

**PLEASE FAX TO
01908 310107
PRIOR TO RETURNING GOODS**



Company	Date
Contact	Address
Email	
Telephone No.	
Fax No.	
Part Number	Serial Number(s)
Eltech Invoice number	
Part Description	Purchase Date
How often is the fault seen?	
Fault Description.	
Continuation Sheet <input checked="" type="checkbox"/>	
Please note "Faulty" or such similar fault descriptions are not acceptable, and will likely result in your product being returned to you with no fault found. The more descriptive the fault report is the greater the chances are of successfully resolving the problem.	

Processor Board Fails to boot -	<p>Does the system Beep?</p> <p>Do you See the BIOS Screen?</p> <p>Can you enter the BIOS Setup?</p> <p>Does the System detect the boot Device</p>
System boots but hangs -	<p>Does system hang straight after boot?</p> <p>Does the system hang when performing a specific task, if yes what task?</p>
System causes uninitiated reboots -	<p>Does system Reboot on bios screen?</p> <p>Does the system reboot, when running an OS?</p>
COM port(s) fail to work -	Which com port(s) fail to work?
Parallel port(s) fails to work -	Which parallel port(s) fail to work?
Processor fails to drive LCD -	<p>Do you get any display on LCD?</p> <p>Is display corrupt?</p> <p>Is display shifted?</p>
Keyboard fails -	<p>Can the keyboard be used to enter the BIOS Setup Screen?</p> <p>Does the keyboard work on when the OS is running?</p> <p>Is there a keyboard lock switch on the chassis which is set to lock?</p>
Mouse/pointer device fails -	Does the Mouse work when OS starts?

Please Note: In the event that no fault is found Eltech reserve the right to charge for labour and carriage costs.

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