Fault Incident Report

Larch COMPUTER SERVICES LIMITED

DOCKET NUMBER

CUSTOMER PURCHASE ORDER

CONTRACT REFERENCE

EQUIPMENT TYPE
SERIAL No.

SYMPTOMS

POSSIBLE CAUSE
Visit No.

VISIT DETAILS
S.I.R. No.

Continuation Sheet

Module or Parts Used	Code	Serial in	Serial Out	Charge

Total Parts Charge

Fault Not Confirmed
Fault Confirmed

Software Error
Operator Error

Fault Not Cleared
Fault Cleared

Report Requires Stores Action
Report requires Workshop Action

Unneccessary Visit

Work Outstanding

EQUIPMENT LOCATION

INVOICING DETAILS

Routine Maintenance
Call Out
Escalation

Installation
Modification
Delivery
Workshop Repair

CALLER
TELEPHONE

	Date	Time
CALL RECEIVED		
FAULT CLEARED		

ENGINEER ON-SITE — Date / Time

Total Travel Hours

Travel Distance

Labour Charge @ _____ /Hr.
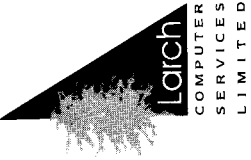
Total Parts Charge

TOTAL CHARGES

THE DETAILS OF REPAIR AND RELATED CHARGES (*) ON THIS REPORT ARE CORRECT
AND WILL BE USED FOR INVOICING ACTION (*)

Customer Signature _____

Engineers Signature _____

Date _____

Date _____

(*) delete as necessary