

Onsite Service Call Report

WO No.	4015010345	Туре	Onsite
Customer Name	Vivbkanand kumar	Call Logged date	26-Sep-2024 07:07 PM
Company	Literational 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	+91 8287555589 0	Reason for Delay in engineer visit	
Email	EXISMP.EE@ifemethiny.IN		

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

	Model	Serial No.	Machine Type	Engineer arrival Dt/time	30-Sep-2024,09:34 PM
System Details	S1Y900 PG02CHZE 2	DC02CUZE	20RA	Activity Start Dt/time	30-Sep-2024,09:35 PM
		ZUKA	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 & amp; 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	
		(, , , ,			

Replacement Part

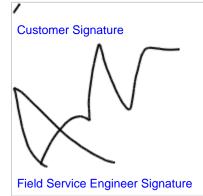
No	FRU#	Barcode	DESCRIPTION

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:



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