this Workorder are subject to Lenovo's standard services terms & conditions available at www.lenovo.com. Customer is responsible for all restoring, reloading, backing up all data, licenses and software before receiving the services. Lenovo Service offerings do not include loading/reloading Customer's software applications, licenses or data post repair.
LENOVO IS NOT RESPONSIBLE FOR LOSS OF DATA/SOFTWARE.

For further assistance or queries, contact infsupport@lenovo.com.

Customer Remarks:

Customer Signature



Field Service Engineer Signature

Lenovo Technologies Customer Contact Center**Eticket Link**

<https://pcsupport.lenovo.com/servicerequest>

Contact us

<https://pcsupport.lenovo.com/en/products/laptops-and-netbooks/contactus>

Chat support

Idea



Think

