

**To ensure we can process your notebook warranty promptly and without any unnecessary delays to you. We advise that you go through this step by step checklist to make sure that you have tick the following even before you come into the service department. It is also advice that you bring this checklist along on any notes you might have written down.**

€ **FAULT DESCRIPTIONS**

Call or email service centre to ensure it is NOT software or set-up related which often can be resolved by visiting our QA support page or the respective manufacturer's web page.

€ What are the symptoms of the fault you are having?

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€ How can the workshop replicate this fault?

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€ **INVOICE**

Bring a copy of the invoice as proof of purchase and warranty

€ **YOUR DETAILS:**

Your contact phone number is different to the invoice

Mobile: \_\_\_\_\_

Telephone: \_\_\_\_\_

€ **WITHIN 7 DAYS – DEAD ON ARRIVAL**

If it is within 7 days of purchase date (check invoice date) please bring the original box and contents

€ **OUTSIDE THE 7 DAYS:**

€ The notebook unit

€ Power Supply/Charger.

€ Recovery disk(s)\*

If the recovery disk(s) have not been created and the machine has failed before you where able to create them, then you will be able to obtain a replacement set from the manufacture. To obtain a replacement set; Contact the Warranty and Support# on the product warranty card. There is normally a charge on replacement Recovery disks as it is the end user responsibility to create them, and there are sufficient warnings about this in the supplied documentation.

€ **PASSWORDS:**

The technicians require logging in to the machine to perform work. Please supply any password or user name that may be required to use the machine. Finger print log in backup password is also required if finger print log in is active.

€ Bios / power on Password if Present \_\_\_\_\_

€ Windows Username \_\_\_\_\_

€ Windows Password \_\_\_\_\_

€ **DATA BACK-UP:**

Please advise us if you require a data back up. This is not covered by warranty and there will be charges if data backup is required. Our data recovery service is subject to the condition of the HDD and if it is readable.

Revision	Date	Name	Revision	Date	Name
1.0	30/10/2007	Frederick Lee			